## FFT Monthly Summary: March 2025

Darwen Healthcare Practice

Code: P81051



## SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
46	4	0	0	0	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

<b>Surveyed Patients:</b>	130						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	46	4	0	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	46	4	0	0	0	0	50
Total (%)	92%	8%	0%	0%	0%	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 (%) = 
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) = 
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

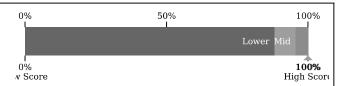
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# Section 3 Practice Scoring



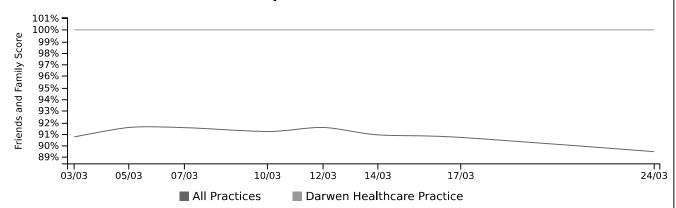
Your Score: 100%
Percentile Rank: 100TH



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 100th percentile means your practice scored above 100% 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	86%	90%	93%
Darwen Healthcare Practice	100%	100%	100%

### Gender

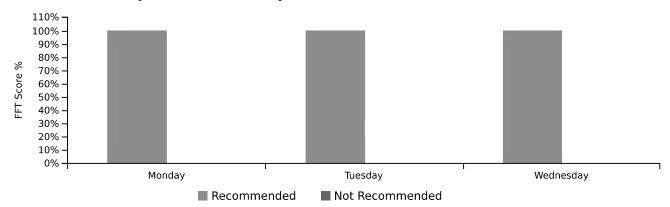
Practices 91% 91%



Notes: 1. Scores for current reporting month.

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

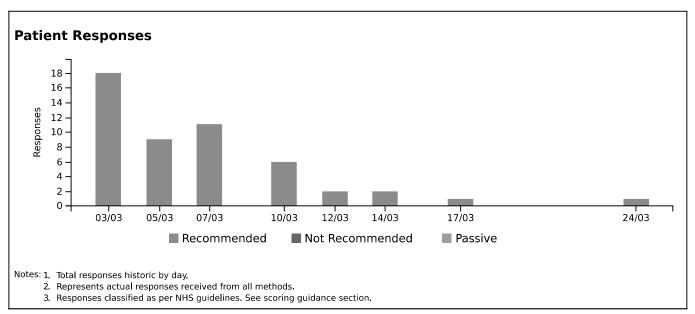
### **Practice Score: Day of the Week Analysis**



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**



#### **Tag Cloud** Thematic 7 Reception Experience welcoming listening Arrangement of Appointment 9 Reference to Clinician 16 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most polite discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking straig points. 3. Tag cloud is rendered using the quickly completely away in edically standing most used present participle verbs, gerund verb, adverbs and nposimply adjectives where the word due significanting edicates frequency is reflected in text size. efficiently happening

### **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

✓ It was easy to check in. Surgery was clean and tidy. I didn't have to wait long to see the Doctor. I'm Dr Perrera was warm and welcoming and understood my issue completely. She listened to me and discussed options with me. I felt like I was important and valued. Dr Perrera took the time to make sure I was happy with my medication and made suggestions for improving my health issue. She also sent me written information regarding the things we had discussed. ✓ Late into the appointment Equipment not ready in room

- ✓ Always see good people.
- ✓ Very efficient and appointment was finished quickly.
- ✓I Fest i was being listened to, that the doctor cared about what they were doing, gave me as much time as was needed and did a thorough examination with a follow up too. I felt very comfortable and relaxed in my appointment Thank you
- ✓ She's a good doctor who makes an effort to pick out the medically significant things from what I tell her, and will succinctly explain what is not relevant and why, without simply dismissing everything.
- ✓ Cause the doctor was lovely and very helpful
- ✓ Very informative, relaxed and helpful
- ✓Dr umur has helped me through a long illness has been kind and through
- ✓ Polite anhld helpful
- ✓ Follow up on test results very quick staff are always happy to help
- ✓ Very happy with personal service
- ✓ Very professional and helpful staff
- ✓ Very thorough
- ✓ Very friendly and helpful staff
- ✓ Good communication with clarity and genuine interest
- ✓ I needed an urgent appointment and got one straight away. The doctor I saw was very kind and patient with me and did everything to understand how I was feeling and develop a strategy to help me with the issues I had gone with. She then rang me that afternoon after consulting with her colleagues as promised and sent a prescription straight to my pharmacy. The service I received could not have been better. I did thank the doctor involved for her efficient service, kindness and nations with me
- ✓ Very quick service. Never had a long wait, doctors, receptionists and nurses all extremely professional and helpful
- ✓ Very good 1
- ✓ Because she. was good and listened to me and her English was good and didnt have to ask her to repeat herself
- Excellent service from reception team. Gp was kind, friendly and put my teenage daughter at ease. We have never had a bad experience at Darwen Healthcare, you are all amazing!
- ✓ Helpful advice
- ✓ Quick service, Polite staff
- ✓ Appointment on time and very efficient .
- ✓ I feel I always have out standing service from both reception through to GP.
- ✓ My GP was excellent and explained everything to me and allowed me to ask questions and allay my fears
- ✓ The service I got was was good
- ✓ The doctor went into detail about my problem and explained the possibilities of how to control the pain. I have found Dr Perara very easy to talk to.
- ✓ Everything he did was thorough
- ✓ that us ehat i thought
- 🖊 recently had a home visit by dr Meredith due to my inability to visit the surgery in turn due to dizziness The consultation was thorough and welcome
- ✔ Because I have always had attentive and excellent experience from the practice in all the years I have been a member
- ✓Only had to wait a few minutes, doctor was very nice and helpful.
- ✓ The kindness shown. I was so obviously upset by my husband's behaviour (dementia). Supportive conversations. Treated him with respect. Made sure he knew what was happening and why. Made sure all tests completed. Reassured me
- ✓ Good service
- ✓ Listening and observing with input on both sides. Consultation was an emergency appointment thank you.
- ✓ The ease to get an appointment and the Dr was so good with the kids.
- ✓ I was able to get a same day appointment. The doctor was very thorough and I felt like I had been listened to.
- √The person I saw was fab. Addressed my concerns quickly and efficiently. The text I received stated an appointment time of 8.25am, When I arrived the check in computer stated my appointment was 8.36am and then I wasn't actually seen until after 8.40am. The queue for the treatment room was at least 15 people before 9.00am

✓ It was very good

✓ Dr Perera is a vey helpful and understanding doctor. She makes you feel that she is really listening to what you have to say and that she will do all she can to help you. She never makes you feel rushed. She puts you at ease and gives you confidence in her abilities to help you.

## **Not Recommended**

### **Passive**