

FFT Monthly Summary: September 2023



Kirkham Health Centre
Code: P81128

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	6	0	1	0	1	0	0	0	49	1	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: 114

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	6	0	1	0	1	49
SMS - User Initiated							
Tablet/App							
Web/E-mail	1	0	0	0	0	0	1
Manual Upload							
Total	42	6	0	1	0	1	50
Total (%)	84%	12%	0%	2%	0%	2%	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:

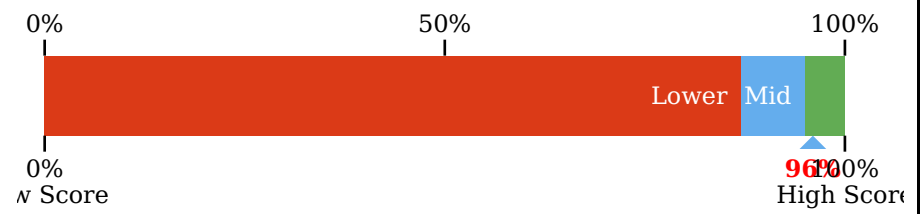
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

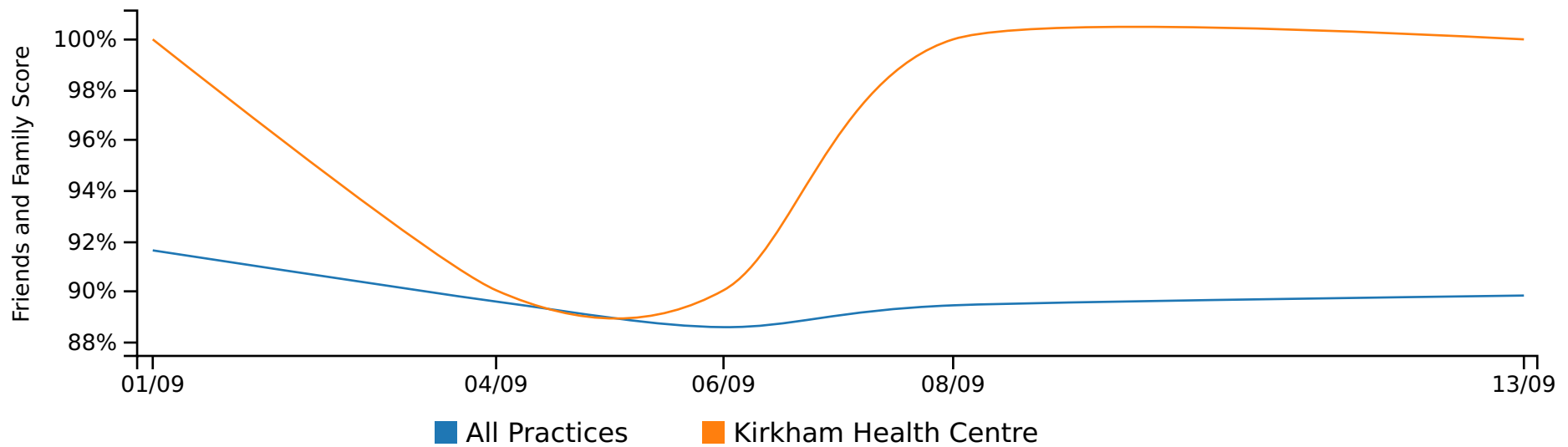
Your Score: 96%

Percentile Rank: 90TH



- 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 90th percentile means your practice scored above 90% of all practices.

Practice Score: 'Recommended' Comparison



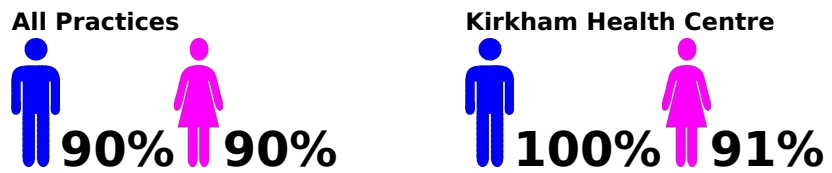
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

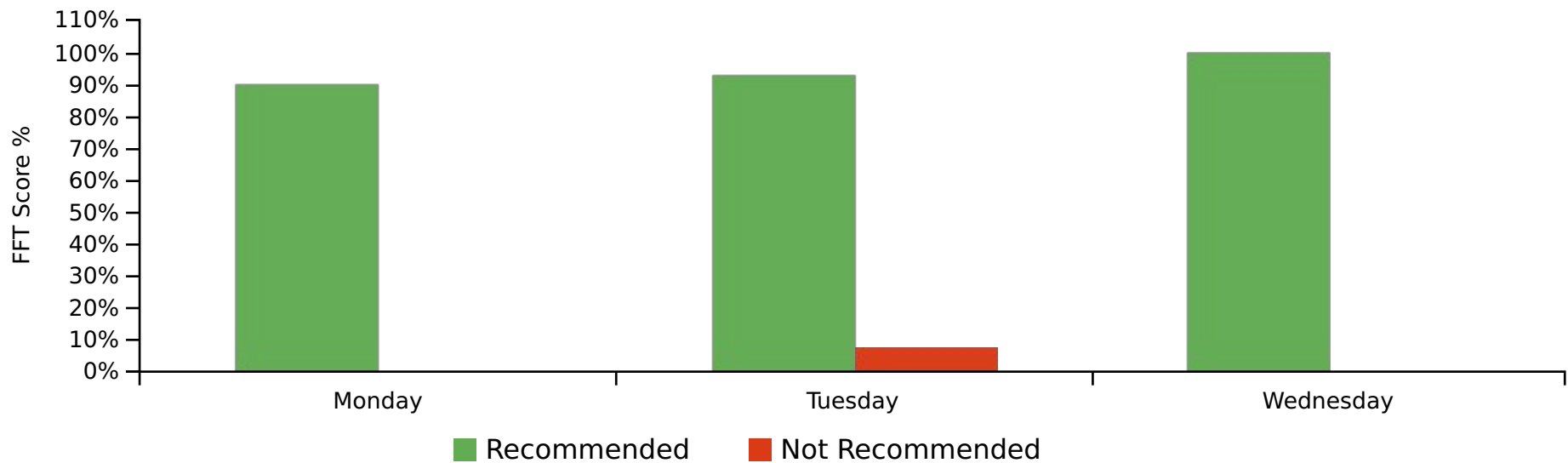
	< 25	25 - 65	65+
All Practices	84%	89%	93%
Kirkham Health Centre	75%	95%	100%

Gender



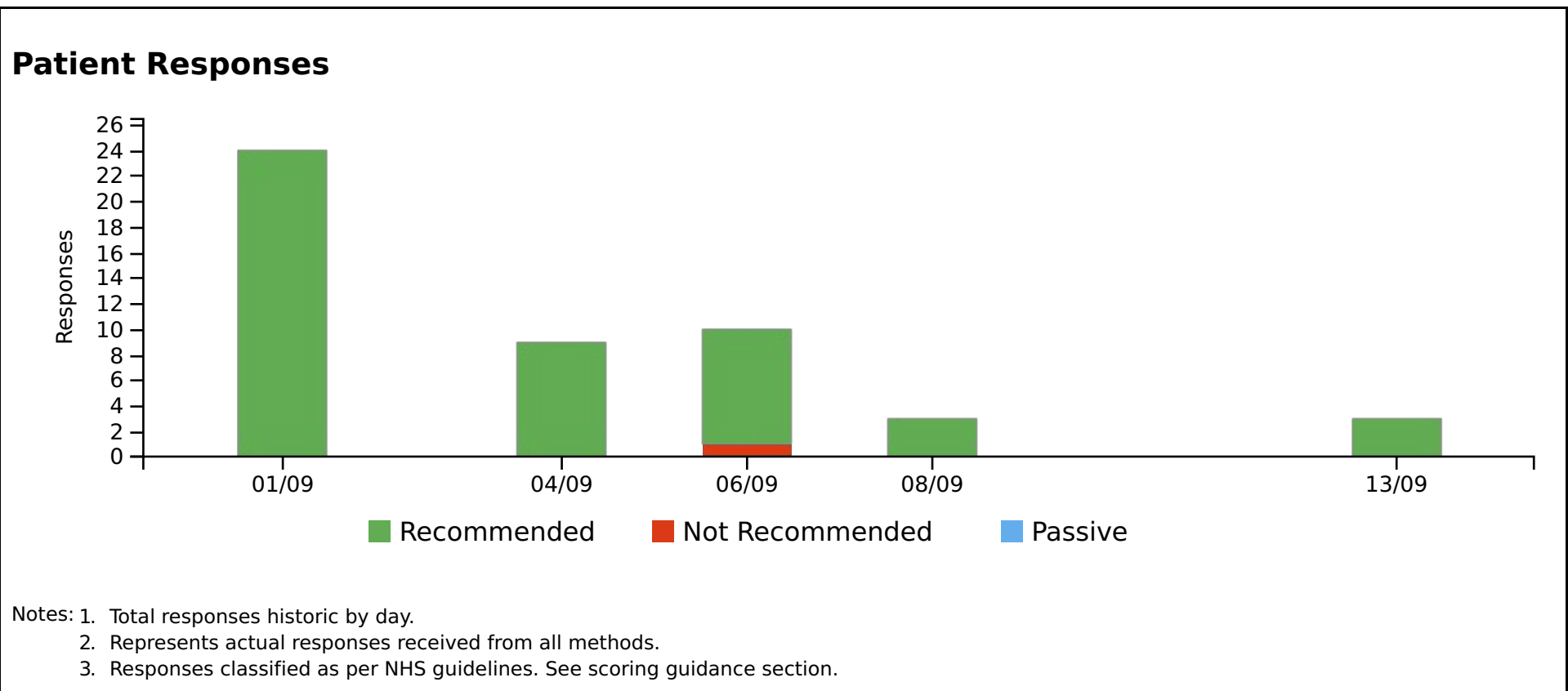
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



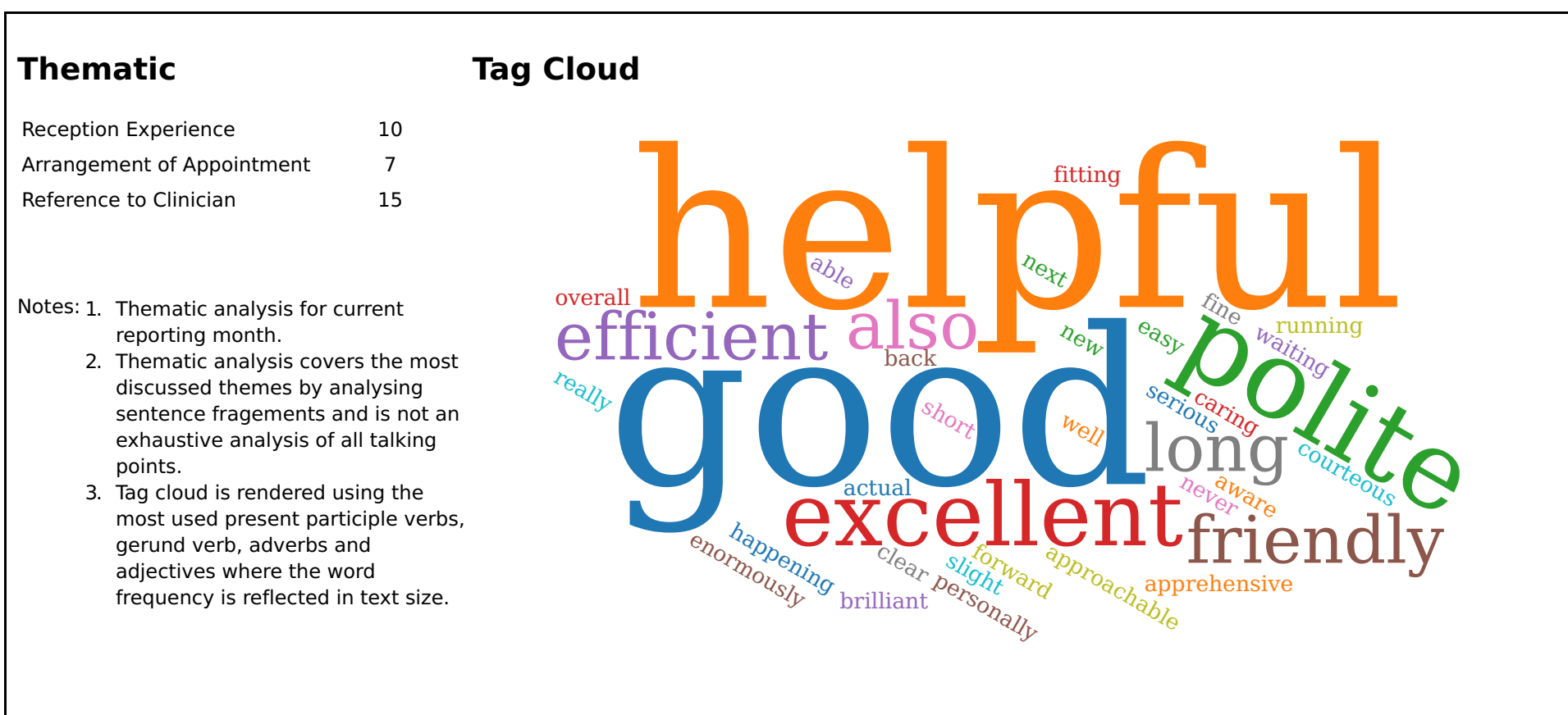
- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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

- ✓ Prompt and efficient referral by Dr Cartmell
- ✓ *Because I felt that I got good service and it removed anxiety.*
- ✓ Ann Marie always puts me at ease and is professionally friendly and approachable. She is knowledgeable and courteous. I always feel looked after, listened to and that I've had a good service and I understand what's happening when I see her. Excellent practice.
- ✓ *The nurse I saw was very helpful and polite, I would say the GP surgery it's self is a bit dated and parking an issue at the front but as I'm aware there are plans in hand to eventually build a new practice*
- ✓ Very good doctor. He's always very polite and very kind and helpful
- ✓ *Good quick efficient, caring and friendly service,*
- ✓ Doctors, Nurses, front staff all treat me with respect and realise when I need quick attention they do their best to oblige
- ✓ *Appointment very good, reception desk to book further appointments, 1 person on, queue of people waiting, could use another person from the back room for a short period.*
- ✓ Very good
- ✓ *The nurse was excellent.*
- ✓ All issues understood and clear forward path.
- ✓ *There was a slight delay until my appointment.*
- ✓ Got a quick appointment for a serious concern. Doctor very helpful.
- ✓ *I was seen by my doctor within 5 minutes of the scheduled appointment. The lady at the reception was also very helpful and polite.*
- ✓ You are very good
- ✓ *Polite receptionist quick appointment explained by nurse*
- ✓ I haven't attended the clinic in a long time and I was apprehensive. The GP was easy to talk to and overall there were no problems in the reception etc.
- ✓ *I was seen on time, Lindsay the nurse was able to do my smear and assist me with another issue in the one visit*
- ✓ Because that's what I believe
- ✓ *On time and quick*
- ✓ Because I personally have always been seen when needed, staff very helpful, never had a problem.
- ✓ *Quick and efficient*
- ✓ Didn't have to wait too long, Doctor covered all symptoms and answered my questions
- ✓ *The doctor was most helpful*
- ✓ Excellent care, understanding etc
- ✓ *My experience*
- ✓ It was fine
- ✓ *I want my doctors to carry on running as it should. I think doctor Tobin is a really good doctor has to be for his patients.*
- ✓ The actual appointment was well done but to have to wait weeks for a blood test appt seems a bit long. My next appt to discuss the results is also 4 weeks off.
- ✓ *Appointment on time and staff were helpful*
- ✓ I'm always fitting in with all staff brilliant
- ✓ *The doctor was very helpful*
- ✓ Always friendly and helpful,
- ✓ *Felt listened to*
- ✓ The staff went above and beyond to accommodate my requirements
- ✓ *The staff were enormously polite, helpful & supportive. They were also very quick*
- ✓ Because the service was good
- ✓ *Seen on time. Checks carried out professionally.*
- ✓ very good
- ✓ *Excellent service*

Not Recommended

- ✓ *most of the time 2*

Passive

