

FFT Monthly Summary: May 2024

Kirkham Health Centre
Code: P81128



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	8	2	1	2	0	0	0	0	50	0	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:	133						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	8	2	1	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	8	2	1	2	0	50
Total (%)	74%	16%	4%	2%	4%	0%	100%

Summary Scores

👍 90% 🗑️ 6% 📁 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:

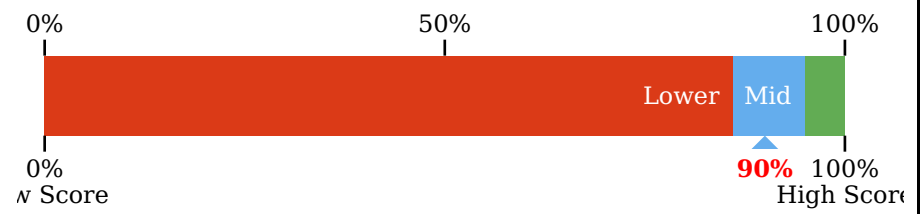
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

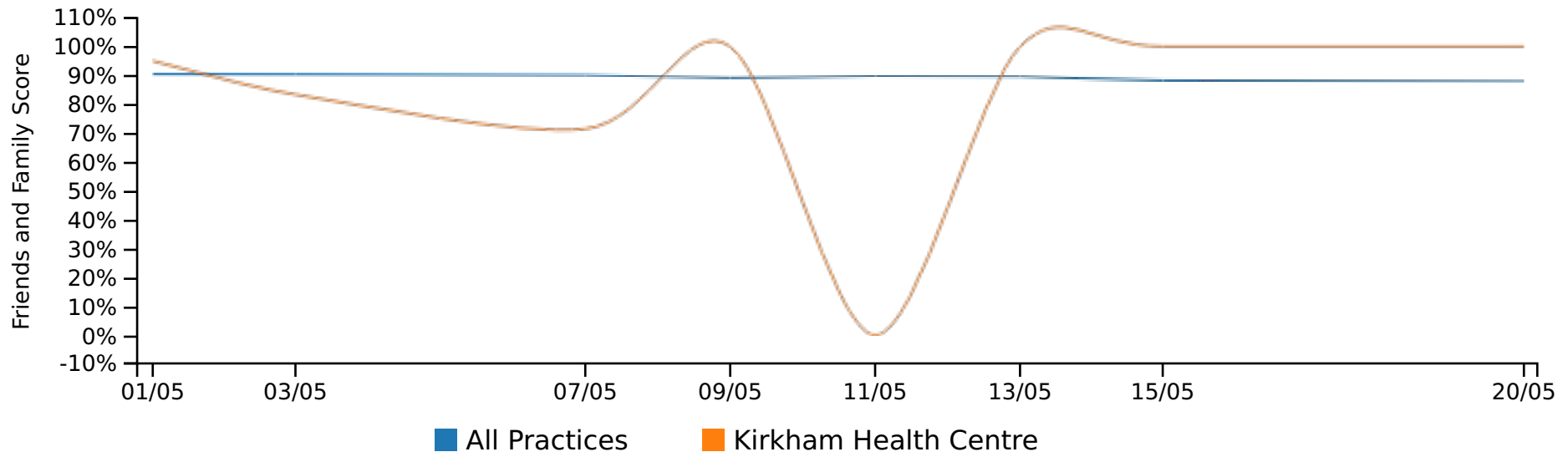
Your Score: 90%

Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



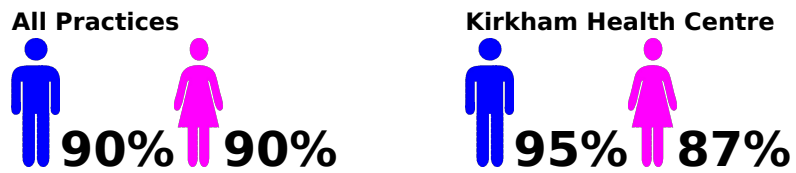
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

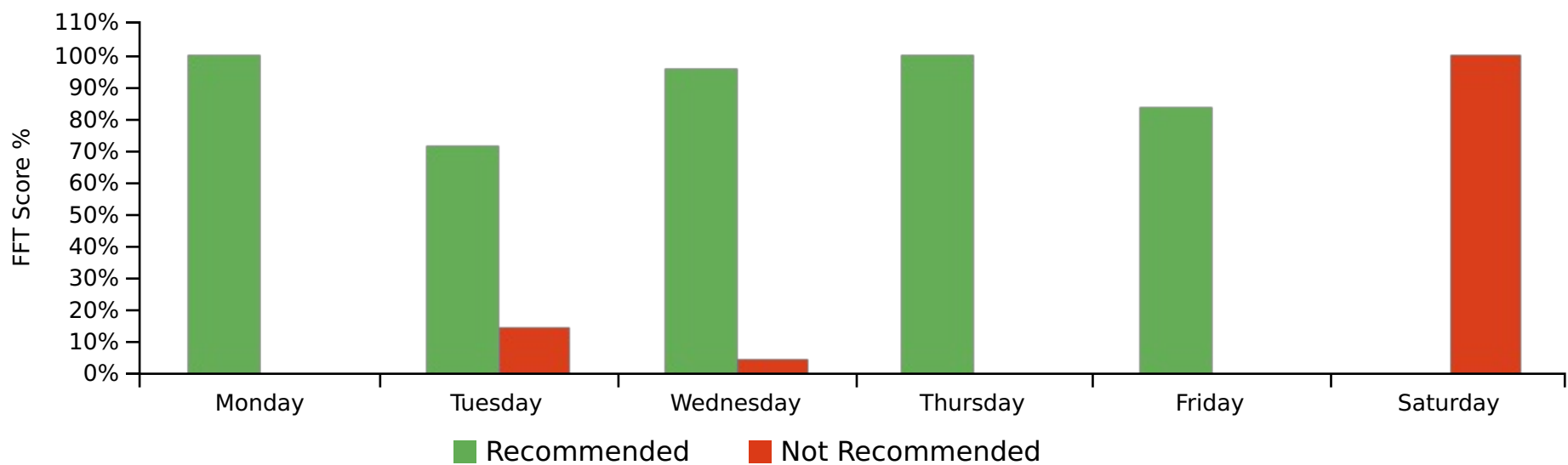
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Kirkham Health Centre	67%	87%	100%

Gender



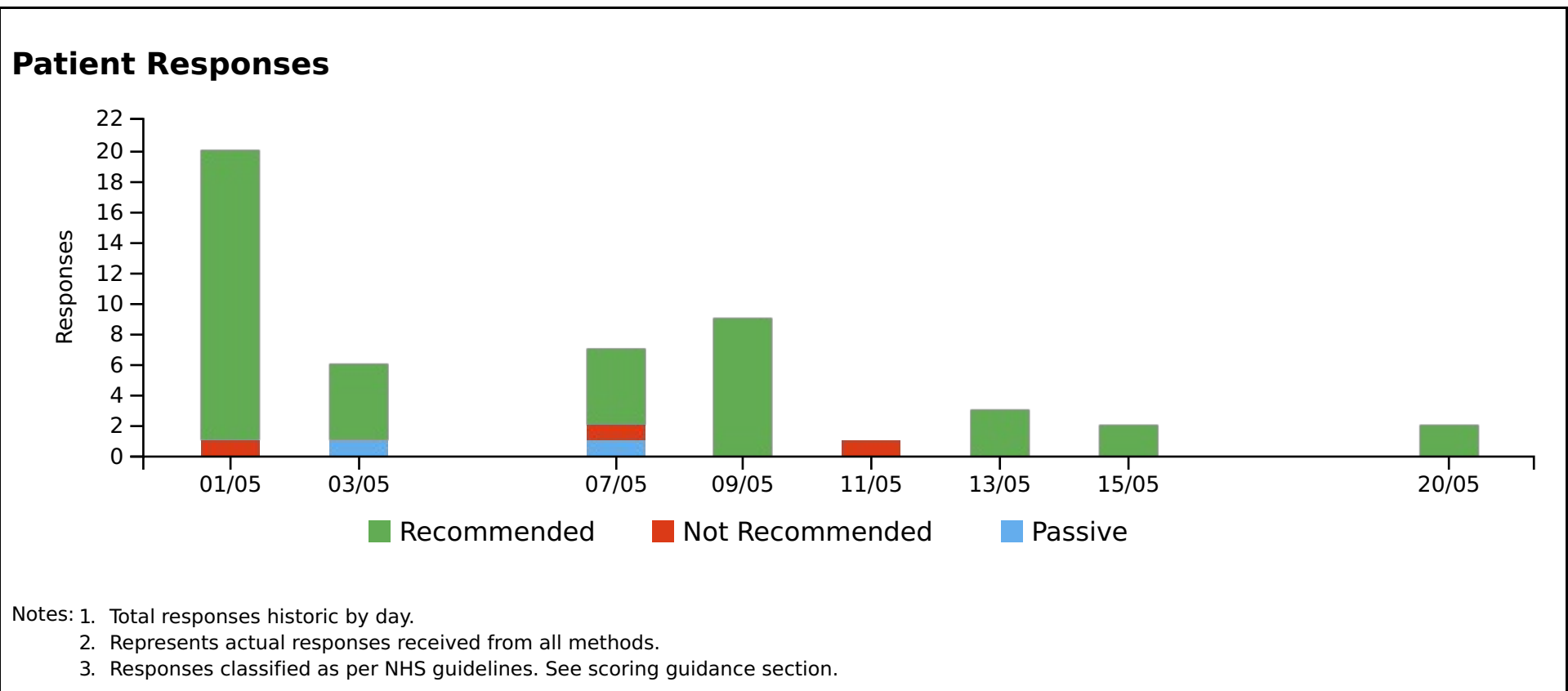
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



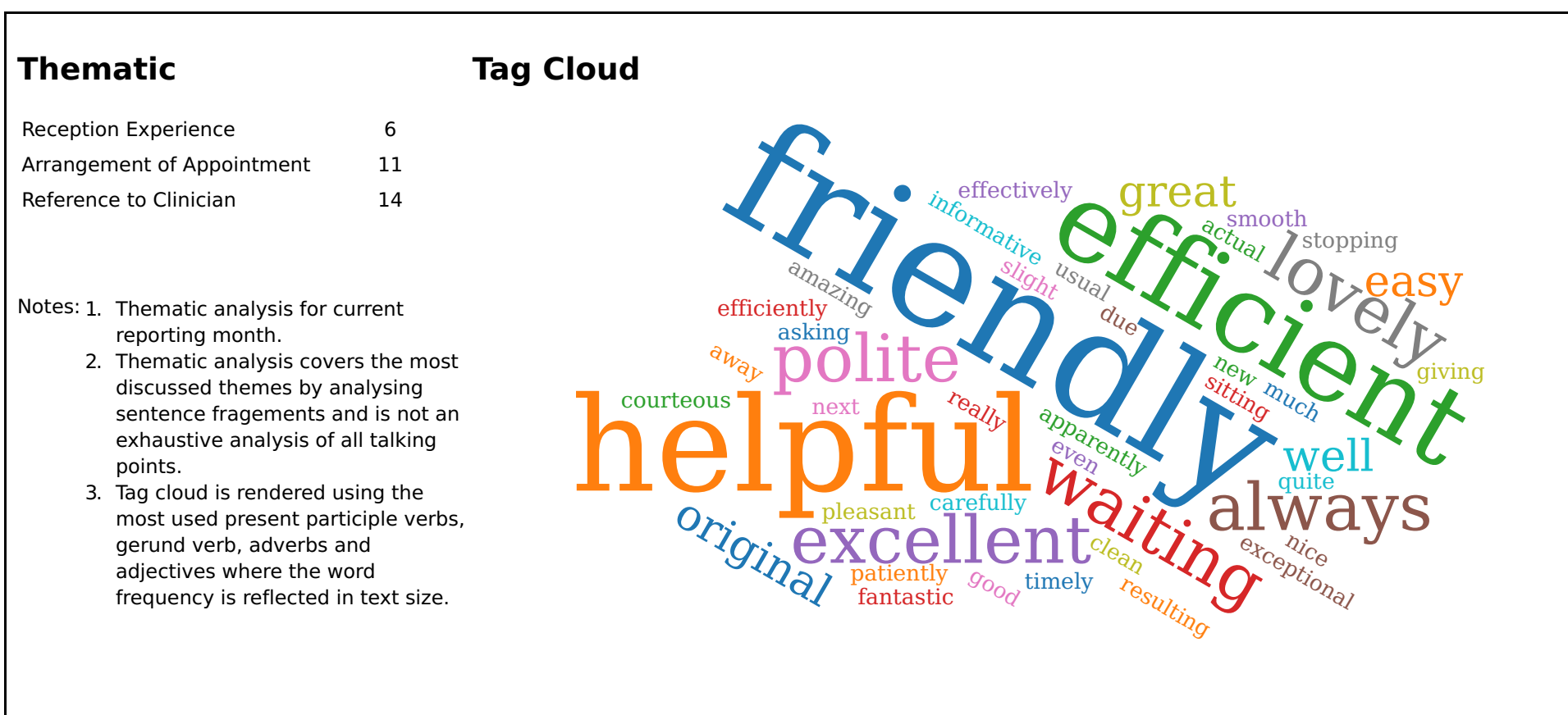
- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



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

- ✓ No
- ✓ *Because all was on time*
- ✓ No problems were encountered with the appointment.
- ✓ *Excellent Dr but slight wait to be seen*
- ✓ *As usual the staff were very efficient and friendly. The doctor explained everything in a way I could understand*
- ✓ *The nurse was pleasant and explained, why she, was doing the procedure when I asked her*
- ✓ Always excellent at this Practice
- ✓ *I had to book my appointment it was missed for 2 years*
- ✓ *The GP listened carefully to me and after asking for more information she explained everything patiently.*
- ✓ *Very efficient. Had my blood taken within 10mins of arrival.*
- ✓ Very efficient service and polite.
- ✓ *Very helpful nurse*
- ✓ New doctor is lovely
- ✓ *Prompt service*
- ✓ Always great service.
- ✓ *Dr Agbenu really listened*
- ✓ *All very smooth, reception staff very helpful*
- ✓ *Helpful advice, explained all options, was helpful and friendly.*
- ✓ Always polite on the phone, Dr Tobin is exceptional
- ✓ *Excellent practice to deal with*
- ✓ *Dr Gilooly is understanding to my needs and reassures me. He is to the point and explains everything well to me.*
- ✓ *Friendly, polite reception staff, very clean waiting area, lovely gp who listened.*
- ✓ Appointment on time. HCA friendly, informative and efficient
- ✓ *Nothing is too much trouble any questions that you need answered are done takes away the stress*
- ✓ Appointment was on time and procedures well explained in advance. Actual process efficiently and effectively carried out by Virginia.
- ✓ *Friendly and very helpful.*
- ✓ Respect
- ✓ *Because the nurse was very nice and friendly.*
- ✓ Prompt and efficient response to my concerns.
- ✓ *Very good service today, only thing stopping me giving a 1 was that original appointment was cancelled and I had to ring and reschedule, for quite a while after the original appointment. I think if the surgery cancels an appointment they should proactively ring the patient with another time*
- ✓ Timely appointment to see Dr. Easy discussion resulting in medications . Thank you.
- ✓ *Friendly reception. Appointment on time. Doctor was Courteous*
- ✓ My appointment was easy to make and the availability was great. The Dr I saw today was fantastic and so lovely.

Not Recommended

- ✓ *First time I have used the check in computer which I hadn't realised hadn't worked apparently it has to say take a seat in the waiting area there is no instructions on how it should work so I ended up sitting in the waiting room for over an hour and 15 minutes even though I spoke to reception on realising I had been overlooked ten minutes after my appointment was due*
- ✓ *Next day appointment amazing x*

Passive