

FFT Monthly Summary: December 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	6	0	0	1	0	0	0	0	50	2	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: 138

Responses: 52

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	6	0	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail	2	0	0	0	0	0	2
Manual Upload							
Total	45	6	0	0	1	0	52
Total (%)	87%	12%	0%	0%	2%	0%	100%

Summary Scores

98% 2% 0%

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:

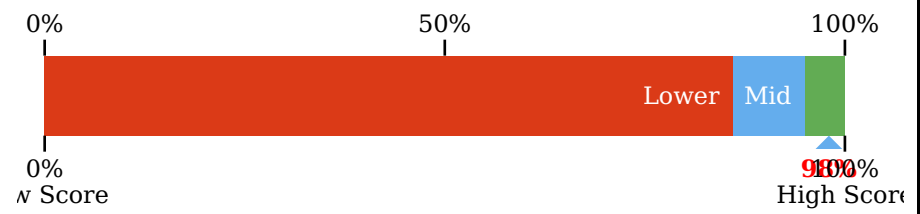
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

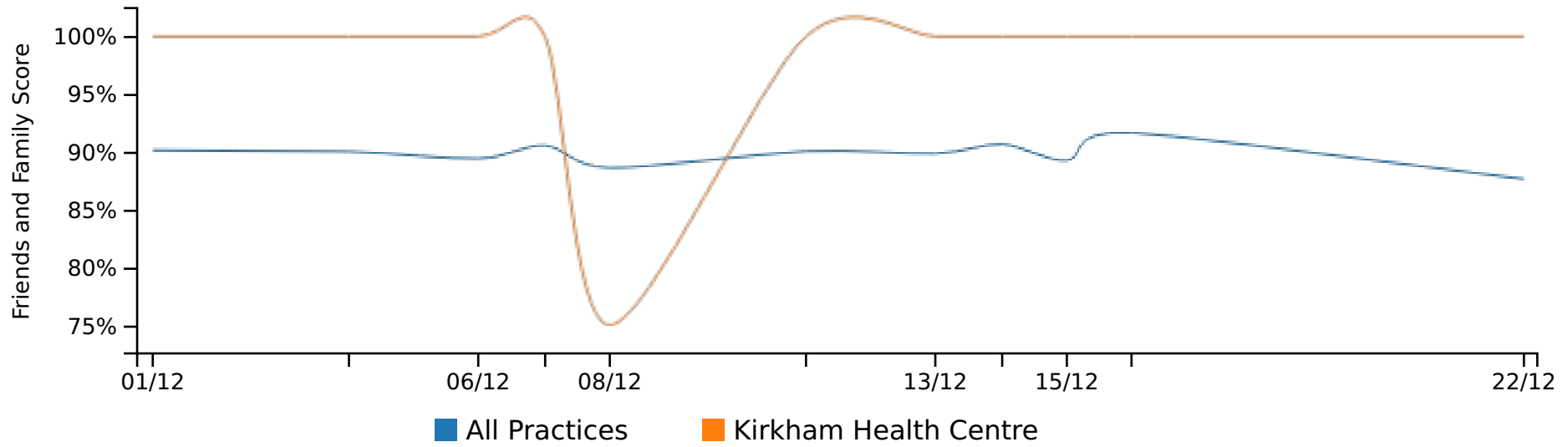
Your Score: 98%

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



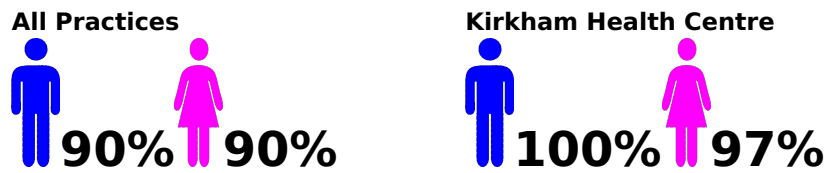
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

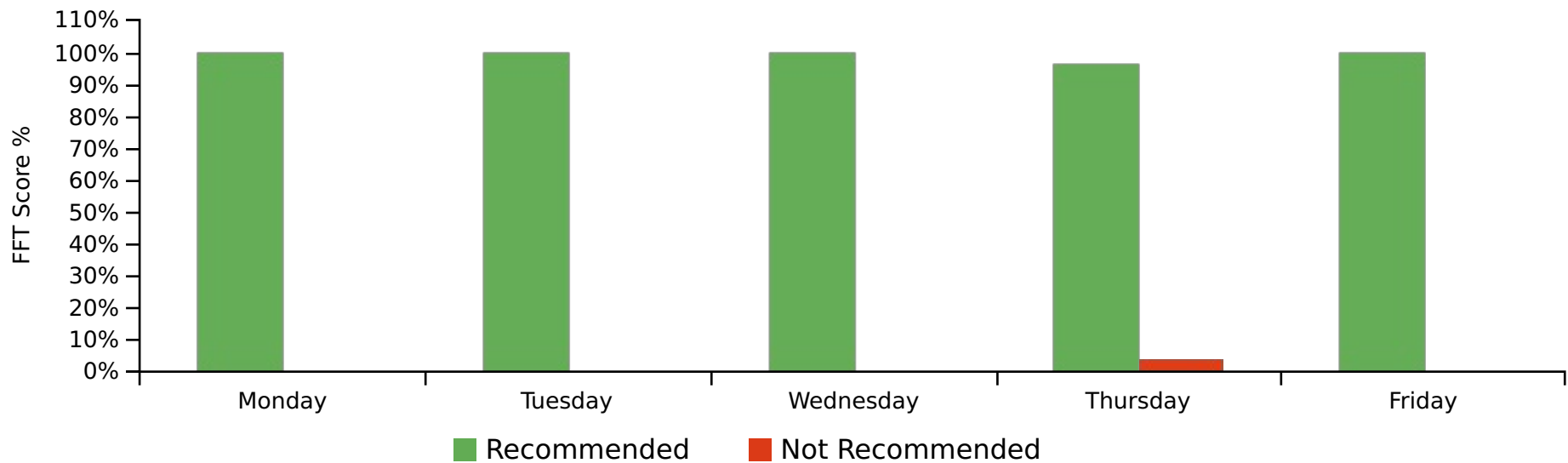
	< 25	25 - 65	65+
All Practices	84%	89%	92%
Kirkham Health Centre	67%	100%	100%

Gender



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

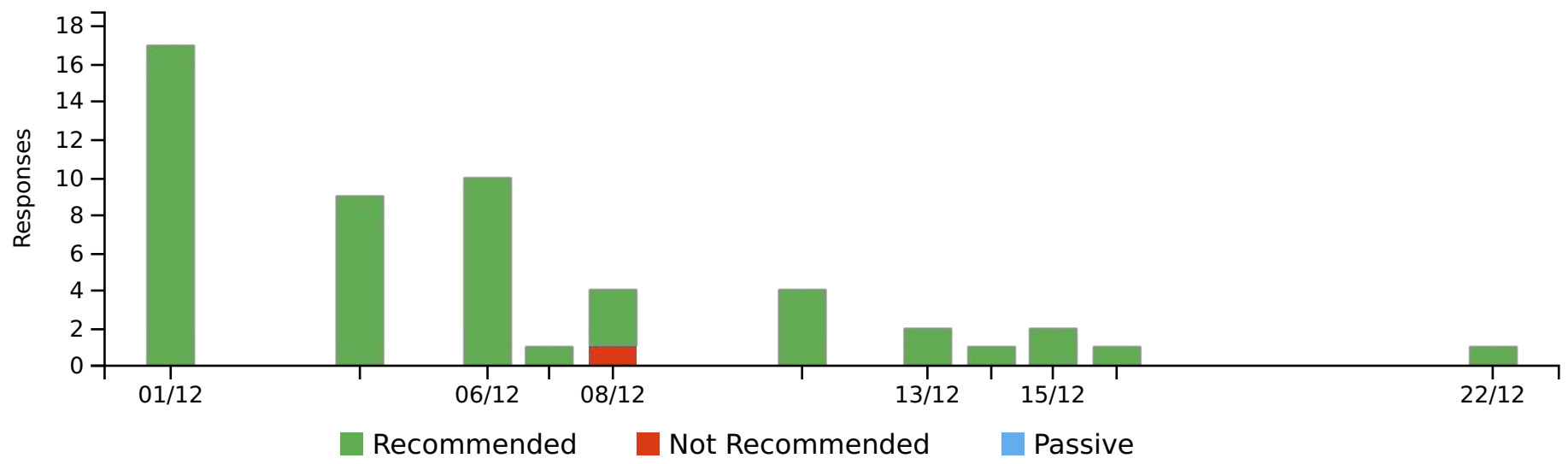
Practice Score: Day of the Week Analysis



- 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



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

- ✓ Didn't have to wait too long. Dr Tobin listened to my issues and helped with a plan and follow up appointment.
- ✓ *Good is good end of.*
- ✓ Appointment on time. Everyone helpful. Made to feel at ease by doctor giving a steroid injection.
- ✓ *The two people I spoke to were very friendly and knowledgeable*
- ✓ Doctors were very busy but my appointment was not delayed very long
- ✓ *Because it was very good, everything on time, results well explained*
- ✓ Friendly, efficient, knowledgeable doctor
- ✓ *Receptionists very helpful and friendly. Doctors and practice nurses always have time to explain things*
- ✓ All the staff are helpful,
- ✓ *Sometimes very helpful but he women behind reception can come across rude*
- ✓ Our GP Dr Gilhooley is very thorough and receptionists are always helpful and pleasant when making enquiries/appointments..Our nursing practitioners are also the same too
- ✓ *Nurse very pleasant and appointment was in time.*
- ✓ I've been ringing up a few times lately and the receptionist has been very helpful.
- ✓ *Got in on time and doctor very good*
- ✓ Fast, informative, however until the Doctor interface, no one was at the front desk or even in the areaM
- ✓ *Everyone at the Practice is efficient, helpful & friendly.*
- ✓ Because I thought it was good
- ✓ *Always very friendly and helpful reception staff*
- ✓ Appointment on time felt listened to
- ✓ *Overall happy with the service. Varies from life saving to difficulties with the changing reception experience.*
- ✓ In out now waiting
- ✓ *Quick and efficient*
- ✓ Appointment was on time and Dr was very informative
- ✓ *Because i am still alive*
- ✓ Anonymous Survey?
- ✓ *Both receptionist and nurse were very nice.*
- ✓ Very friendly and competent clinician, 10min delay from appointment time
- ✓ *the gp was absolutely lovely - very helpful and overall really nice. although i didn't speak to the receptionists, they all smiled when i came in - all very welcoming. Great staff!*
- ✓ Because the nurse was very personable and efficient.
- ✓ *Excellent service*
- ✓ Explained everything very professional I felt very relaxed
- ✓ *Was happy with the the service and doctor was very helful*
- ✓ Yes. Dr Tobin is a wonderful doctor. He listens to you.
- ✓ *Whenever I have a problem with an illness, Im always seen and the doctors and nurses are always lovely.*
- ✓ Very good clinical skills / interpersonal relationships with patients. Excellent practice. Thank you everyone.
- ✓ *Dr. Tobin was great I felt he really heard me and helped me*
- ✗ The GP was kind, understanding, not patronising and developed a treatment with me.
- ✗ *Very professional and very supportive*

Not Recommended