

FFT Monthly Summary: November 2023



Kirkham Health Centre
Code: P81128

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	11	1	0	1	0	0	0	0	50	3	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:	125						
Responses:	53						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	10	1	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail	2	1	0	0	0	0	3
Manual Upload							
Total	40	11	1	0	1	0	53
Total (%)	75%	21%	2%	0%	2%	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:

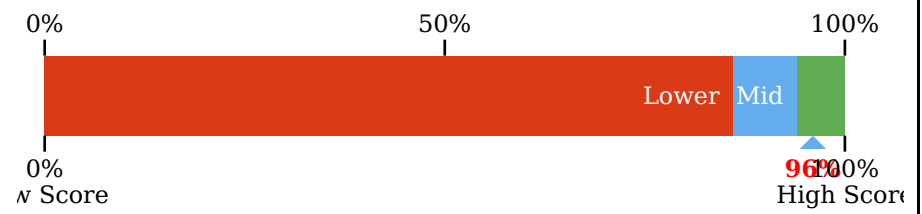
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

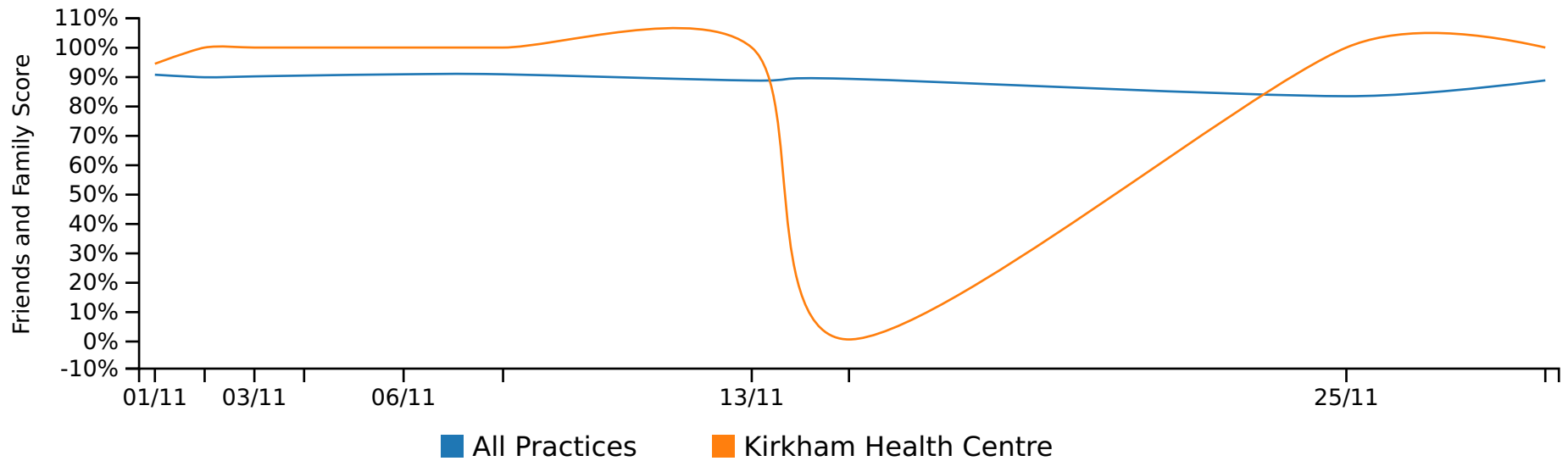
Your Score: 96%

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



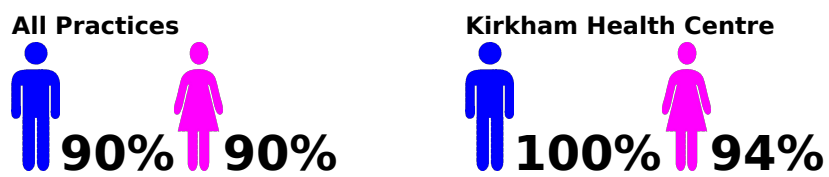
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

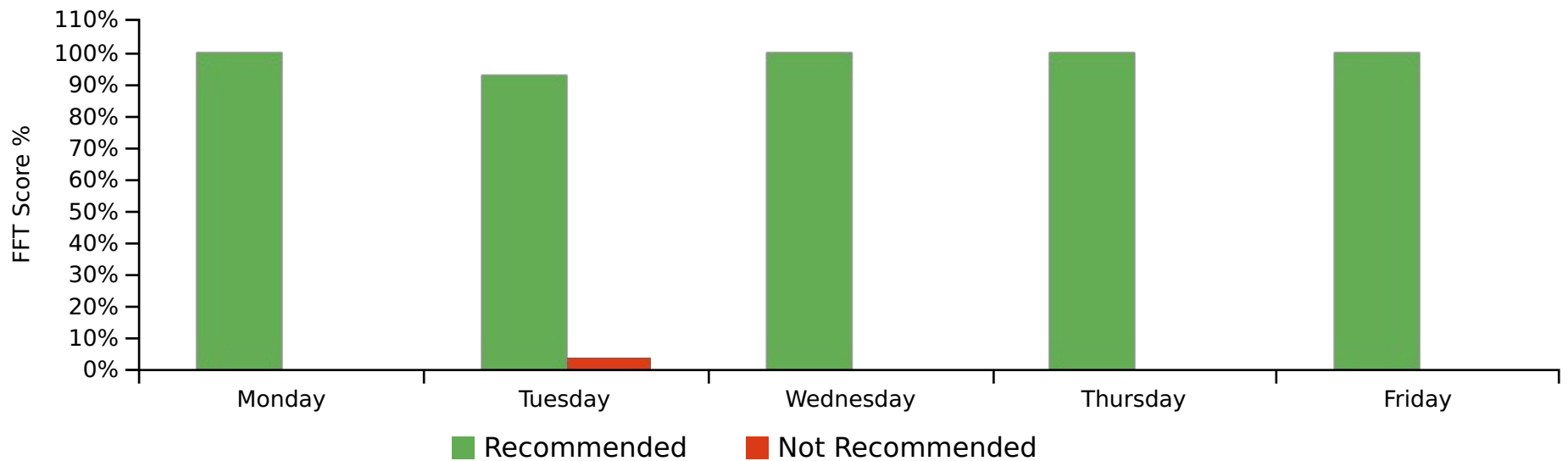
	< 25	25 - 65	65+
All Practices	85%	89%	93%
Kirkham Health Centre	100%	96%	95%

Gender



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

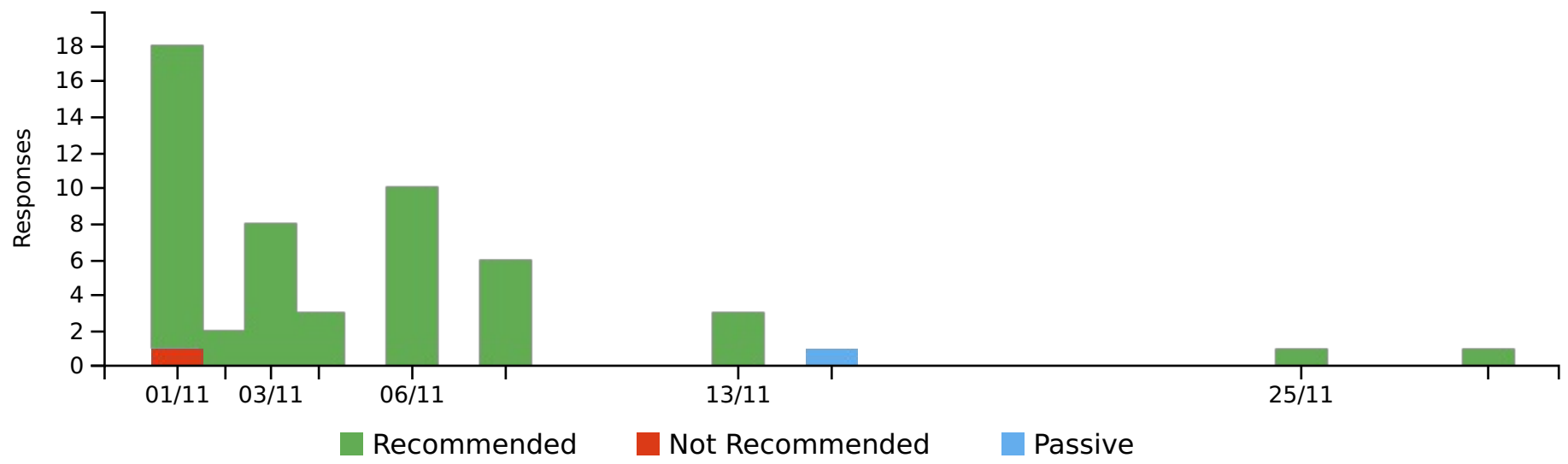
Practice Score: Day of the Week Analysis



- 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

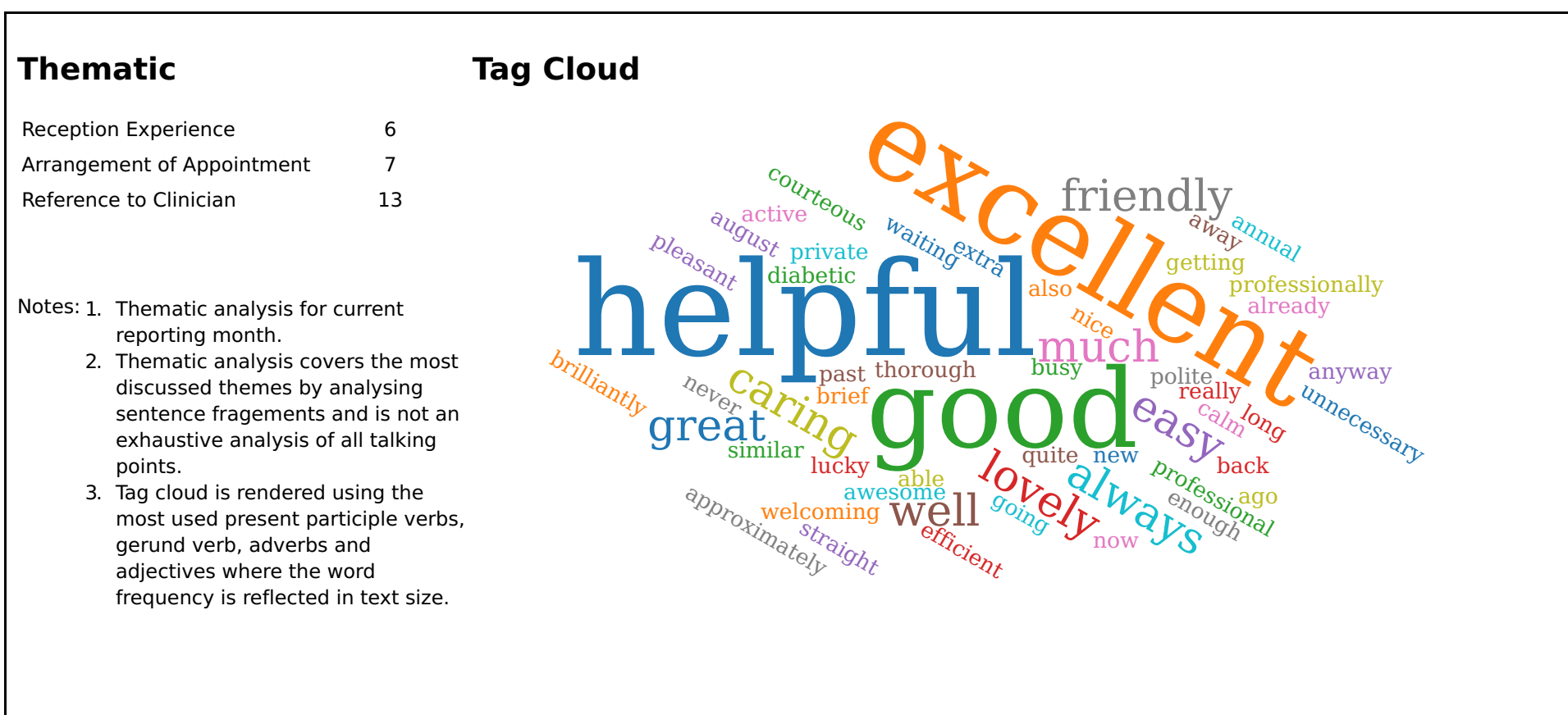
Patient Responses



- 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



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

- ✓ Excellent service from the reception team, and excellent doctors (dr gillooly)
- ✓ *Lovely doctor very nice and helpful*
- ✓ Some sections deserve higher others lower
- ✓ *Anne Marie looks after myself (diabetic) and my husband who has his bloods and Prostag injection really well . Nothing too much trouble and explains things*
- ✓ Very pleasant, helpful i felt quite calm.
- ✓ *Staff go out of there way to help you*
- ✓ Appointment was on time and the doctor was very polite. She was able to increase my tablets. Although she did advise me to call my specialist to have that medication altered. She was friendly and helpful.
- ✓ *No delay going in. Doctor listened to my 'extra' comments, also referred me for further tests. PS. I would have liked to have more time to talk but realise he's v busy and I was lucky anyway to at least b seen ! Thanks JB*
- ✓ You asked the guesting
- ✓ *I gave this answer because the experience was very good*
- ✓ Because doctor Sara vanan was excellent and the receptionists are so helpful.
- ✓ *Because you wanted to know*
- ✓ I felt very respected.
- ✓ *Very well looked after*
- ✓ Nurse was thorough and lovely
- ✓ *Appointment with GP very good but had to wait 4weeks for the appointment.*
- ✓ Been with the practice 22years now & never had a problem with booking an appointment or getting seen by a doctor or nurse practitioner awesome practice
- ✗
- ✓ *Excellent service and advice*
- ✓ No waiting
- ✓ *Very welcoming and 1st class service*
- ✓ Very caring, friendly & professional Drs & Staff
- ✓ *Because I was in and out with in two to three minutes and I didn't have to wait a long time for my appointment*
- ✓ I have already
- ✓ *Always helpful and great same day appointments*
- ✓ The person I saw was excellent in every aspect of being treated like a person.
- ✓ *A prompt appointment dealt with professionally.*
- ✓ Because I came to see the nurse for my annual check and she was very good and sorted out a new inhaler which works brilliantly
- ✓ *Great care and reassurance from Anne-Marie*
- ✓ Courteous, kind, helpful, caring and efficient staff
- ✓ *Very good staff easy to talk to and they listen*
- ✓ Given Blood was the best I have did not feel a thing
- ✓ *Had to wait 20mins to see doctor.*
- ✗ Easy to use

Not Recommended

- ✓ *Attitude of nurse. Always have to go to Blackpool for bloods where they get it straight away.*

Passive

- ✓ The appointment was made approximately 5 weeks ago. By this time I had sought some advice and scans from the private sector which totals at this stage to a figure around 800. The doctor didn't have time or found it unnecessary to read through a brief report. It was a similar situation way back in August. I appreciate the NHS are under a lot of pressure, but for someone who has paid NI for 40yrs and has not required much in the past and is being pro-active where health is concerned it is not good enough.

