FFT Monthly Summary: September 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	0	0	1	0	0	0	0	49	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: 151

Responses: 49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	7	0	0	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	7	0	0	1	0	49
Total (%)	84%	14%	0%	0%	2%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

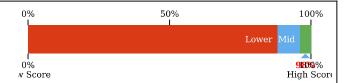
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

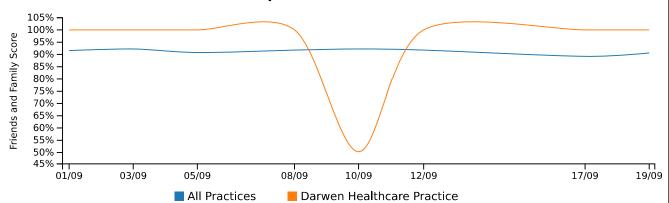
Your Score: 98% Percentile Rank: 95TH



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 95th percentile means your practice scored above 95% 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	87%	91%	93%
Darwen Healthcare Practice	75%	100%	100%

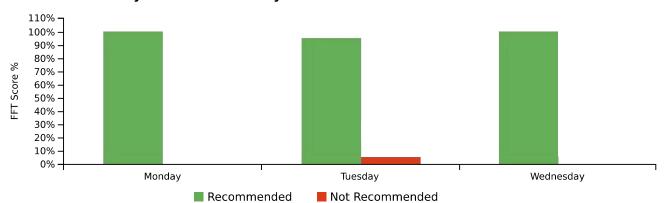
Gender All Practices 92% 91%



Notes: 1. Scores for current reporting month.

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

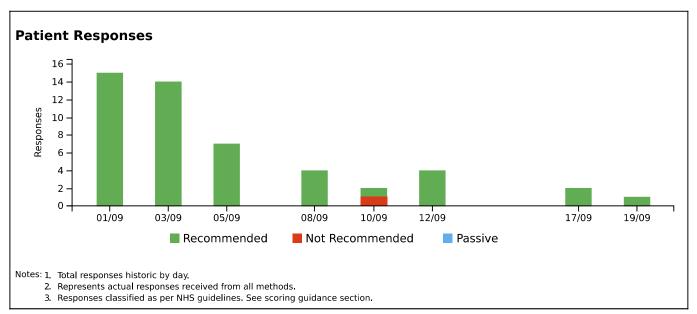
Practice Score: Day of the Week Analysis



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



Patient Free Text Comments: Summary

Tag Cloud Thematic 7 Reception Experience Arrangement of Appointment 8 particular CARTYIN Reference to Clinician 16 Notes: 1. Thematic analysis for current reporting month. ossible also later approachable approachable great important just 2. Thematic analysis covers the most discussed themes by analysing expecting speedy. sentence fragements and is not an welconing relevant importantly exhaustive analysis of all talking points. informative however 3. Tag cloud is rendered using the emotional most used present participle verbs, gerund verb, adverbs and adjectives where the word generally 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

- ✓ Because you asked me
- ✓ I was given an appointment with my GP Dr Alzamani at very short notice. She assessed my problem and gave me advice to cover any possible urgent problems that may arise
- ✓She was very helpful the junior doctor
- ✓ Was seen on time and doctor very helpful
- ✓I experienced no problems saw a GP I'd never seen before who I thought was thorough and also understanding.
- √ Always good
- ✓ Staff where first class as allways
- ✓ Excellent service
- ✓ Lovely friendly staff (receptionist and Terri livesey)
- ✓ My gp has always been very good with me she listens and gives good proactive advise
- ✓ Excellent service
- ✓ The appointment time was met and the practice nurse was very nice carrying out tests
- ✓ All the staff are friendly, smiling, very professional, Drs always listen to you and get your health and wellbeing sorted ,nurses are the same too, receptionists are so helpful in sorting appointments out and if you have a query the do the upmost to sort it for you .It's not just a job to them ,they go way beyond and make you feel important, valued .I personally thank each and everyone of the team at Darwen healthcare practice.xx
- √ Speedy professional service
- ✓ I've always received excellent care and communication from you
- ✓ The nurse we saw was very welcoming and friendly
- \checkmark Very thorough explanation by the doctor and understanding wasn't rushed.
- ✓ Very polite and professional
- Reception staff were polite and efficient offering me an appointment on the same day. Dr also friendly and approachable. Good service all round
- ✓ I wasn't expecting enquiries about anything other than health concerns and yet it made complete sense that ALL of my emotional and physical environment have an impact on my mental, emotional and physical health. The practitioner was very patient and listened carefully to the information dump
- ✓The GP was very helpful and listened to me and was a good overall experience
- ✓ Helpful staff, always referred to relevant services promptly. Nursing staff very helpful and informative.
- ✓ No! Sod off.
- ✓ Yes great punctual service , and very professional
- ✓ Very efficient and caring practitioner.
- ✔ Had to wait 20 mins past my appointment time.The Dr was very nice and practice was clean
- ✓Always friendly staff & know usually the answer to most issues
- √ Very good
- ✓I'm happy
- ✓ Limited knowledge on my particular condition but did ask for a second opinion which was good to see.
- ✓ Generally the Service provided by the practice is excellent. However, during my visit on 5th Sept, I wasn't seen until 15 minutes after my appointment time. More importantly, my whole reason for the appointment was for a prostate cancer blood test. The nurse was unaware of this, although the test was completed
- ✓ Professional and punctual
- ✓ Excellent service and staff
- √ I've never had a bad experience at the health care, it would have been very good but my phone appointment got cancelled to a later time but i wasn't informed about. it.
- ✓ Spoken to several people and they have all been very good and and understanding of my situation. Tracey has been brilliant
- ✓ Brilliant service
- ✓ Although the Dr was very late, she did not rush my appointment and made prompt referrals and she was so lovely and compassionate despite her day being over run

Not Recommended

