

FFT Monthly Summary: October 2025



Darwen Healthcare Practice
Code: P81051

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	4	1	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:
Responses:

185
49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	4	1	0	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	4	1	0	1	0	49
Total (%)	88%	8%	2%	0%	2%	0%	100%

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:

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: 80TH

0%50%100%

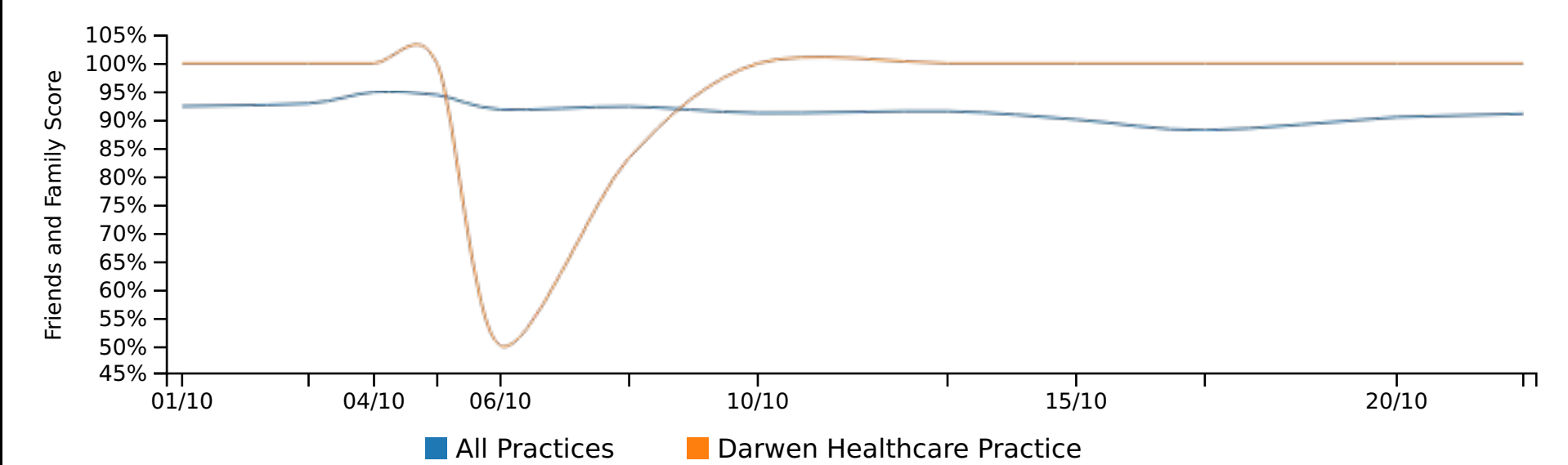
0% Score

LowerMidHigh Score

96%

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 80th percentile means your practice scored above 80% 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%	91%	94%
Darwen Healthcare Practice	0%	95%	97%

Gender

All Practices

92%

92%

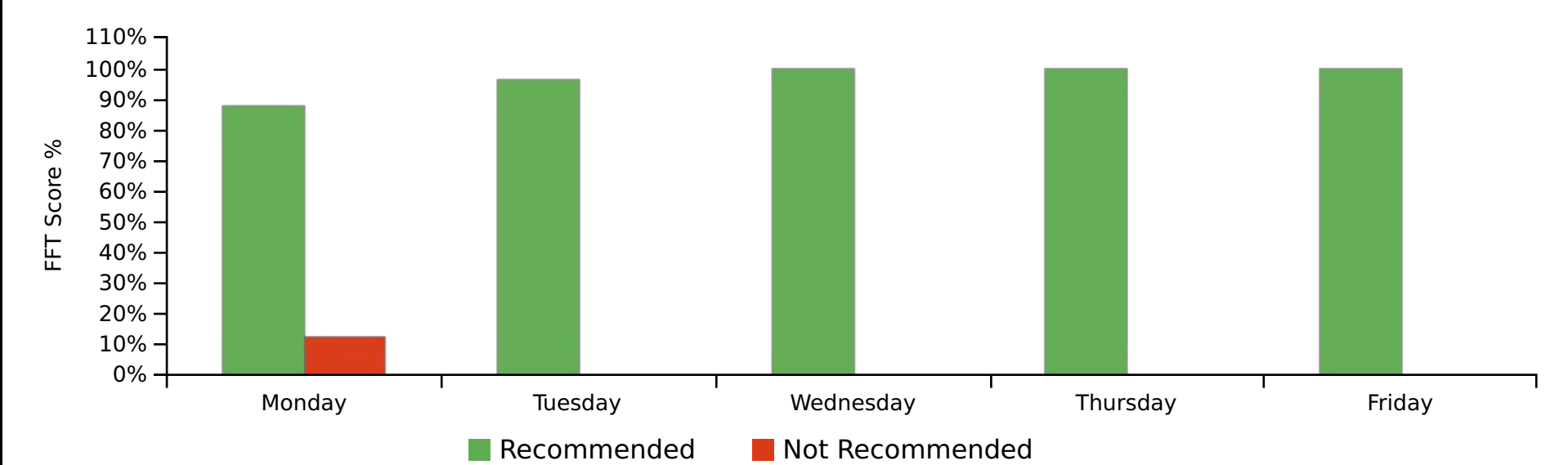
Darwen Healthcare Practice

96%

96%

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

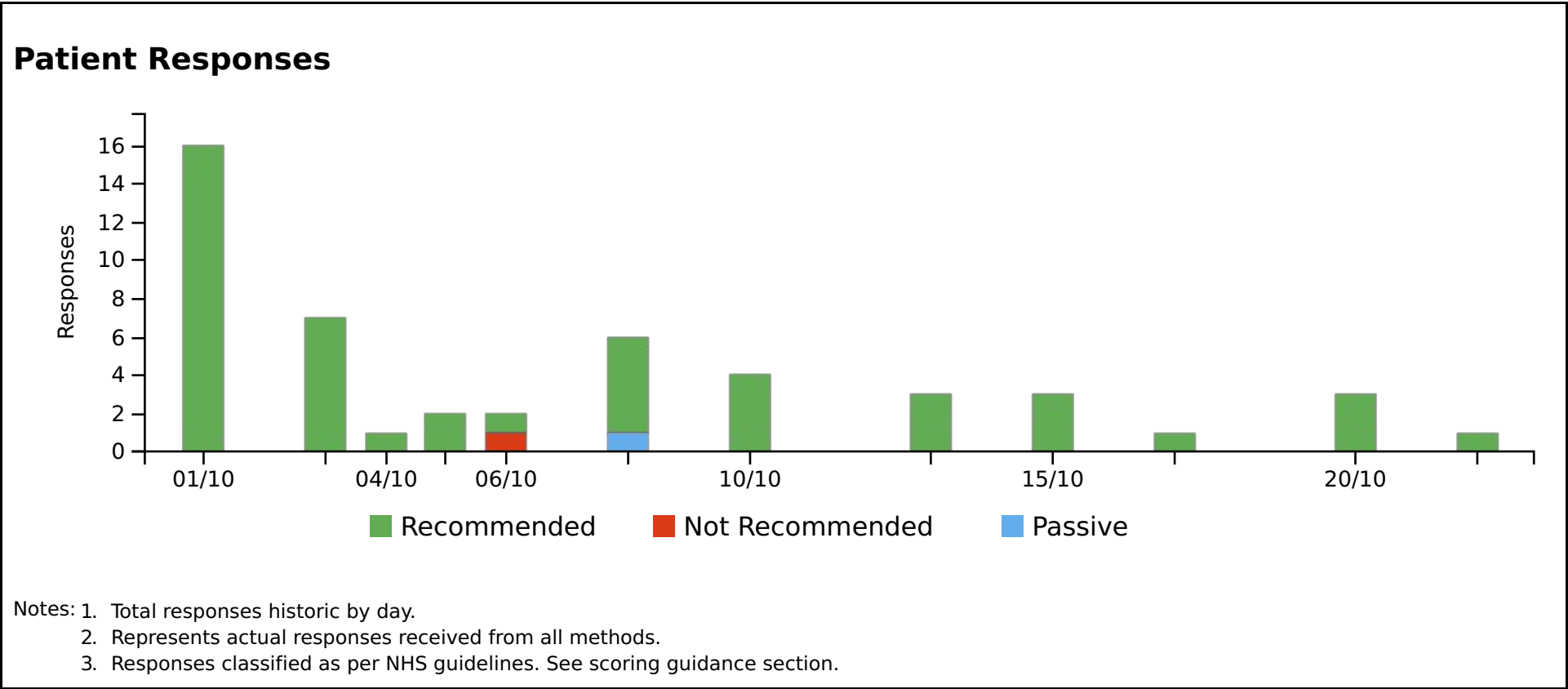
Practice Score: Day of the Week Analysis



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	6
Arrangement of Appointment	8
Reference to Clinician	11

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

- ✓The discussion, demonstration and advice given was very helpful.
- ✓Lovely service and doctor ✗
- ✓Punctual appointment and friendly staff, always helpful in the surgery
- ✓Satisfied with the service
- ✓Phone system no issues reception on issues GP s no issues
- ✓Staff always helpful and polite. Always get an appointment quickly
- ✓Alway attentive. Appointments don't seem rushed. Never had any trouble getting seen. The support staff are friendly and helpful.
- ✓Always satisfied with my consultations
- ✓Easy digital check inQuiet waiting room, only about 4 waiting Lovely doctor OkonyaVery attentive, listened well, made plenty notesUnderstood my complaintPut forward a first stage planFelt satisfied
- ✓Friendly helpful polite
- ✓Lovely nurse, made me feel at ease and informed.
- ✓Came to see Terri Livesey for my health check. She was lovely as always.she so me on time. When my blood pressure was causing issues and she needed to speak to the doctor she managed to persuade me to stay as I was going to leave. She arranged to call me me later that day to get some more BP readings. Again, she called on time and gave clear instructions as what I needed to do over the next couple of weeks. She's a very genuine, caring nurse and an asset to the practice.
- ✓Booked in at 10-50am waited 5mins called to the room 30secs all done
- ✓I am quite happy with the service provided by the Darwen Healthcare centre both with the GPs and the professionalism of the nursing and reception staff.
- ✓Very nice honest and straight to the point and felt I could be myself towards the GP
- ✓Everyone at the practice are very helpful.
- ✓Excellent staff very helpful can not do enough for you i get appointment as and when i need one
- ✓Dr Hafez is very thorough! Not only a Dr but a gentleman!
- ✓Good service.
- ✓Dr very friendly and helpful.
- ✓She was kind, helpful and listened to what I had to say, never rushed me.
- ✓They are very helpful and nothing is to much trouble ,they deserve 1 very good .
- ✓because my doctor is understanding he is brilliant
- ✓The doctor I seen today she was very nice and listened to me.
- ✓Seen at time of appointment, only waited a few minutes.Vaccinations done, information given and out of clinic within 5 minutes
- ✓Fast & efficient
- ✓Rang up number 20 in the queue and got a call back.Fantastic service.Got an appointment for later on in the day.Saw the doctor got diagnosed and a prescription.Went early, and I got seen early all in all a very pleasant experience.
- ✓Kept up to date about appointment. Appointment time excellent. On attending no waiting straight ind and treatment received. Great work.
- ✓I didn't see the clinician with whom I had asked for over a week ago when I made my appointment. The person I saw initially, was unable to perform the procedure and the clinician I had originally asked for was found and carried out the procedure without a problem. This is the person who has historically always been successful which is why I asked for them in the first place. They both were very kind and supportive.

Not Recommended

- ✓Great service

Passive