

FFT Monthly Summary: December 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	1	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: 147

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	7	1	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	7	1	1	0	0	50
Total (%)	82%	14%	2%	2%	0%	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:

$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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/>

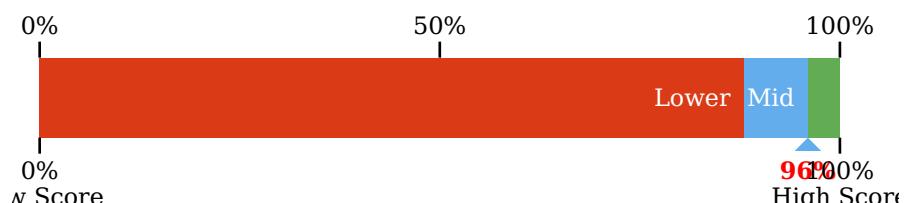
SECTION 3

Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **96%**

Percentile Rank: **85TH**

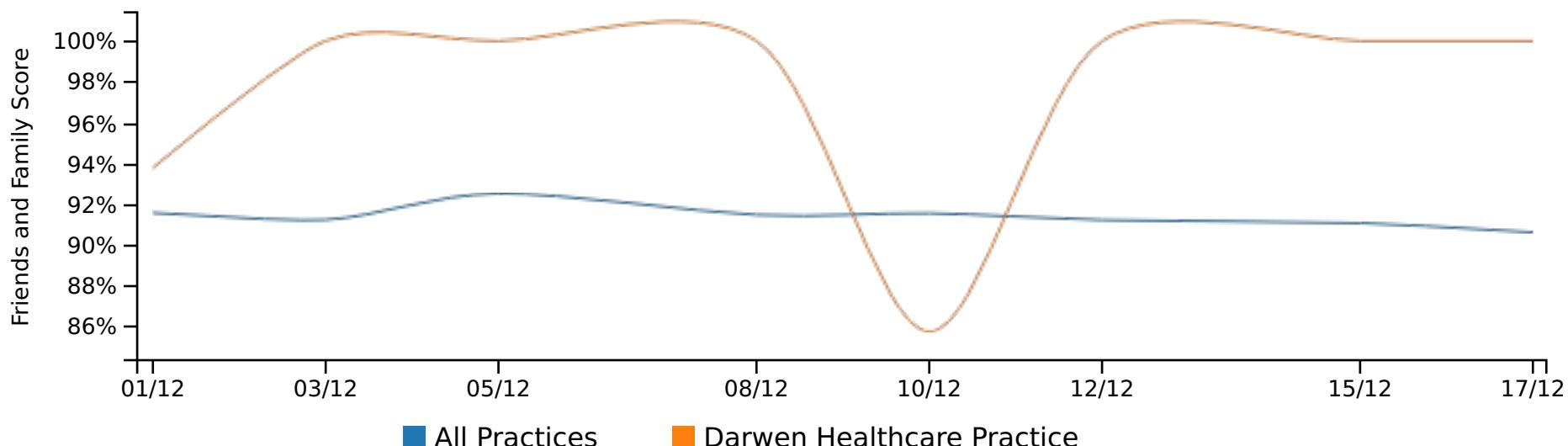


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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%	91%	94%
Darwen Healthcare Practice	100%	93%	100%

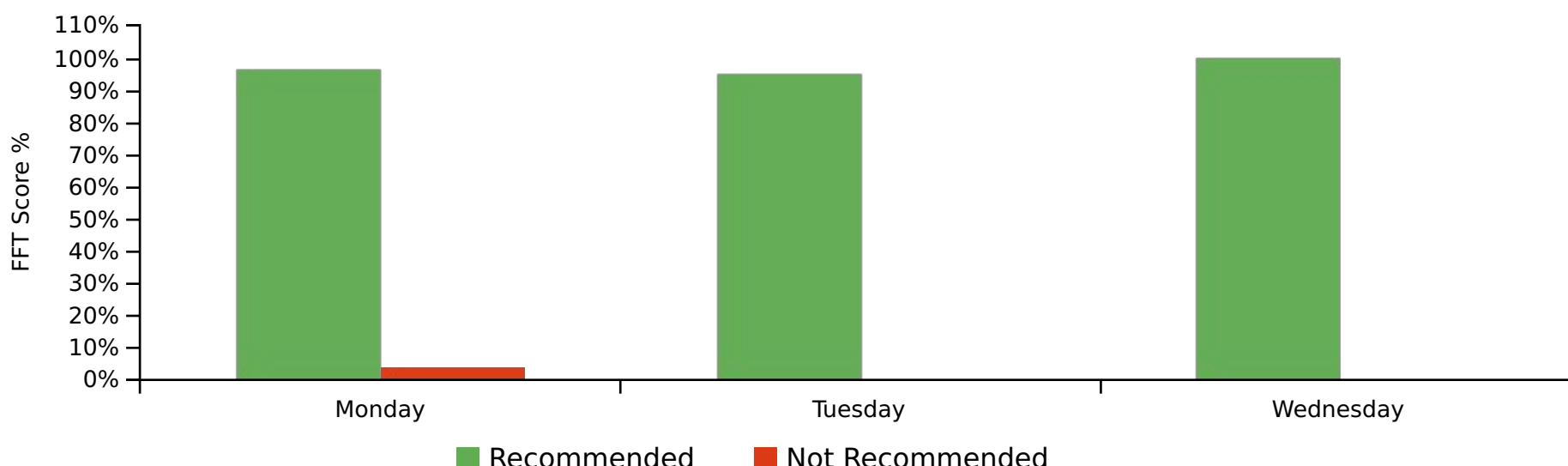
Gender



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



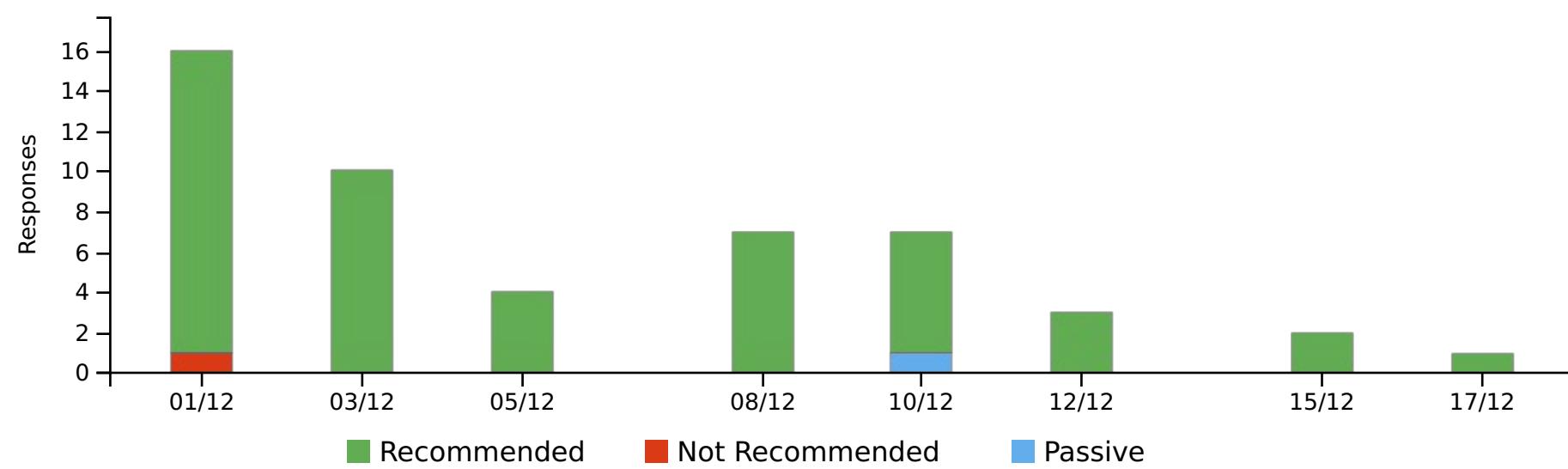
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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

SECTION 4

Patient Response Analysis

Patient Responses



Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

SECTION 5

Patient Free Text Comments: Summary

Thematic	
Reception Experience	11
Arrangement of Appointment	7
Reference to Clinician	10

Notes:

1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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

- ✓ Nadine is excellent at what she does, she's very friendly and professional. The whole process from booking to seeing Nadine was smooth and a great experience.
- ✓ *Am sure i just did lol*
- ✓ The nurse was really helpful and listened to what I had to say
- ✓ *Because it is always good Never had any problems at all*
- ✓ Can always get an appointment the staff do everything to help, doctors and nurses are top notch, well done Darwen health care.
- ✓ *Efficient and professional*
- ✓ Prompt and efficient service as always
- ✓ *Had a blood test this morning. Taken before allocated time. Checks made. Reassurance given which made me relaxed for the injection. This is the good standard I have when I need to use the surgery. Thankyou*
- ✓ The lady was very helpful and polite
- ✓ *I was see. On time, the hcp was very professional and helpful*
- ✓ Excellent service very helpful, provided everything I needed & were very polite & friendly. Couldnt fault any aspect of it. Top marks all round.
- ✓ *Staff are always friendly and efficient*
- ✓ Appointment was on time.
- ✓ *No waiting around, very professional Nurse, no pain from the needle, however the room was a bit cramped for the Nurse too many items squashed into the room*
- ✓ No problem what do ever no waiting time and Doctor was great
- ✓ *The nurse corporate very well very friendly feel comfortable recommended me some checkups and vaccinations. I feel good with them.*
- ✓ The information I was given was understandable and well explained.
- ✓ *It was a Very nice lady who took the blood, appointment was on time*
- ✓ The experience was trouble free. Good communication, short wait time and professional throughout.
- ✓ *I feel confident that I can get an appointment when I have health concerns. I have had good experiences with all of the GPs that I have seen and I am very happy having Dr Akram Alzamani as our family GP as she has been thorough, caring and supported each family member with health concerns*
- ✓ Helpful and friendly staff members
- ✓ *Almost on time, clear explanation of symptoms, examination meds issued. Review in 1 month if no better ??*
- ✓ very good service never had issues staff very nice and helpful
- ✓ *Always efficient. Receptionists are always supportive and professionals, so are the doctors and practitioner. The best GP practice I've ever been comparing to the service I received else before moving to Darwen 4 years ago.*
- ✓ All the staff including receptionist Louise and Dr Hafez were brilliant The loss of '1 star' is for coordination and some communication Eg how I could ring at 8.00 on the dot to be 28 in the queue is mystifying Similarly I could have been told that a blood test was needed 4 days before seeing the doctor while I was in the surgery - it could have resulted in a 400 mile trip Also I had left the surgery after an edge to get a call to ask if I was still in the building To repeat over the years the receptionists nurses and medics have been excellent so my comments are 'polish' Michael
- ✓ *Always helpful and will always accommodate if possible. The facilities and provisions on site are so helpful and staff are great*
- ✓ All the staff are friendly and helpful
- ✓ *Really lovely staff. My appointment was with libby Meredith and she was kind, informative, helpful and lovely to talk to!*
- ✓ All the staff are friendly and helpful and managed to get me an appointment with the doctor the same day
- ✓ *Efficiently done.*
- ✗ *Excellent nurse*

Not Recommended

✓ My appointment was 9.00am arrived at 8.50 and checked in had to tell reception at 9.35 that I hadn't yet been called Not very good

Passive