

# FFT Monthly Summary: January 2024



Kirkham Health Centre  
Code: P81128

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	5	2	0	0	0	0	0	0	50	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>129</b>						
<b>Responses:</b>	<b>51</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	43	5	2	0	0	0	<b>50</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail	1	0	0	0	0	0	<b>1</b>
Manual Upload							
<b>Total</b>	<b>44</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>51</b>
<b>Total (%)</b>	<b>86%</b>	<b>10%</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

96% 0% 4%

## 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:

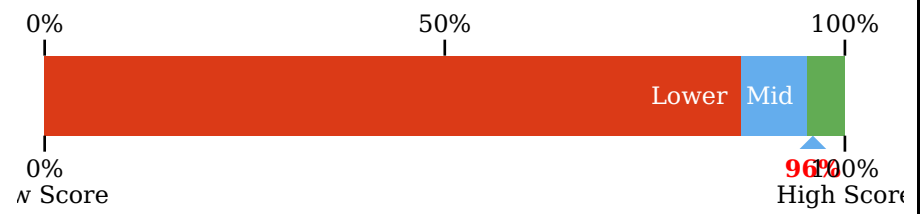
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

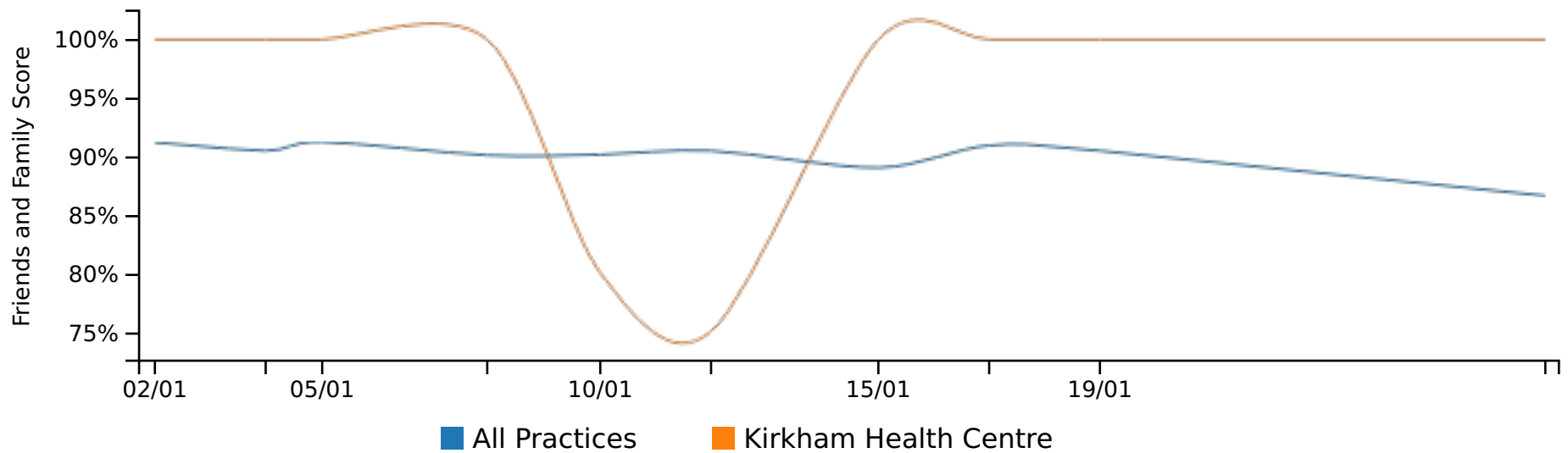
**Your Score: 96%**

**Percentile Rank: 85<sup>TH</sup>**



- 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



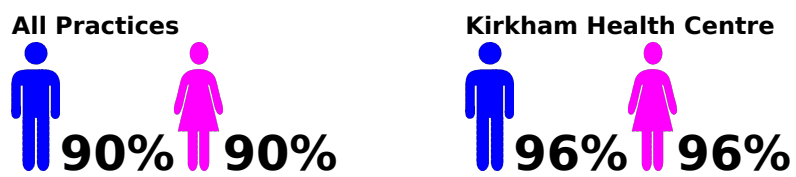
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

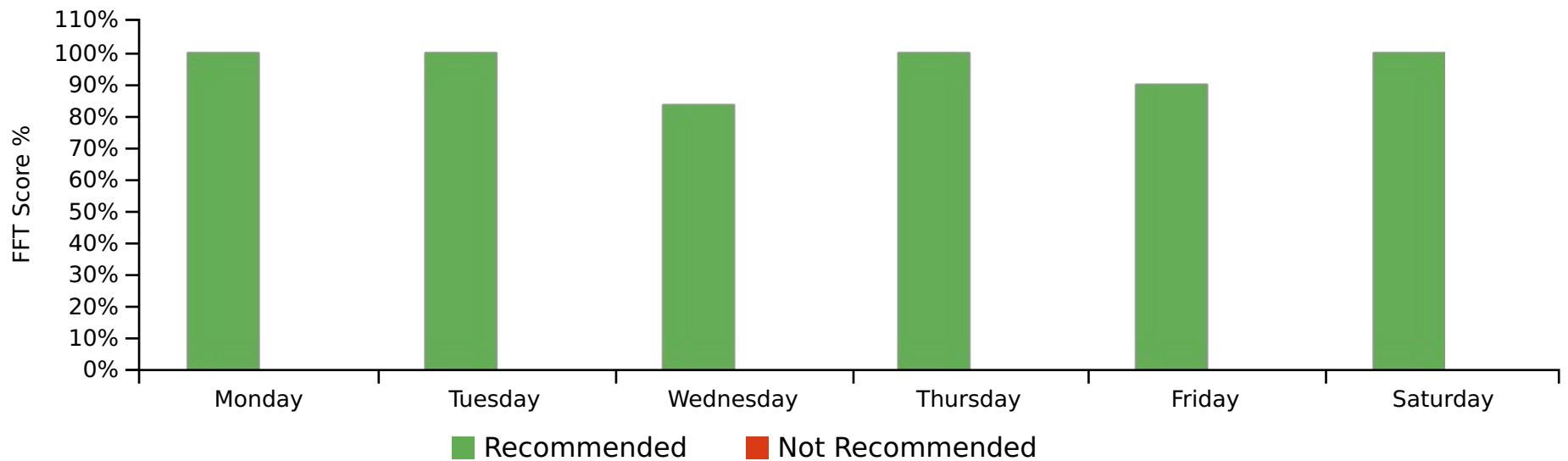
	< 25	25 - 65	65+
All Practices	85%	90%	93%
Kirkham Health Centre	100%	100%	90%

#### Gender



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

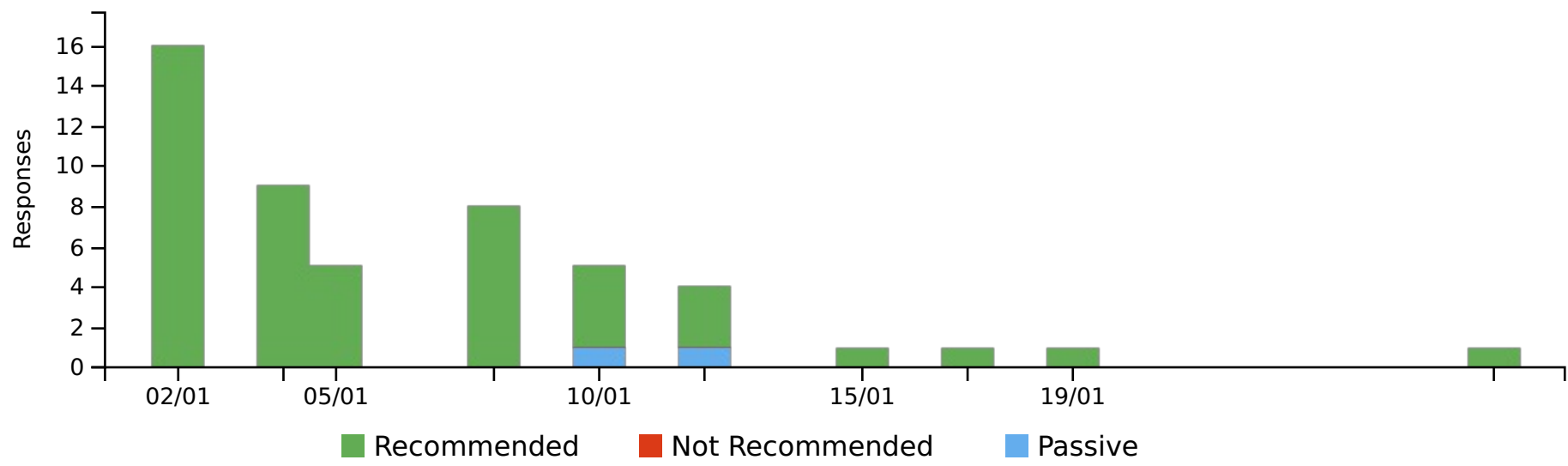
### Practice Score: Day of the Week Analysis



- 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

- ✓ Seen quickly, taken seriously, further tests prioritized.
- ✓ *always have had great service from health centre*
- ✓ The nurse who gave us our travel injections today was very thorough and helpful.
- ✓ *Nurse was very efficient*
- ✓ On time, didn't feel rushed, felt listened to, very helpful
- ✓ *The atmosphere is pleasant, the receptionists are professional and the GP's are good.*
- ✓ It was very quiet today
- ✓ *Courteous staff appointment on time*
- ✓ Checked in saw doctor only couple mins late. Doctor explained things so I could understand what was going on
- ✓ *always helpful and friendly in person and on the phone*
- ✓ I asked questions and I was answered very politely and advised very helpful person I can't out happy
- ✓ *An excellent service. Dr Tobin straight to the point and reassuring to be seen by a very experienced physician.*
- ✓ Have just been for a blood test in and out on time
- ✓ *Dr Saravanan was thorough and checked everything*
- ✓ Interested informed and effective. Bloods next week and a drop in scan
- ✓ *Good explanation from Dr.*
- ✓ Because the nurse did try her best third time lucky
- ✓ *Staff very helpful*
- ✓ Punctual, helpful and my prescription was ready in seconds.
- ✓ *Nurse I saw was excellent. Receptionist who sorted my extra meds for holiday was excellent.*
- ✓ Because everyone is very helpful
- ✓ *Booked myself in ,exact time seen so in and out with no hassle*
- ✓ Good prompt service.
- ✓ *Was given the time but don't feel I was 100% listened to. That's not in a bad way though, I just know what's worked for me in the past*
- ✓ On entering staff smiled said hello I checked in then went straight to the Doctor
- ✓ *Lovely, empathetic and kind nurse who explained my daughter's vaccination to her fully before administering and treated her with respect and patience. Also administered my vaccination at the same time due to me being pregnant, so saved me time in needing to book and wait for an appointment. Very grateful, thank you*
- ✓ Found the Dr very good to get on with, easy to talk to and made my experience much more comfortable than I expected it to be.
- ✓ *Very quick and advanced nurse practitioner was lovely*
- ✓ Appointment was on time, very quick, very efficient and friendly.
- ✓ *I like the check in service and the staff are very helpful*
- ✓ Good communication with doctor, next appointment booked in then and there
- ✓ *Because once I had booked in I made my down to area 2 for the nurse's rooms I did not even had to wait I went straight in to see the nurse so it was a great welcome.*
- ✓ Lovely and very supportive staff, doctors and nurses. Great service.
- ✓ *Because i got seen quickly and the nurse was lovely*

#### Not Recommended

##### Passive

- ✓ The Dr was excellent but the receptionists are poor. One chews gum whilst talking whilst another eats crisps and rather than get up to talk to you they