

FFT Monthly Summary: April 2024

Kirkham Health Centre
Code: P81128



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	8	1	2	1	0	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: 127

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	7	1	2	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail	0	1	0	0	0	0	1
Manual Upload							
Total	38	8	1	2	1	0	50
Total (%)	76%	16%	2%	4%	2%	0%	100%

Summary Scores

92% 6% 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:

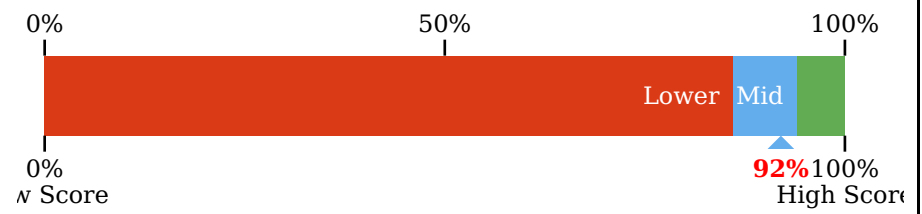
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

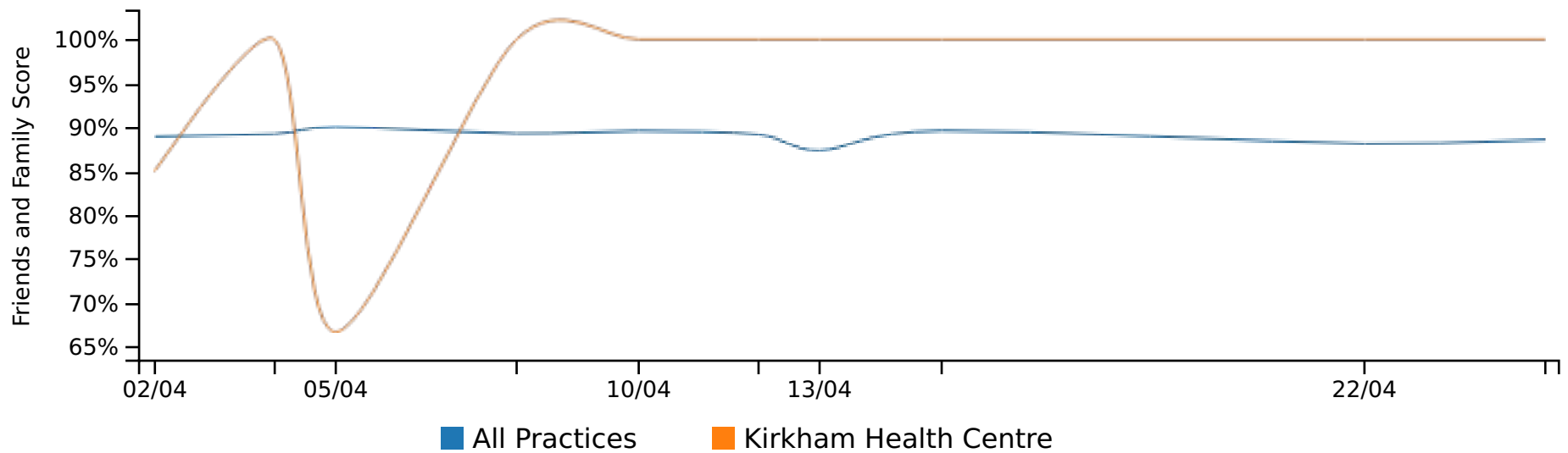
Your Score: 92%

Percentile Rank: 65TH



- 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 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison



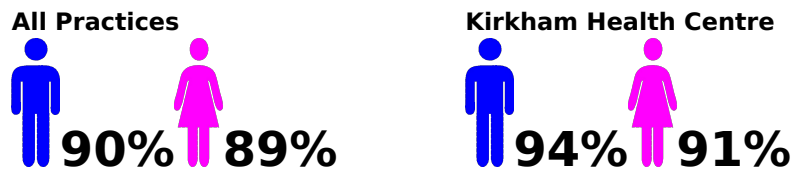
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

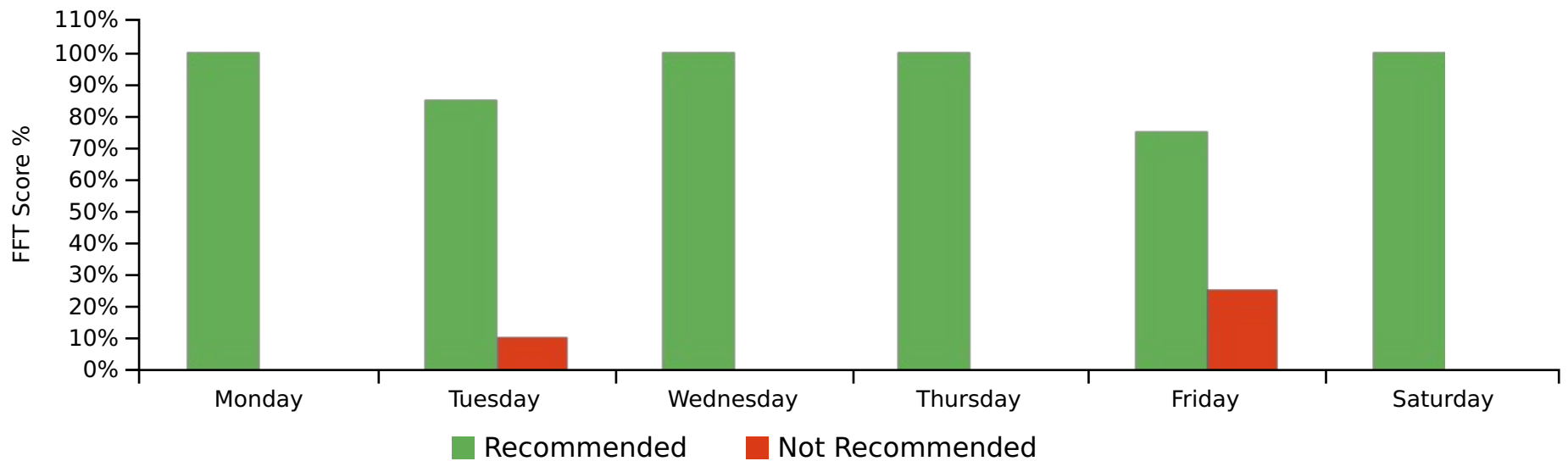
	< 25	25 - 65	65+
All Practices	84%	89%	92%
Kirkham Health Centre	50%	92%	100%

Gender



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

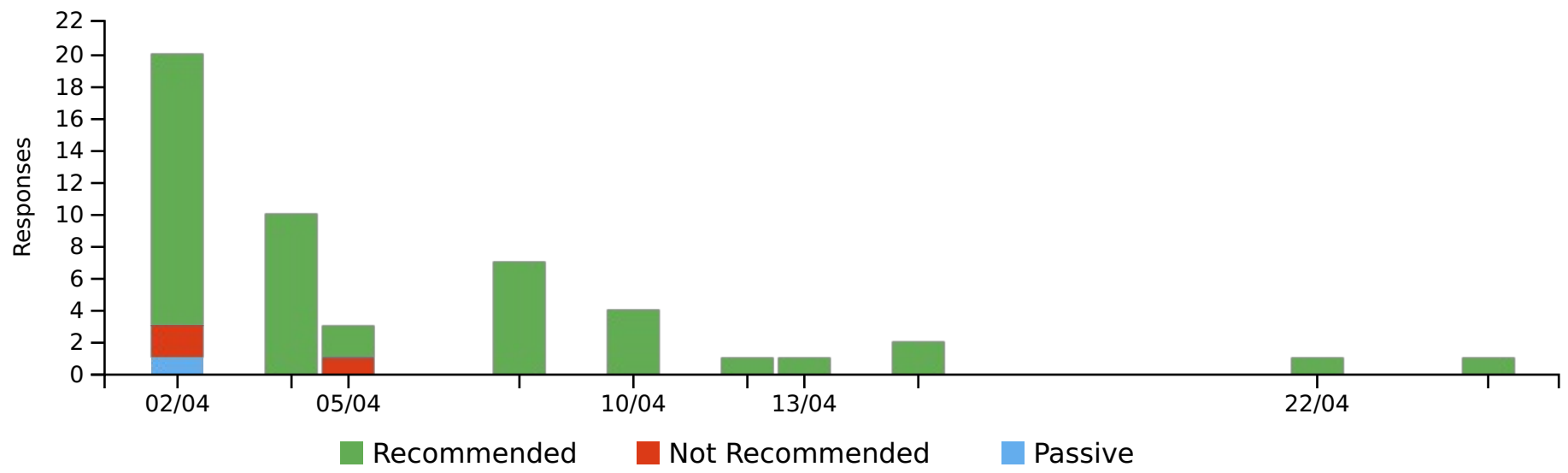
Practice Score: Day of the Week Analysis



- 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

Thematic	Tag Cloud
Reception Experience 10	
Arrangement of Appointment 6	
Reference to Clinician 18	
Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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

- ✓ Because I am happy with the way my doctor dealt with my problem
- ✓ Quick efficient health check
- ✓ I have had contact with reception and a nurse. In both cases I was helped in a courteous and friendly manner!
- ✓ Doctor was helpful & referred me for further tests
- ✓ Friendly nursing staff !
- ✓ The receptionist was helpful and the nurse taking bloods was gentle and efficient
- ✓ Quick and easy and a good experience.
- ✓ A little more time to explore a possible diagnosis
- ✓ My gp has always been good. My opinion will always stay the same about the team at kirkham health centre.
- ✓ The health care practitioner I saw was on time with my appointment and very efficient in dealing with me. The only downside is the length of time to get an appointment but we all know that is a problem everywhere.
- ✓ Rung me back after my appointment to give me advise on what to do
- ✓ Skilled Venepuncture undertaken with good interpersonal skills.
- ✓ Because I am always treated as a person and not just a number. All the staff are always helpful and friendly
- ✓ Pleasant receptionist. Doctor Tobin excellent. Feel well looked after
- ✓ Because the nurse was so thorough.
- ✓ Able to make a non-urgent appointment within a reasonable time frame. Friendly and helpful GP who listened to my concerns and referred me for further tests.
- ✓ I was seen within 5minutes of my appointment time which was a lovely change
- ✓ Face to Face conversation preferable to any other option
- ✓ Because the service is excellent
- ✓ Because I was well pleased with the excellent care
- ✓ It was nice to see what the GP looked like, and no extra waiting
- ✓ To reply to the service at the doctors which was good
- ✓ The person who was on reception was very helpful and quick and understood my need to get insulin asap .
- ✓ GP listened to my issue, asked questions, gave advice and provided agreed outcome
- ✓ Because the visit was very good
- ✓ Quick and easy with kind staff
- ✓ Because I was treated promptly and I had the opportunity to discuss any concerns that I had.
- ✓ Friendly receptionist (for a change) with a smile. Dr Tobin was on time, didn't rush the appointment and he listened to my concerns.
- ✓ The nurse was pleasant and professional
- ✓ Was seen pretty quick and the doctor was very lovely
- ✓ Prompt and polite service. Made to feel at ease with blood test.
- ✓ App on time 2minutes for injection done
- ✓ Seen really quick and very informative
- ✓ Because I get great service from your reception staff then the doctors treat me in a dignified way like they always do plus you are not just a number

Not Recommended

- ✓ Ignorant reception staff
- ✓ Availability of appointments
- ✓ I won't be doing it by text message I would like to know the complaint procedure please

Passive

- ✓ I feel like most of the doctors there are in such a rush to get you in and out, I got the outcome I wanted today, yes. I understand they have a lot of people to see but it is so impersonal.

