

# FFT Monthly Summary: May 2025



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	2	2	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients: 133

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	7	2	2	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	7	2	2	1	0	50
Total (%)	76%	14%	4%	4%	2%	0%	100%

Summary Scores

90%

6%

4%

## 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 (%) = 
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

Not Recommended (%) = 
$$\frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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: 40TH

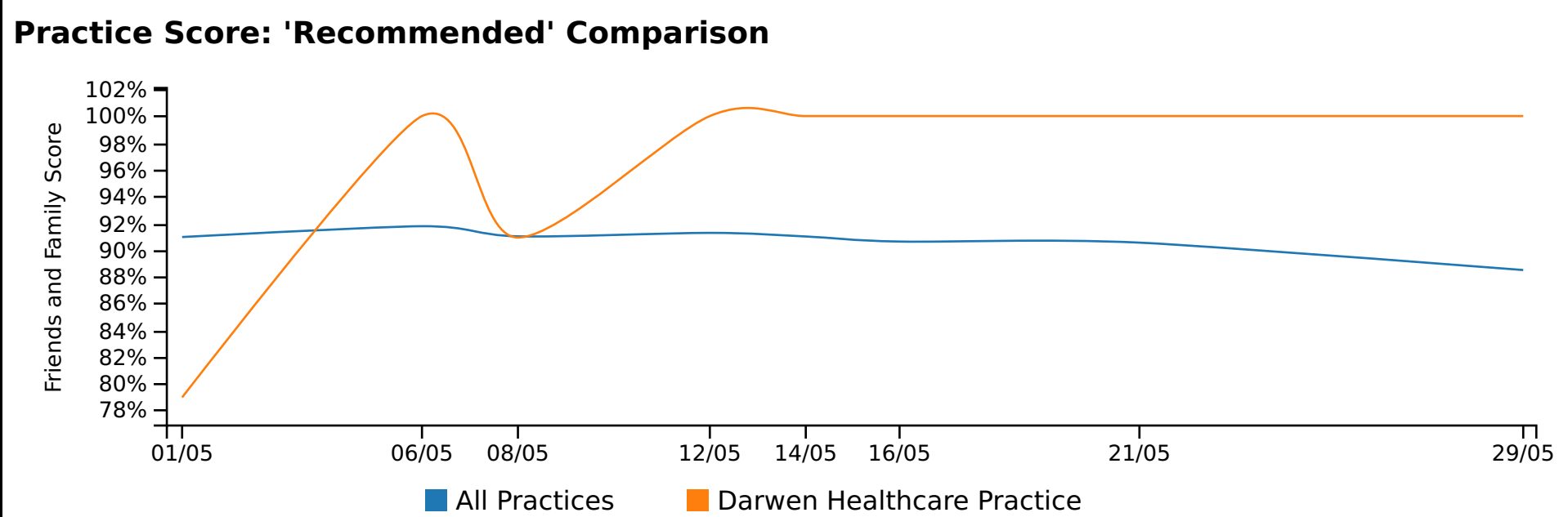
0%50%100%

0% Score

LowerMid

90%100% High Score

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 40th percentile means your practice scored above 40% of all practices.



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	86%	90%	93%
Darwen Healthcare Practice	100%	85%	95%

Gender

All Practices

91%

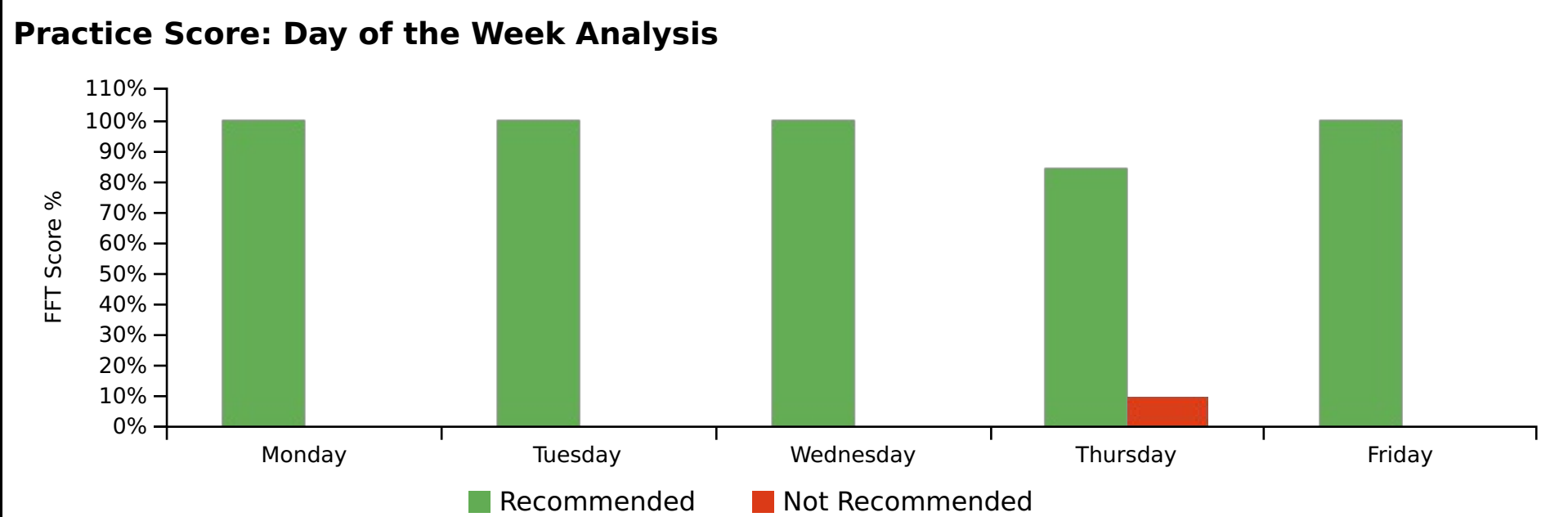
91%

Darwen Healthcare Practice

83%

94%

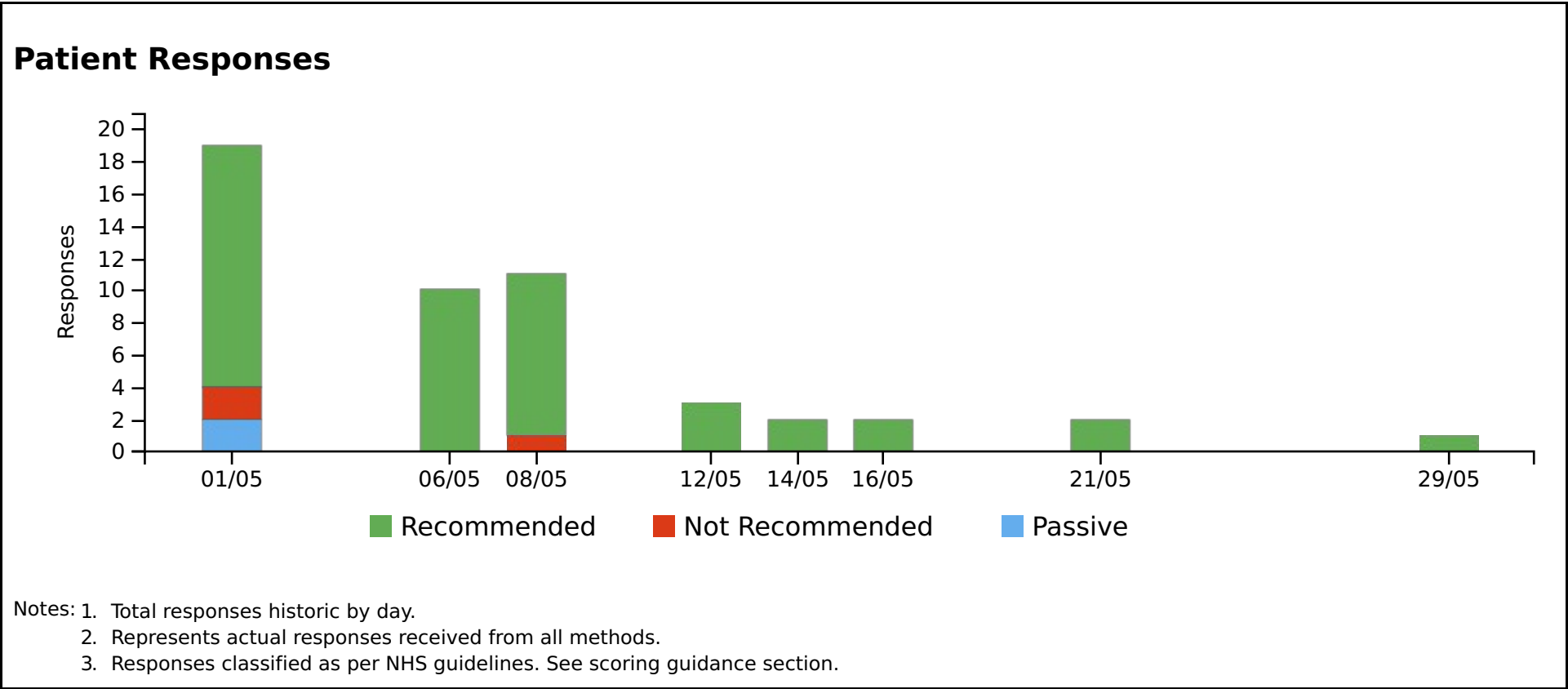
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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



## SECTION 5

### Patient Free Text Comments: Summary

### Thematic

Reception Experience	8
Arrangement of Appointment	12
Reference to Clinician	22

Notes:

1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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 adjectives where the word frequency is reflected in text size.

### Tag Cloud

## 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

- ✓ Staff always friendly they get me in to see my doctor as soon as they can prescription line is great and doctors are very helpful overall great service
- ✓ *Very efficient and kind*
- ✓ Amazing bedside manner, friendly, interested, put me at ease, listened, not fobbed off, just an amazing person who takes the time to understand concerns
- ✓ *I was seen in a very fast time and checked over in a professional manner and given medication for my symptoms*
- ✓ I find you sufficient and reliable
- ✓ *Can't fault everything from getting an appointment to seeing the doctor r having treatments 100% well done*
- ✓ No
- ✓ *Very good*
- ✓ All the staff, receptionist, Dr Davies and nurse practitioner Terri are extremely helpful, professional and caring.
- ✓ *Because everything well thank you*
- ✓ Clean setting, not a long wait, the doctor my daughter was lovely, even my daughter commented on what a lovely doctor we saw
- ✓ *It was good but I had to wait 15 minutes after my appointment and there was a mixup with my prescription, so there is marginal room for improvement*
- ✓ Was pleased that I didn't have long to wait for the Doctor and she was very concise with the reason she had made an appointment for me to see her
- ✓ *Health care assistants contact me about blood and urine tests, explained & advised. Easy access to doctors, can make appointments to see them. Reception staff are friendly, willing to help.*
- ✓ A wonderful doctor as always
- ✓ *The dr was lovely and felt at ease talking with her.*
- ✓ Excellent engagement with the clinician and listened to my issue.
- ✓ *Appointment on time, quick and easy nurse service*
- ✓ My appointment was for 8.10 but didn't get seen till after twenty past me being the 1st person so rated good
- ✓ *We as a family highly recommend and appreciate Darwen HealthCare Practice for looking after our health care. We always can get to see our GP, Nurses when we need to, they are always professional, from the receptionist, to whoever is involved with our care, the best Doctors/Nurses /Receptionists we have ever had. Thank You xx*
- ✓ The health care professional who I saw was excellent and extremely helpful and compassionate and understanding
- ✓ *Receptionist was nice, smiley and helpful the nurse was also the same*
- ✓ Staff very polite my appointment was 40 minutes late but Doctor apologised for delay and my session with Doctor was excellent
- ✓ *Receptionist was very accommodating getting me an appointment, doctor listened to my concerns, took them seriously and put a plan of action in place. Subsequent appointments with nurses have shown them to be knowledgeable, friendly and accommodating.*
- ✓ I can't say it is every doctor in the department because I've had good and bad experiences, But Dr Davies is amazing, always listens to my problems, always has the time and is so caring. A pleasure to have in the practice.
- ✓ *The nurse was friendly, approachable and knowledgeable. Thank you*
- ✓ Repeat consultation. On time and very helpful.
- ✓ *Always excellent. Dr Meredith is caring and kind and treats patients with respect every time*
- ✓ Doctor was very understanding, patient encouraging made me feel able to open up on how I was feeling
- ✓ *Because Dr Ninan should be the standard at which all other doctors aim to achieve day to day*
- ✓ Always satisfied with the support
- ✓ *The doctor I saw was understanding and put me at ease.*
- ✓ Quick call back after leaving a message, appointment within two days and on time

## Not Recommended

- ✓ I arrived late after being stuck in traffic and then going to the wrong reception and the receptionist put me off even trying to get the appointment recognised  
I'll just continue living with the problem
- ✓ *Made a number of contacts over nearly 3 weeks to get an appointment. Informed on 2 occasions someone would ring me but didn't.*
- ✓ Doctor was great but 25 minutes late

## Passive

- ✓ Not happy about the outcome
- ✓ *Usually very happy with my appointment but this time, I felt like I was wasting the doctors time. There was no information forthcoming unless I asked. It was*

*a bit like consulting AI. If I didn't ask the correct question, I didn't get information I needed. I also felt the information was given with almost a " well obviously " attitude.*