

FFT Monthly Summary: January 2026

Darwen Healthcare Practice
Code: P81051

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	12	1	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: 143

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	12	1	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	12	1	0	0	0	50
Total (%)	74%	24%	2%	0%	0%	0%	100%

Summary Scores

👍 98% 🚫 0% 🤷 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:

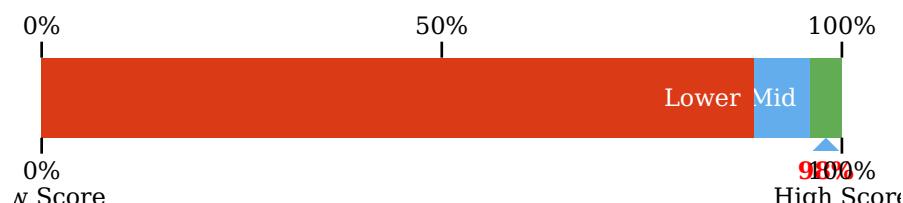
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3

Practice Scoring

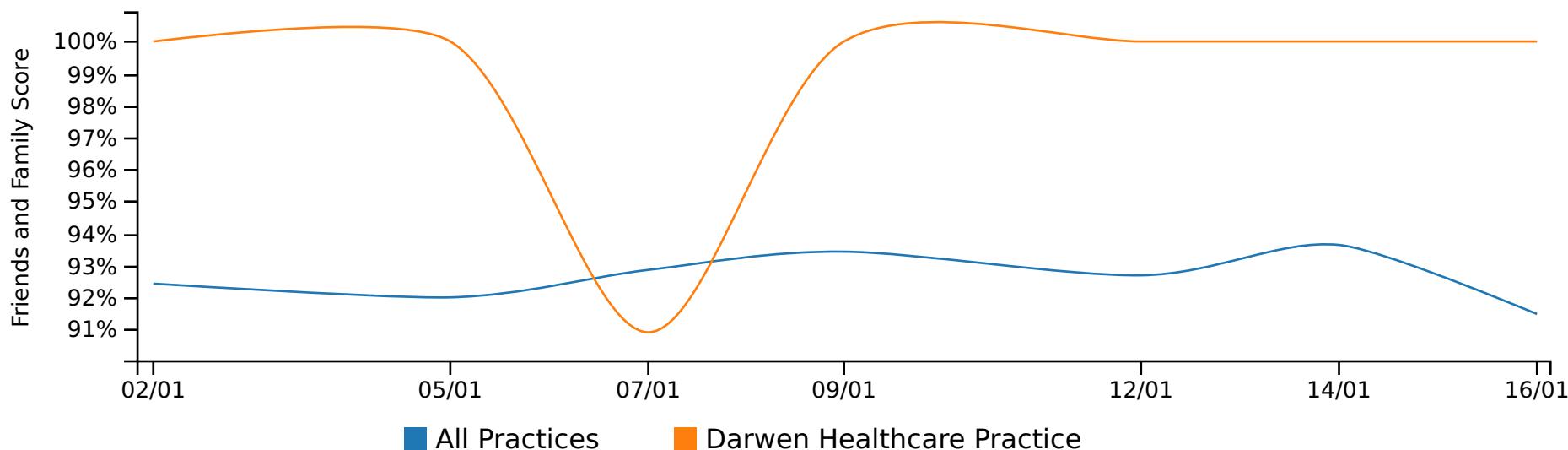
Practice Score: 'Recommended' Rank

Your Score: **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

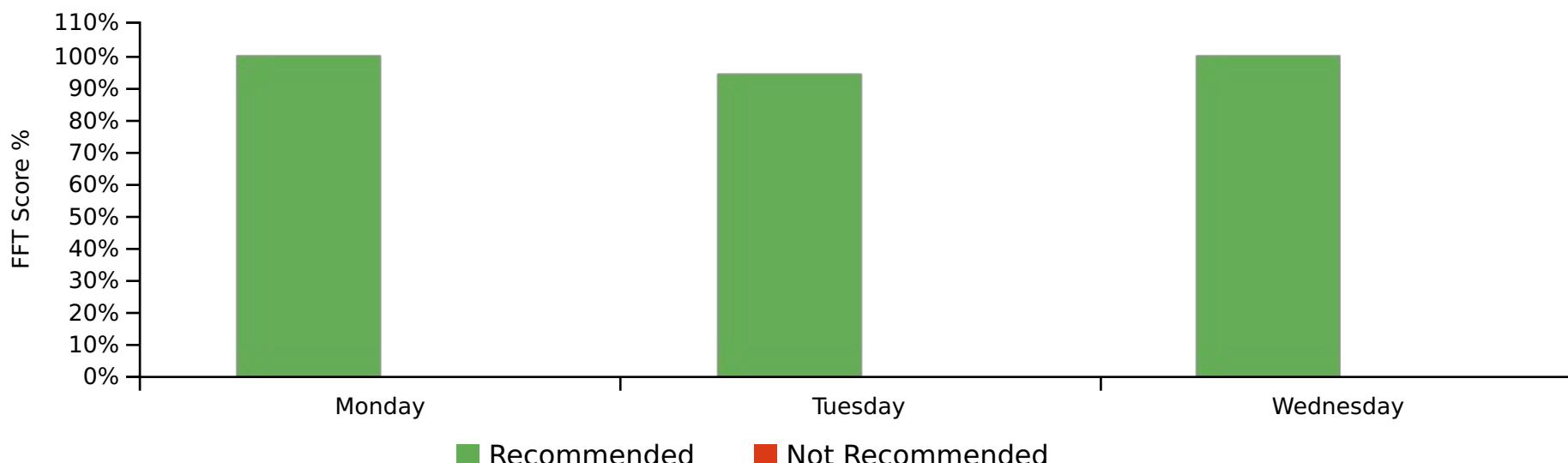
	< 25	25 - 65	65+
All Practices	88%	91%	94%
Darwen Healthcare Practice	100%	97%	100%

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

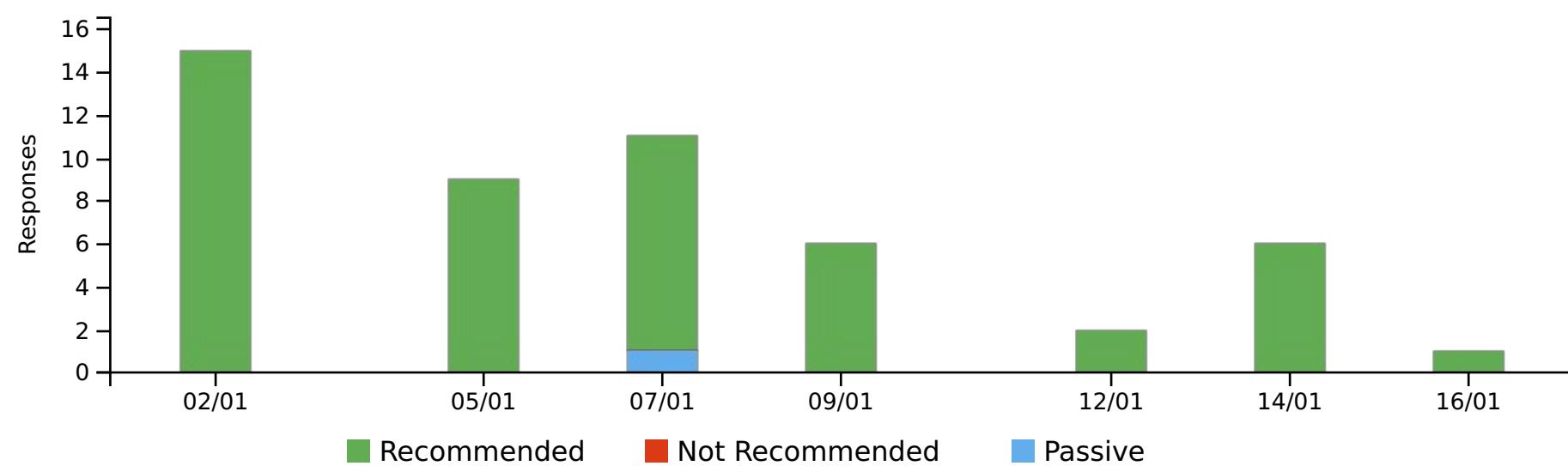


Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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	6
Arrangement of Appointment	8
Reference to Clinician	13

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

- ✓ Because I was seen and referred very quickly
- ✓ Efficient, helpful service from nurse.
- ✓ Because the service and attention to detail was excellent both reception staff and the labotanist
- ✓ Telephone appt was on time and the clinician was very professional and friendly.
- ✓ Prescriptions are not always done correctly or within time to get them before my last ones run out. One of your nurses paralysed my arm doing a blood test rather roughly. No apology or anything and it took months to improve. I still have numbness in the palm of my hand
- ✓ Doctor gave me a thorough examination and answered all my questions
- ✓ Really friendly, supportive staff who are able to communicate with those who have need, could just have appointments with the people you need earlier rather than waiting 2 or more weeks
- ✓ go .. error means GP
- ✓ Good service very efficient
- ✓ Efficient service as usual
- ✓ For their support and kindness.
- ✓ My son saw Adeela today. He is autistic and Adeela was kind and understanding with him during his appointment.
- ✓ Always nearly get appointments when needed
- ✓ Seeing the Nurse and the ECG was very good but then I had to wait almost an hour, in the waiting room with lots of people with colds, coughs etc and after asking at reception, twice, I then got the 'sign off' to go home. I fully understand that this is a busy time for the Health centre and therefore wonder if it would be better for the Doctor to sign it off but if there are any problems to get in touch? I was actually singing the Centres praises to the Nurse at my appointment.
- ✓ Very polite gentle and all in all very professional
- ✓ Miss Gulnaz Patel was excellent, genuinely warm and puts people at ease
- ✓ Thorough in approach
- ✓ Amazing help and support always
- ✓ Not really. No complaints about the appointment or the outcome.
- ✓ Usually get appointments within a reasonable time and efficiency of all staff and treatment of medical needs.
- ✓ My GP is great
- ✓ Always have time for patients nothing to much trouble no matter what.
- ✓ I'm satisfied with the service
- ✓ Doctor was pleasant, professional and responsive.
- ✓ Appointment was on time
- ✓ Didn't do everything the notes on mygp say they did. But was good overall
- ✓ I've always had a good experience when going to see the doctors or nurses very friendly
- ✓ Well reception is great if you forget anything they'll help all they can. Doctors are easy to talk to. You can ask them questions and they'll take the time to explain things to you. And make you feel at ease..?????
- ✓ Waiting times are too long. I had to wait nearly an hour after my appointment time last week to be seen. Today half an hour.
- ✓ Excellent, reliable professional and friendly service.
- ✓ The nurses were professional, polite, caring, and patient. Excellent service
- ✓ Good, prompt, professional service
- ✓ Did 2 things gave a sample. Got info what would happen. Gave blood. Practitioner on time and friendly
- ✓ Very approachable and friendly member of staff who always makes you feel comfortable and explains everything well. Terri always has a friendly smile and answers any questions very well. Thank you
- ✓ Everyone was great. Today especially the GP Sa'ad Dayaji felt he really listened to me and felt well cared for.
- ✓ The nurse was fantastic, I've had blood tests before but I didn't even know she had done them, and was exactly on time which is wonderful
- ✓ Everyone was very polite and helpful
- ✗ Excellent service.
- ✗ Practice is very responsive and provide excellent care

Not Recommended

Passive

✓ Because you asked for one