FFT Monthly Summary: January 2024

Darwen Healthcare Practice

Code: P81051



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	7	1	2	0	2	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: 119

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	7	1	2	0	2	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	7	1	2	0	2	50
Total (%)	76%	14%	2%	4%	0%	4%	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 (%) =
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

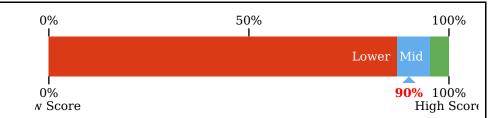
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

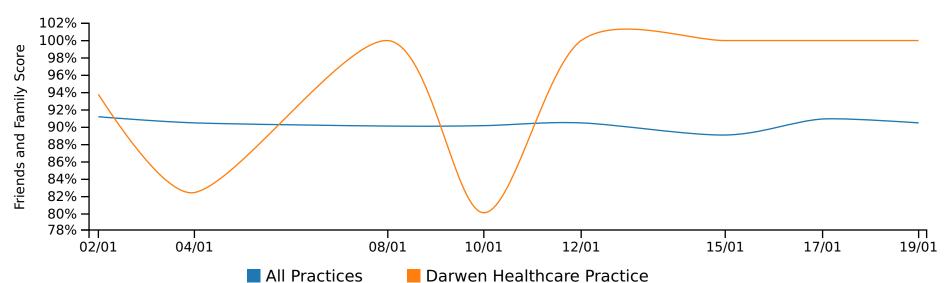
Your Score: 90%
Percentile Rank: 45TH



Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

- 2. Score calculated as per NHS requirements. See scoring guidance section.
- 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	90%	93%
Darwen Healthcare Practice	75%	90%	92%

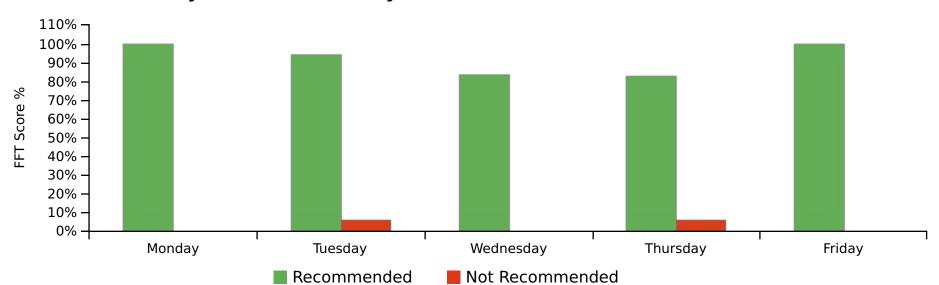
All Practices



Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

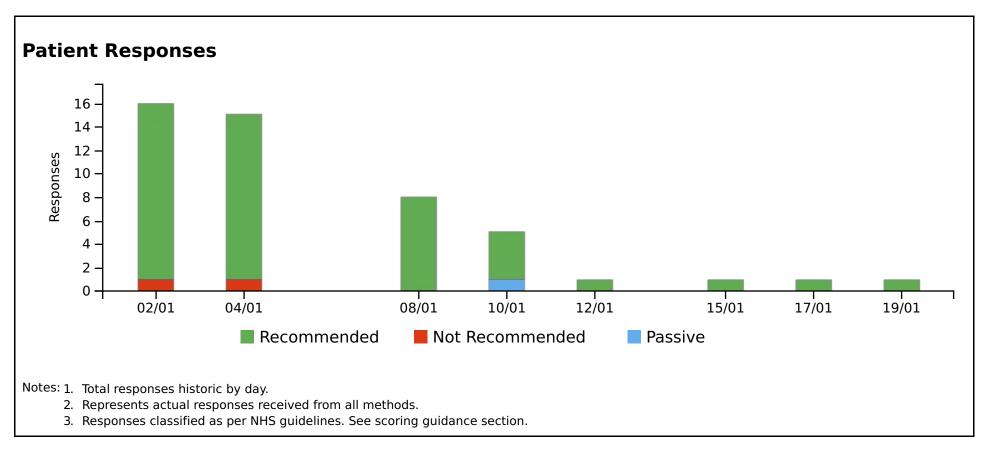
Practice Score: Day of the Week Analysis



Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



Patient Free Text Comments: Summary

Thematic Tag Cloud 9 **Reception Experience** absolutely prov Arrangement of Appointment 6 Reference to Clinician 20 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing clinical considerate sentence fragements and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and quickly adjectives where the word courteously frequency is reflected in text size.

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

- ✓ Receptionist helpful, Doctor very helpful.
- ✓ All staff I came into contact were welcoming, polite, friendly and caring. What more could one ask for.
- ✓ The receptionist was kind and efficient, sorting out the various forms that I needed for the tests recommended by the doctor.
- ✓ The doctor I so was so wonderful
- ✓ The lady was lovely and chatty
- ✓ The overall level of care, not just from the Doctors and Nurses but from the Reception team as well.
- ✓ Easy to book, I wasn't waiting long and the nurse was very friendly and helpful.
- ✓ Yes simply brilliant service every time. All staff medical and non clinical have time patience sensitivity to all our needs. We are elderly and this means so much. Absolutely great.
- ✓ Dr very polite and helpful
- ✓ Only a 10 minute wait.
- ✓ Helpfull reception and nice doctor
- ✓ Lovely and professional nurse
- ✓ Got appointment when i rang today and they doctor done everything he could
- ✓ Have had numerous dealings with the practice in the last few months and always received excellent service from all departments. Today nurse rang on time and was reassuring so I know I will be monitored
- ✓I was able to get an appointment quickly and was treated courteously and efficiently. All staff were very professional and helpful.
- ✓ Excellent service promptly seen and Dr listening to me
- ✓ Kind considerate and caring
- ✓ Excellent professional and caring service.
- ✓ Don't have any problems with the service
- ✓ I had a lovely appointment with my doctor.who was very easy to talk to.
- ✓ Elliott was very welcoming, pleasant, professional and did his jwell while maintaining a friendly manner with my 91yr old Motherxplained everything to us and has scheduled in an update for nex
- ✓ Doctor very good
- ✓ Never had any issues .
- ✓ Helpful and professional staff
- ✓ Cos it was first class
- ✓ He is a good dr
- ✓ Professional and helpful
- ✓ Thorough approach to diagnosis
- \checkmark The receptionist was excellent and the Dr was efficient and pleasant.
- ✓ Checked in easily then the doctor called us in on time and the doctor was absolutely brilliant. She knew exactly how to talk to my son who was the patient. She put his mind at ease and we came away happy
- ✓ Doctor was very thorough
- ✓ Pleased with service received from the doctor, wait time is frustrating
- ✓ Clear communication and appointment times adhered to
- ✓ Only few mins late and efficient asthma check up.

Not Recommended

✓ Wait was over an hour for appointment. Not enough doctors to cope with demand. Not acceptable when I'm using lunch breaks for appointments and losing wages