

# FFT Monthly Summary: February 2025

Darwen Healthcare Practice  
Code: P81051



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	7	1	0	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: 135**

**Responses: 50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	7	1	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>41</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>82%</b>	<b>14%</b>	<b>2%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 96% 🗑️ 2% ➡️ 2%

## 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:

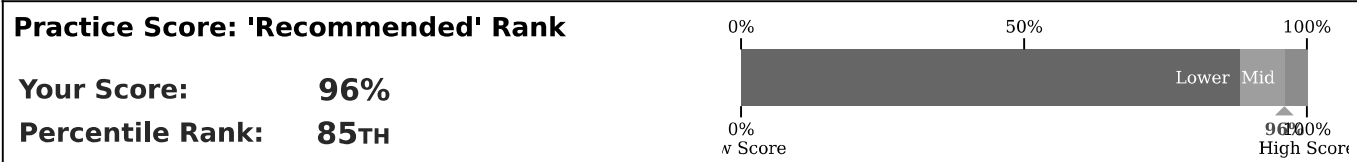
$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

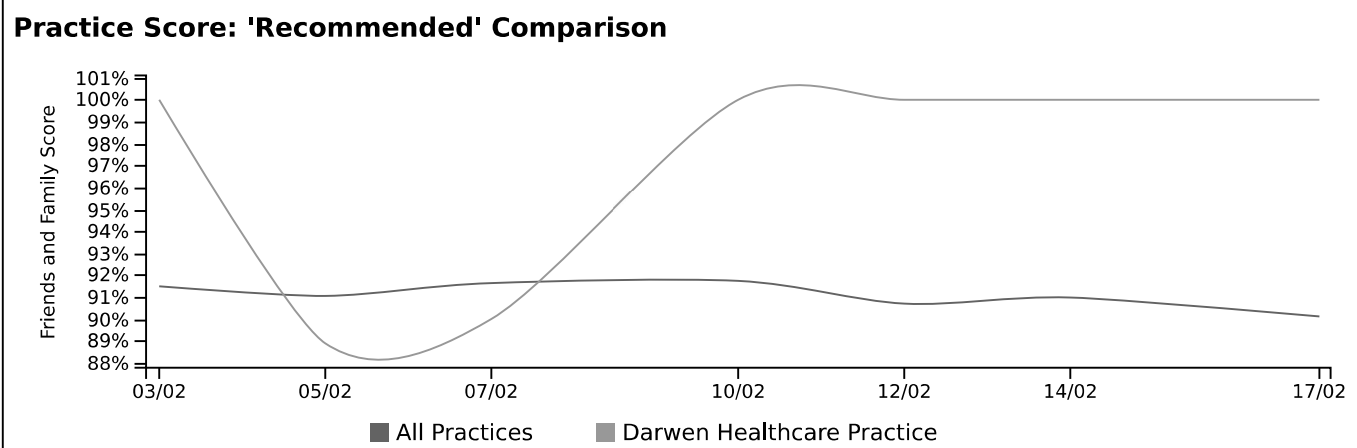
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

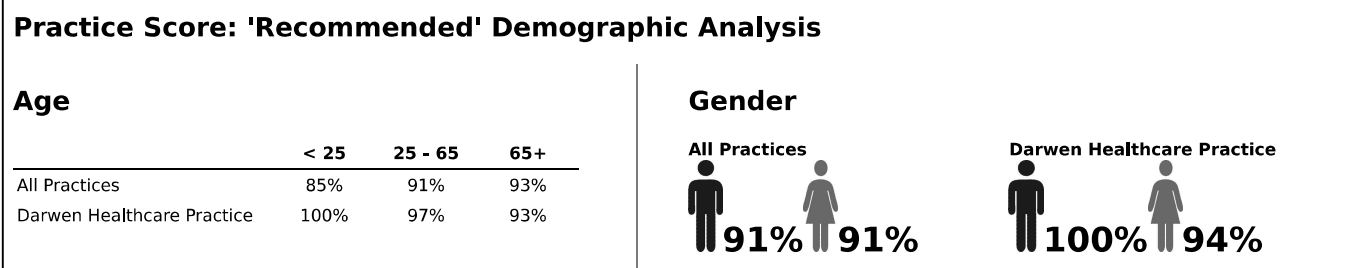
SECTION 3  
Practice Scoring



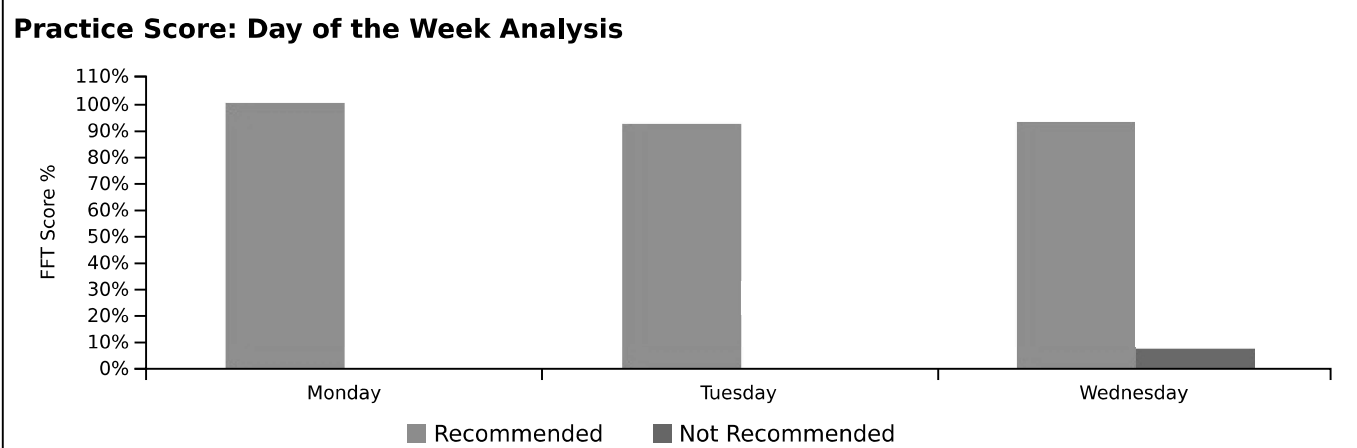
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile means your practice scored above 85% of all practices.



Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.



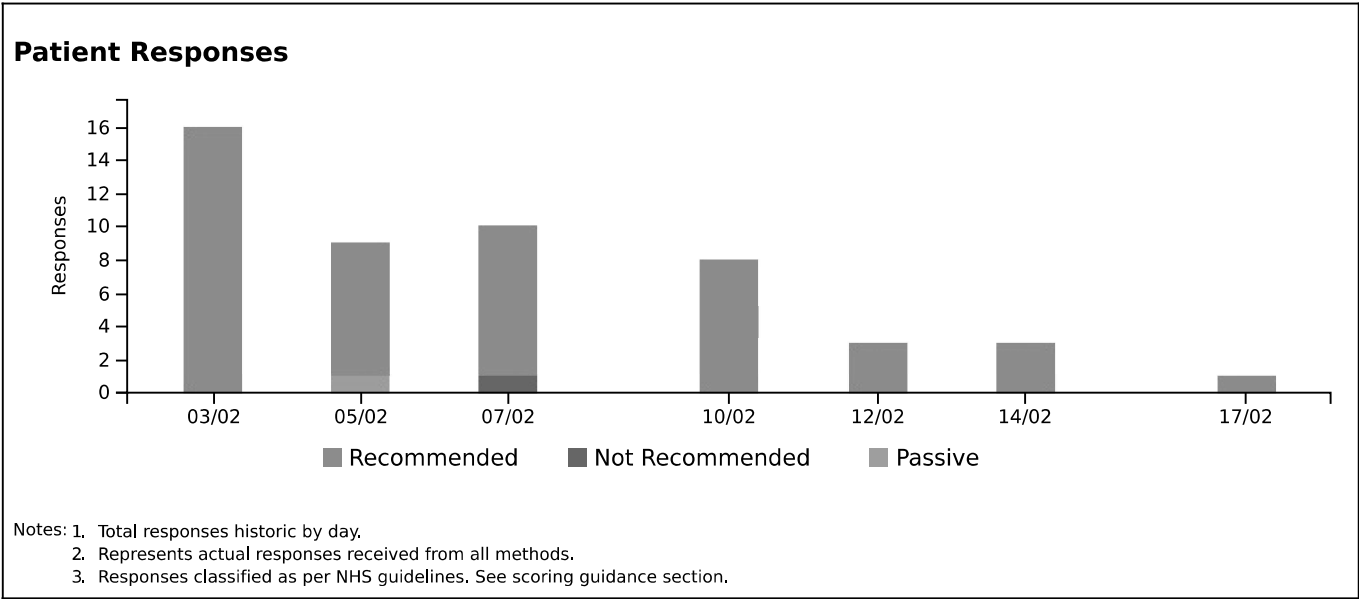
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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 Tag Cloud

Reception Experience	8
Arrangement of Appointment	11
Reference to Clinician	16

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing 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 adjectives where the word 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

- ✓ Finally felt listened to and got appropriate referrals to specialists
- ✓ Greeted with smiles from all staff. Taken very close to my time of appointment. Listened to and all concerns answered and an assurance that any anomalies in my blood test would be taken up with my doctor. Made to feel at ease. Given the choice of a face to face or phone appointment for a follow up on my results. Don't think any more could have been done to improve the appointment.
- ✓ The doctor was very helpful and thorough
- ✓ Dr Hussain is brilliant and sorted me out and gone through all the routes necessary he has really helped me today with ongoing issues I've had for years.
- ✓ Appointment was on time, no waiting,
- ✓ I rang for a non emergency appointment and was given one for same day. I attended the appointment and was sent for X-ray same day. Very pleased.
- ✓ Excellent care.
- ✓ Polite and professional
- ✓ I can always get an appointment at a time that best suites me and my Dr is Dr pera who is lovely and always gives me good advise and helps alot.
- ✓ Polite and concerned Dr willing to listen and examine and offer antibiotics, taking into account my allergies and not just say its a virus, it will resolve itself.
- ✓ Dr Davies is calming and listens. She has worked with me for almost 2 years to help me with menopause symptoms. She is thorough and logical and works with me.
- ✓ Treated with respect and confidentially
- ✓ Practitioner listened to my issues and observed medical history , showed support and empathy. Clear information about current medical advice.
- ✓ Good friendly efficient
- ✓ Dr Alo was very helpful, supportive and understanding. I feel at ease after my appointment and comfortable to come again if things don't improve. Wait time was not too long. Reception staff also helpful in updating my details and arranging smear test appointment.
- ✓ Was given an appointment in a good time frame. Dr Alzamani is wonderful, caring and sympathetic.
- ✓ I gave this answer because I found the experience very nice and helpful and pleasant environment
- ✓ They were very helpful and pleasant.
- ✓ Because i never get to see the same doctor .so i always have to explain everything from scratch
- ✓ Applied for an appointment via the app on Thursday and got an appointment for Monday morning. Was seen to by a nice doctor, got forms for a blood test (which was the reason for the appointment) and got a blood test done on the same day. Bit of a wait but was only there for an hour so not too bad. All the staff were nice.
- ✓ Excellent service, very efficient, on schedule and friendly staff throughout.
- ✓ Yes very friendly, knowledgeable and helpful staff
- ✓ Good relationship with me and positive results
- ✓ Just routine appointment
- ✓ The Dr gave me a proper check up and listened to my health issues
- ✓ Because it was a good service?
- ✓ Everyone polite little bit of waiting time all went well no problem
- ✓ Excellent doctor and friendly staff.
- ✓ I found the staff to be caring and considerate to my appointment needs .
- ✓ I needed a number of appointments at short notice and they accommodated my needs
- ✓ Phone call returned and had same day appointment very polite
- ✓ The doctors was very helpin and waseasy to speak to
- ✓ Always professional and excellent service at Darwen Healthcare. I saw today was very efficient and thorough and excellent commun
- ✓ I have not been for years don't believe in wasting your time but I got there and needed my app sorted done doctor seem me done nurse bloods out of their great job thank you

Not Recommended

Passive

- ✓ Always have to wait in waiting room to see doctor 30mins is average.Prescription reception clerk was rude.