

# FFT Monthly Summary: November 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: 171

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							
Total	41	7	1	0	1	0	50
Total (%)	82%	14%	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/>

Practice Score: 'Recommended' Rank

Your Score: 96%

Percentile Rank: 80TH

0%50%100%

0% Score

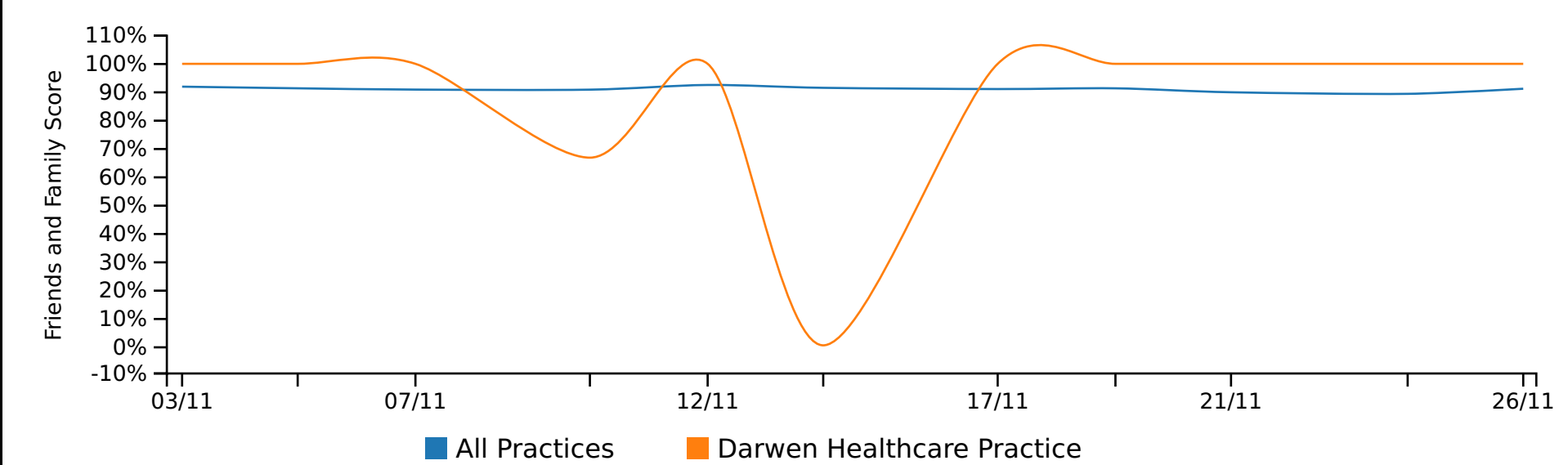
LowerMidHigh Score

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 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%	93%
Darwen Healthcare Practice	100%	92%	100%

Gender

All Practices

92%

91%

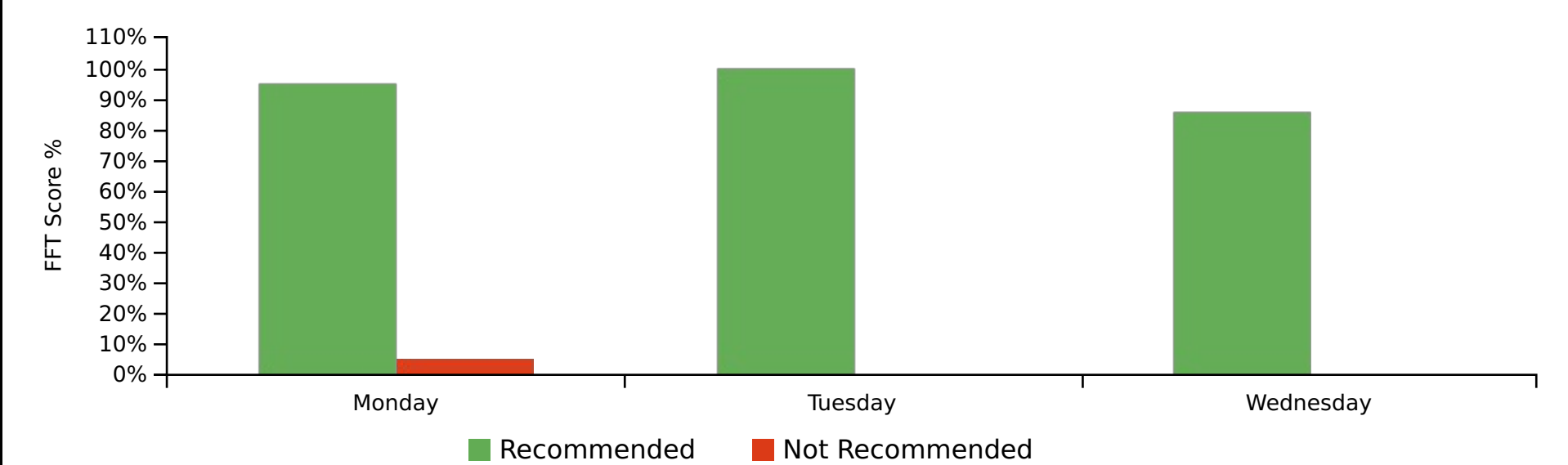
Darwen Healthcare Practice

89%

100%

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

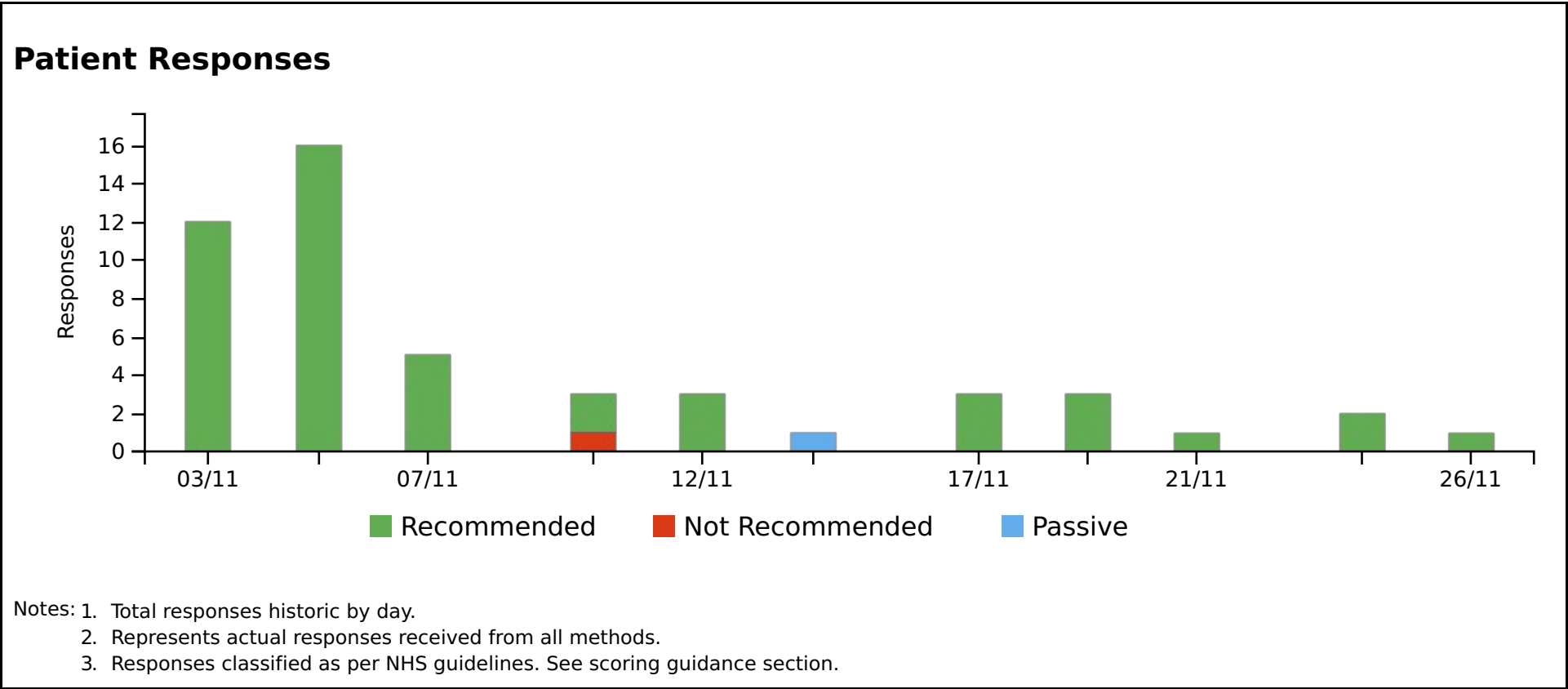
Practice Score: Day of the Week Analysis



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	11
Arrangement of Appointment	9
Reference to Clinician	13

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 staff are superb in every dept and a credit to the NHS well done
- ✓*Helpful Doctor. Explained alot.*
- ✓The service was very good. The nurse was very polite. The appointment was on time.
- ✓*Yes i can I've been a patient at Darwen health centre for many years and I've not had any issues or complaints*
- ✓Very good service and great staff
- ✓*Everyone I have spoken to has been very helpful. The prescription team especially*
- ✓Friendly and helpful
- ✓*Prompt service, good attention from doctor. X rays organised quickly*
- ✓Excellent professional staff always welcoming and caring.
- ✓*I have always respected the excellent work DHC does under exceptional financial restraint. Keep up the good work.*
- ✓Very efficient- prompt times kept for appointments
- ✓*Because I never had any problems*
- ✓Gladly happy with all my health care by Darwen healthcare ty
- ✓*Friendly staff on time quick efficient treatment*
- ✓Great service and answered all my questions
- ✓*Great people on reception, very professional & knowledgeable doctors and nurses.Very patient oriented practice.*
- ✓The service is always excellent. On this occasion I didn't receive a reply to my message through my NHS app until I chased after 3 days
- ✓*Because they always do their best and I really mean that*
- ✓Everything explained to my satisfaction.
- ✓*I felt listened to by the GP and he was making a plan of action for my conditions*
- ✓Very thorough examination. Dr listened to me and was very helpful.
- ✓*Great service, lovely staff.*
- ✓Reception staff were friendly and efficient. The waiting room was clean and tidy. I did not feel as though my GP rushed me through my appointment.
- ✓*Because we were very satisfied.Thats why I pressed 1.*
- ✓Every member of staff I've dealt with has been polite and helpful. Have always managed to get an appointment when required
- ✓*Nurse was very good.*
- ✓Doctor was thorough and only waited 5 mins
- ✓*Receptionists are always helpful. Practise monitoring medication. Easy to make appointment and seen promptly*
- ✓The receptionist reassured me that I'd probably be seen even though I was a few mins late.The nurse explained the medication blood test, answered my question about iron levels and explained the aftercare if I had a problem with my hand (where she had drawn the blood).Excellent service all roundThanks
- ✓*Very proactive appointment*
- ✓Same day appointment abs problem sorted
- ✓*Same day appointment seen in time and everything explained and done at the time*
- ✓My appointment Today was very tiring as I've not been sleep sometimes up all night. Obviously I've been very very I'll over had scans at Burnley Hospital just last week. Thanks. To The great Attention Doctor Anoab I can't quite remember his name but I was vomiting poo coming out like water not sleeping I've got Bi-Pilor I I was dizzy I didn't know what was happing on those days I thought cos I was vomiting I thought my pills are not going to work down the toilet I thought I was heading for yet another nervous breakdown I was very worried my son was very worried and my 87 year old mum was worrying and she is to old and frail for any extra pressure. She has really bad feet and legs I'm the one usually looking after mam I take and do whatever she wants and so does my son he's 27 and that's his biggest dream vocation. I always pick him up from work whenever he needs a ride. The reason I said 2 good was cos of the doctor I saw but I for the first time EVER 10 minutes cos I couldn't walk very well in the end I waited 25mins. Then had to wait for 10-15 mins all good and well the nurse was great. I went to the chemist before that I was 1st in the queue I turned around there was at least 10 more behind me. Went outside for 10mins for fresh lair came back there was nobody in the chemist the got mine ready in 5 mins more I mean in total I was in the health centre 1hour and 50mins what do you think of THAT ?
- ✓*Practice well organised. Staff both medical and clerical pleasant and accommodating*
- ✓Because saw Dr Alo she is lovely and takes lot of interest

Not Recommended

Passive