

FFT Monthly Summary: August 2025



Darwen Healthcare Practice
Code: P81051

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	4	2	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

Surveyed Patients: 152

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	44	4	2	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	44	4	2	0	0	0	50
Total (%)	88%	8%	4%	0%	0%	0%	100%

Summary Scores

96%

0%

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: 96%

Percentile Rank: 85TH

0%50%100%

0% Score

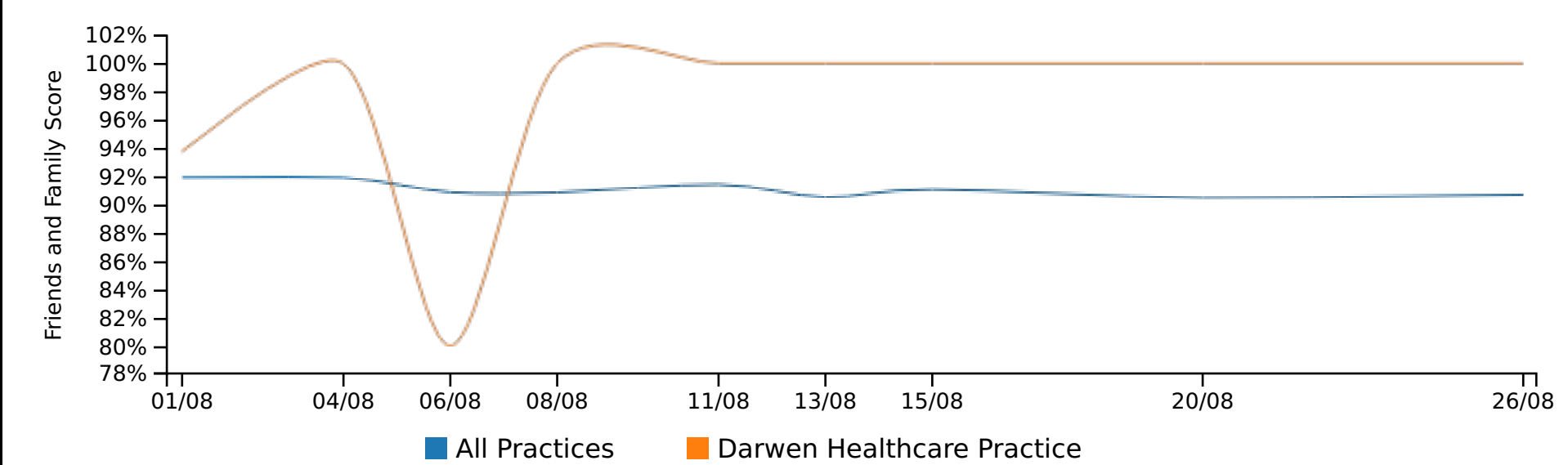
LowerMidHigh Score

96%

100%

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.

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	100%	96%	95%

Gender

All Practices

91%

91%

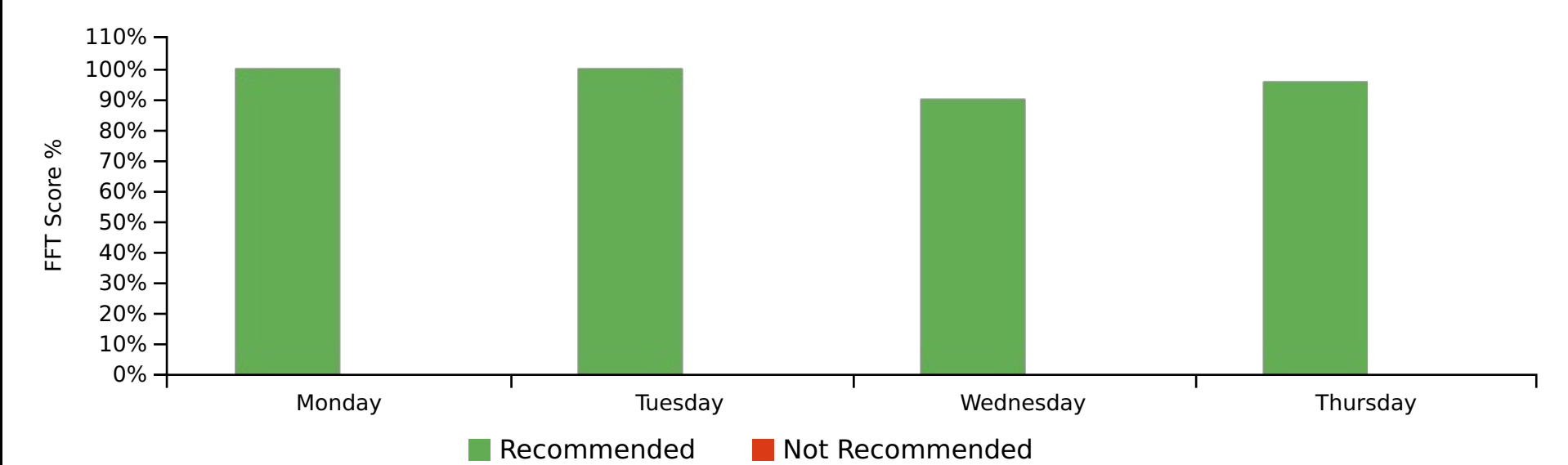
Darwen Healthcare Practice

92%

100%

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

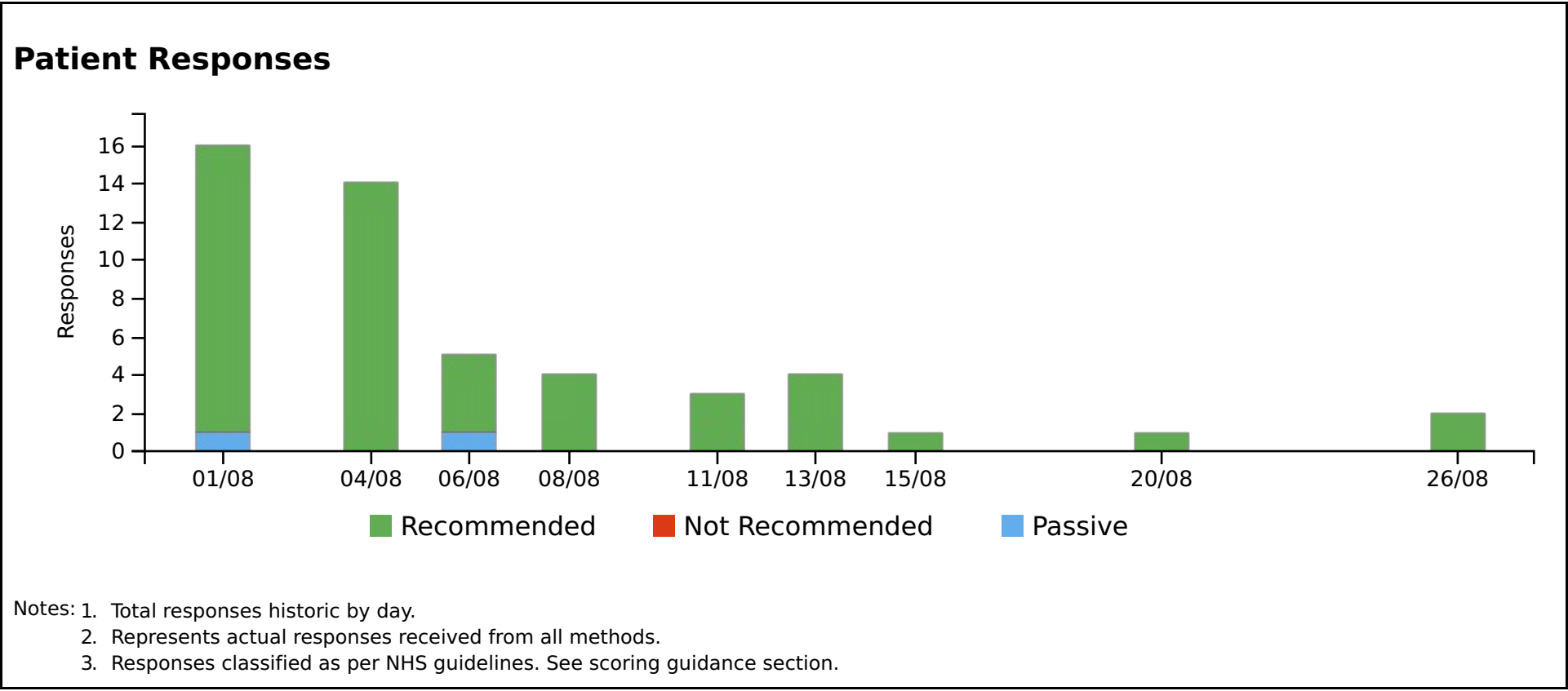
Practice Score: Day of the Week Analysis



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



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	3
Arrangement of Appointment	11
Reference to Clinician	7

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.

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

- ✓ My appointment was on time the health professional that i saw was kind helpful and very knowledgeable and professional
- ✓ Polite happy to help and advise
- ✓ Very professional, nice nature and attitude.Put me at ease
- ✓ Because the GP I saw was very thorough and listened to what my issue was and gave me the solution I was looking for
- ✓ First rate GPand excellent staff
- ✓ Had no problem with appointments nurses helpful everything is explained
- ✓ Delightful interaction, questions answered, monitoring much appreciated
- ✓ Yes I got the answers to my questions .
- ✓ I don't know
- ✓ I had a very open and helpful consultation with a discussion about available options for treatment and left with a plan and medication
- ✓ 1great service in & out in no time ,
- ✓ Appointment made promptly and good gp visit.
- ✓ 1 always polite, friendly and make me feel at ease.
- ✓ Very relaxed & very professional.
- ✓ Fast appointment and very knowledgeable about my travel Enquiries
- ✓ Because I had to wait for a week to get a consultation on vaccination.
- ✓ Because everything went ok thank you
- ✓ Receptionist are very polite My nurse was excellence Waiting time excellent
- ✓ Every time I have an appointment its always late before I get called in. My appointment was for 1345 today but had to wait until 1410 to be called in
- ✓ A good practice and everyone friendly
- ✓ Was happy with service received thank you
- ✓ Helpful staff. Can always get an appointment when needed. Really happy with the practice.
- ✓ Professional efficient staffClean environment
- ✓ The nurse was very pleasant explained why I was there and what the whole appointment was all about
- ✓ Always get an appointment quite soon
- ✓ The examination was performed quickly, professionally and without any discomfort.
- ✓ Overall service is good.
- ✓ Great experience
- ✓ easy arranging of appointments
- ✓ On time
- ✓ Great service thanks
- ✓ You always do such fantastic work for all of us in Darwen so thank you for what you do for us all god bless you all
- ✓ I didn't have to wait long and the I saw was very good
- ✓ Always get an appointment when needed, diagnosis usually spot on.
- ✓ Excellent Doctor. Listened and helped

Not Recommended

Passive

- ✓ I am a little frustrated everything seems to be done by text . And no real explanation has to why you are being asked to do task or take medication. Recently had a text to pick some drugs up from pharmacy . But no explanation why or what frequency or to stop taking equivalent drug already taking
- ✓ Yes the waiting time was very poor, appointment time was 11.35 was seen at 12.10!!The nurses are excellent.