FFT Monthly Summary: August 2023

Kirkham Health Centre Code: P81128



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	15	2	0	2	0	0	0	0	49	14	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: 155

63 Responses:

•			Neither			I	
	Very good	Good	good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	34	12	2	0	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail	10	3	0	0	1	0	14
Manual Upload							
Total	44	15	2	0	2	0	63
Total (%)	70%	24%	3 %	0%	3%	0 %	100%

Summary Scores

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

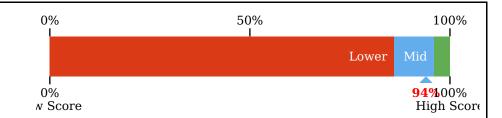
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

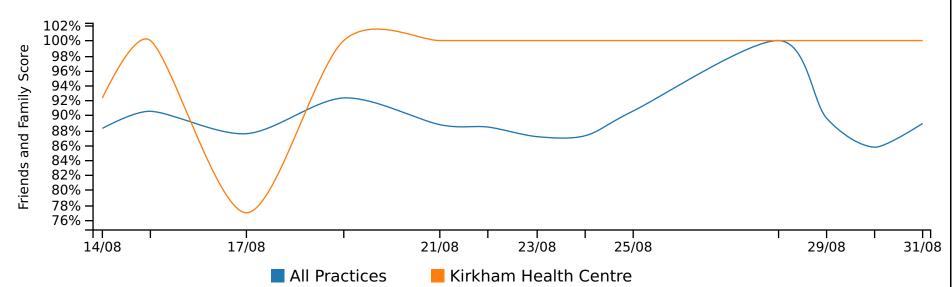
Your Score: 94%
Percentile Rank: 70TH



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 70th percentile means your practice scored above 70% 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%	89%	92%
Kirkham Health Centre	100%	97%	88%

Gender

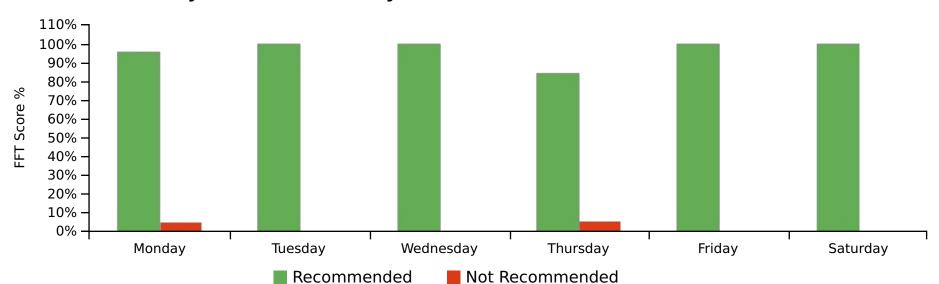




Notes: 1. Scores for current reporting month.

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

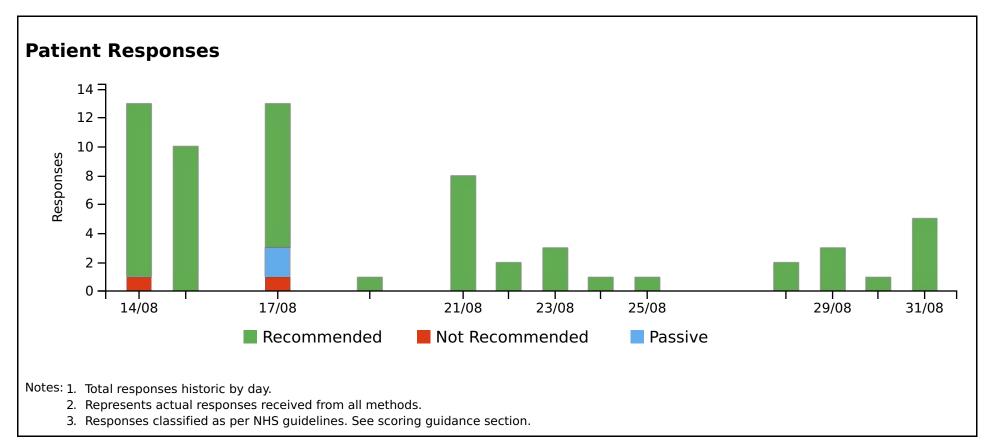
Practice Score: Day of the Week Analysis



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



Thematic Tag Cloud Reception Experience Arrangement of Appointment 7 Reference to Clinician 20 promptly 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.

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

- ✓I just had bloods done. I booked myself in and took myself down to the waiting area, was seen a few minutes after my appointment time and the bloods were done. At the moment there's just the mark of the needle but last time I had a bruise for a week.
- ✓ Dr Tobin was very caring and sympathetic to my situation which was helpful and much appreciated
- ✓ Dr Cartmel was easy to talk to and actually listened to what I was saying.
- ✓ As above. Rating 2 Good. Disappointed with waiting a month though. Medical help was very good. Waiting time not good.
- ✓ Able to discuss my options
- ✓ I got what I needed in an appropriate time
- \checkmark The doctor listened, examined and talked me through things in a very calming, courteous manner
- ✓ Great service no issues
- ✓ Prompt and caring service
- ✓ Seen on time and referred to X-ray
- ✓ Had a appointment this AM with Doctor Lowson. She was very welcoming and very knowledgeable and put me at ease I wasn't rushed and was listen to. Super happy with all aspects.
- ✓ Prompt service and helpful nurse
- ✓ The Dr explained everything to me
- ✓ It was a good appointment, 10 minutes late but ok
- ✓ Because I like my doctors attitude. He talks in a way that makes things understandable and to the point
- ✓ The doctor I saw was very approachable. I don't like the 4 week wait for a face to face appointment.
- \checkmark It's a reflection of the quality and care received
- ✓ On time, efficient and friendly.
- ✓ Appointment on time, and staff professional and efficient.
- ✓ Wasn't waiting long and got the answers I needed.
- ✓ Listen to me
- ✓ Dr Lowson as always gives excellent advice and is very helpful.
- \checkmark All attentive, issues all progressing well. No complaints. Man by
- ✓ I have seen Dr. Gillooly and, as always, he was on time, efficient, understanding, and listening to me. The other doctors at your surgery are quite far behind with bedside manners and patients respect.
- ✓ Very caring, Skilled and understanding doctor Lowson.
- ✓ I fee I Dr Lowson really listens and I feel she is very knowledgeable.
- ✓ Overall very happy. Felt a bit rushed but thats to be expected
- ✓ There was no delay in being seen followed by a very friendly positive discussion resulting in a way forward.
- ✓ Taken promptly to my appointment and got all the info I needed!
- ✓ The attention to my health was very excellent and the treatment was wonderful
- ✓ The service was efficient and addressed my needs
- ✓ I was reminded of a condition I forgot I had! Also thorough talk through about meds.
- ✓Anne Marie is very reassuring
- ✓ Good service great response.
- $oldsymbol{X}$ The doctor was very pleasant and very understanding and helped us as much as she could
- X Always pleasant engaging staff
- XYe doctor was great
- X Excellent reception Nurse was friendly and so helpful. A pleasure to be ill ????
- X Great doctor
- X Good doctors can not fault certain doctors better than others dr lowson is fantastic

Not Recommended

- ✓ Doctor running 4 minutes late then tells me I've a ten minute slot. Had three problems I wanted to ask about and was told won't get through all of them! I don't blame the doctor or the surgery very polite staff. I blame the lack of staffing
- ✓ Booked in over 3 weeks ago for knee pain that's been plaguing me for years and finally relented due to the swelling, attend and after a quick 2 mins bearing in mind I was seen at 10.55 when my appt was 10.40 sent for an xray. Try to book a follow up for next week and now told nothing available til the 8th

September how does that work?????

Passive

✓ GP(Dr Tobin) was brilliant, but 4 weeks to get a face to face appointment is unacceptable. My sister's GP is a sole practice, but she gets appointment same day/ next day. If he can do it, why can't others? Also, place looks 'tired' and dingy. Car park needs re surfacing. I also noticed that there did not appear to be many patients there.

✓ I only went today for an injection, hardly an experience to form a judgment, good or bad.