## FFT Monthly Summary: July 2023

Darwen Healthcare Practice Code: P81051

# connecting patients transforming healthcare

## SECTION 1 CQRS Reporting

CQRS R	eportin	g									
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	3	1	2	2	0	0	0	0	50	0	0

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service desk on 0800 440 2777 or email them at cqrsservicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

#### SECTION 2 Report Summary

Surveyed Patients:	132						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	3	1	2	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	3	1	2	2	0	50
Total (%)	<b>84</b> %	<b>6</b> %	2%	4%	4%	0%	100%

## **Summary Scores**

#### **NHS Scoring Guidance**

Recent guidance issued by NHS England has confirmed the move away from the 'Net Promoter' scoring methodology to a simpler 'Percentage Recommended' and 'Percentage Not Recommended' method.

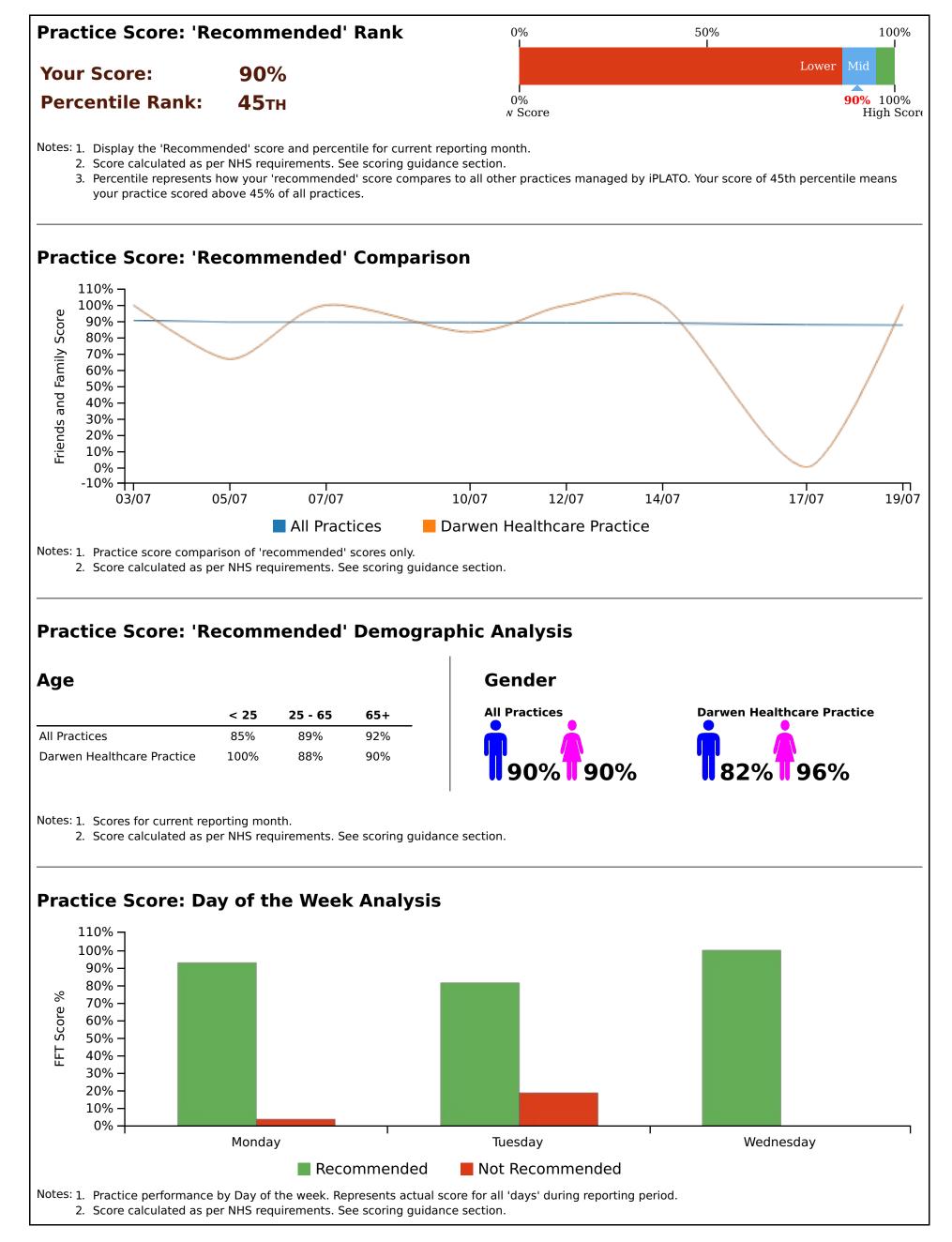
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

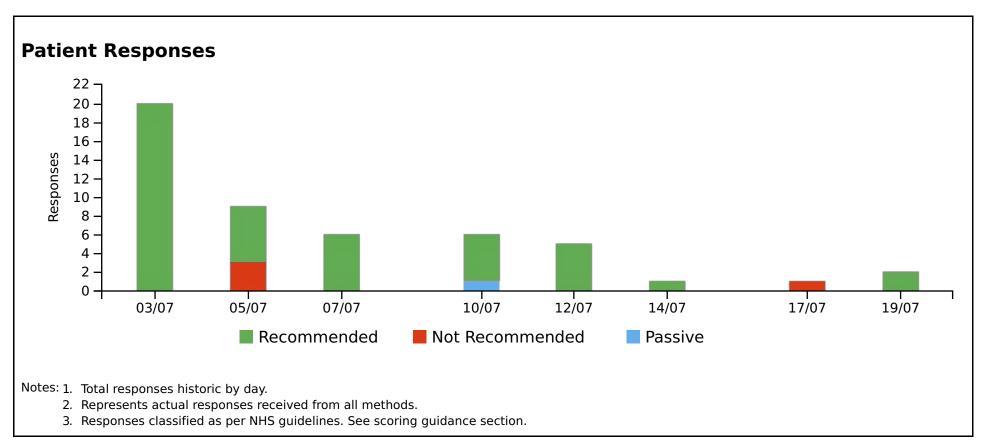
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

#### SECTION 3 Practice Scoring



## SECTION 4 Patient Response Analysis



#### **SECTION 5 Patient Free Text Comments: Summary**



#### **Patient Free Text Comments: Detail**

Notes: 1. Free Text Comment received for current reporting month.

- 2. Classification based on initial response to Q1 rather than content of message.
- 3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

#### Recommended

✓Always listen and are extremely helpful and carry out whats needed thanks

- ✓ The nurse is lovely and so caring everytime I've been for my sons injections. She's am angel and you're lucky to have her
- ✓I got excellent attention from the Receptionist to the Doctor who listened to my problems and gave me first class treatment and advice.
- Rang up and got an appointment straight away. Was seen to within 10 mins. The doctor cared and listened and seem to want to help me. This practice is the best I don't know what I would do without it
- Lovely doctor very understanding and approachable
- ✓ We are very lucky in Darwen to have such fantastic health centre, the treatment I got today was excellent, thankyou
- ✓ Fantastic GP, very patient and helpful
- ✓ 1 very good
- ✓ On the day appointment No long wait
- ✓ My doctor was really helpful x
- Appointment was on time , receptionist very helpful and assisted me making another appointment. Dr umar was very helpful & caring & really listened to my concerns
- In Davies manner and professionalism is beyond reproach....her friendliness and ability to convey her thoughts are very reassuring...all our contacts with the surgery have always been consistently efficient and helpful
- The doctor examined my daughter well and explained to me her condition, which removed my confusion about the matter. I left his office happy and relieved from worrying about my daughter.
- ✓ On time appointments,pleasent people,going beyond the norm
- ✓ Receptionist always helpful & Dr very thorough
- ✓ The line was not very clear.
- Doctor was very helpful
- ✓ Adeela Rifia put me at ease and made the experience comfortable
- ✓ Service was prompt
- Everything was fine, easy booking in and on time
- ✓ Punctual, friendly informative and professional doctor.
- ✓ Great service all round as always
- ✓ Excellent professional, caring service. Very thorough.
- ✓ Darwen Health Care practice is second to none in my opinion. Staff are amazing including, and equally importantly, the reception team. When I phone I almost always get an answer in a reasonable time frame. I've never had an issue getting an appointment, I feel listened to by those I see and I am extremely grateful for the service and professional environment

✓ Fast reliable service, always listen and ensure my child's needs are met efficiently. Overall great service

✓ GP I saw was very informative

✓ polite staff. nice doctor

✓ Great communication and very professional

✓ Doctor was great. Lovely and helpful.

*V* My recent experience have been very good all staff friendly and helpful today's appointment was excellent she explained and answered any questions I had

✓No nonsense, astute questions, informative, a plan for going forwards. What's not to like?

✓ The doctor was easy to talk to

#### Not Recommended

Appointment on time excellent doctor

Arrived for appointment only to be told nurse wasn't in. A text message would have been nice to save me making the trip. Re booked later in day and everything was fine thanks.

Call was nearly 3 hours late. Dr was very helpful but it was very inconvenient to have to wait for so long.

#### Passive

✓I booked appointment for 8.10 was not seen till 8 50 the nurse I saw was very nice.