FFT Monthly Summary: October 2023

Kirkham Health Centre Code: P81128



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012	
45	7	2	0	1	0	0	0	0	50	5	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

55 Responses:

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	7	2	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail	5	0	0	0	0	0	5
Manual Upload							
Total	45	7	2	0	1	0	55
Total (%)	<i>82</i> %	13%	4%	0%	2%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

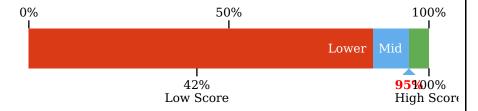
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

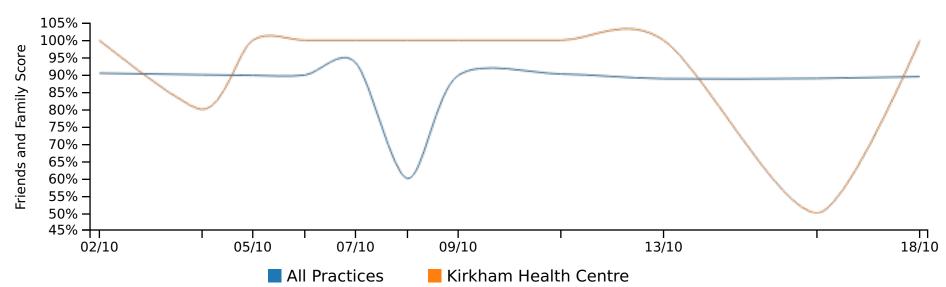
Your Score: 95%
Percentile Rank: 75TH



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 75th percentile means your practice scored above 75% 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%	96%	91%

Gender

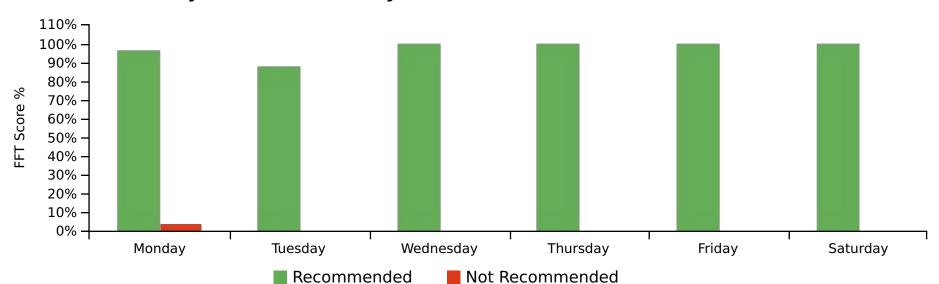




Notes: 1. Scores for current reporting month.

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

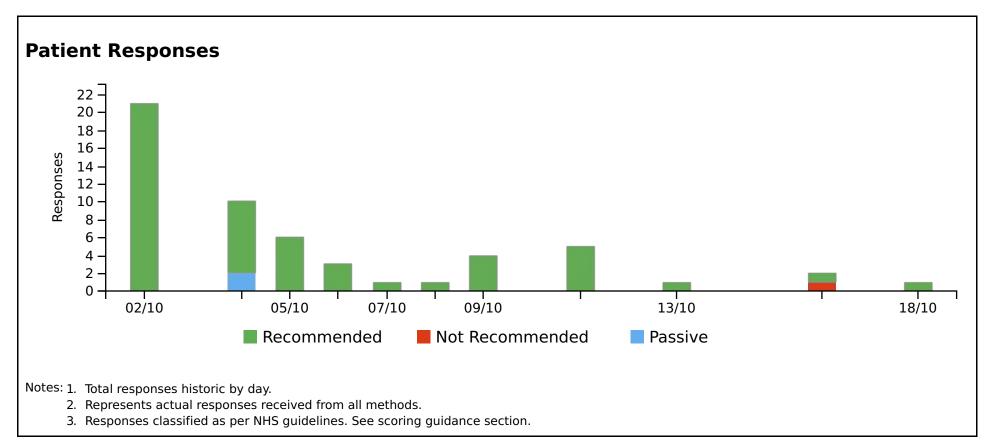
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic Tag Cloud 8 Reception Experience Arrangement of Appointment 10 Reference to Clinician 15 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

- ✓The nurse I saw was very efficient and explained everything to me
- ✓ Didn't have to wait , was seen on time
- ✓I was seen more or less on time I found Anne Marie very pleasant and thorough. A bonus to get my flu injection which was offered to me and gratefully accepted during my appointment ..many thanks as always
- ✓ Quick and helpful
- ✓ Extremely efficient & well informed.
- ✓ Doctor very professional and helpful, receptionist very professional and helpful
- $\ensuremath{\checkmark}$ My visit was good and I got the answers to my problem
- ✓ Saw Anne Marie today, a credit to your surgery. Comforting to see a familiar face. Lovely reception staff and appointments on time.
- ✓ All the practice staff are understanding empathetic and go above and beyond for all their patients
- ✓ I rang for an appointment yesterday and I got in today, I wasn't waiting long and the doctor was very thorough
- ✓ Because it was excellent
- ✓ Appointment was about 5 minutes late
- ✓On time and dealt with respectfully by receptionist, doctor and nurse .
- ✓ No waiting for both appointments
- ✓ Good service
- ✓ Because the service was very good it helped me and answered my questions
- ✓ The nurse was lovely, explained everything in a way that I understood.
- ✓ Extremely helpful, nothing is to much trouble.
- ✓On time, nurse was excellent and very supporting to my health issues. Not rushed.
- ✓ Receptionists always polite and helpful . Appointment system is well managed with auto book in system . I have always been seen by a doctor within 10 minutes , examinations are thorough with explanations . Practice nurses are very professional and polite too.
- ✓I was seen on time, Dr Gillooly
- ✓ Always courteous and helpful.
- ✓ Not long to wait, check in easy, consultation straightforward.
- ✓ Friendly, professional staff, appointment was on time, excellent service.
- ✓ Dr Agbanu was really friendly patient and helpful
- ✓ Doctor very helpful and thorough and made me a follow up appointment
- \checkmark Appointment was on time and the problem was explained to me.
- ✓ Dr Tobin is a fantastic doctor
- ✓ Clear communication, listened to.
- ✓ Great service from everyone involved, from receptionist to Doctor
- ✓ Because the nurse was very good
- ✓ Listened carefully to concerns and spent time talking through things. Accommodated an examination even though the appointment time wasn't long enough.
- $\ensuremath{\checkmark}$ Dr Gallooly and nurses went above and beyond
- ✓ Because it was excellent
- ✓ Very friendly
- ✓ Staff are always helpful, patient and friendly They make me feel comfortable
- **X**Excellent service

Not Recommended

✓ First answer was an error, should have been very good

Passive

- ✓I did mot feel as if I was listened to and also I felt rushed through
- ✓ I Thought I wasgive you my opinion of the GP Practice