# **FFT Monthly Summary: June 2024**

Kirkham Health Centre Code: P81128



# SECTION 1 CQRS Reporting

# **CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
	_	_	_	_	_	_	_	_		_	_
40	6	2	0	1	0	0	0	0	49	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: 122** 

Responses: 49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	6	2	0	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	6	2	0	1	0	49
Total (%)	82%	12%	4%	0%	2%	0%	100%

## **Summary Scores**

### **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:

Recommended (%) = 
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) = 
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

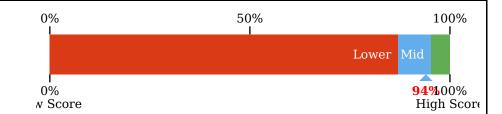
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

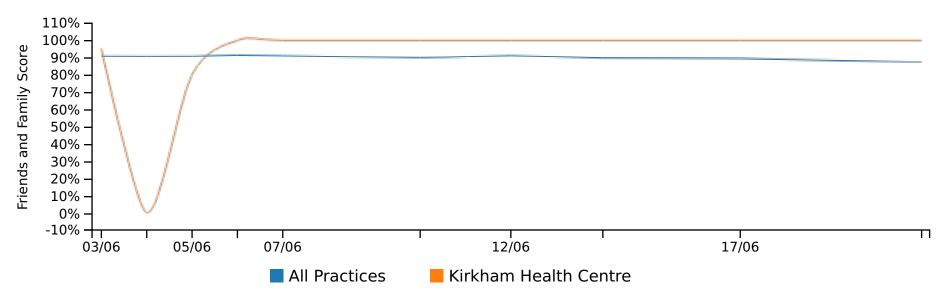
Your Score: 94%
Percentile Rank: 70TH



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 70th percentile means your practice scored above 70% 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%	90%	92%
Kirkham Health Centre	100%	88%	100%

# Gender

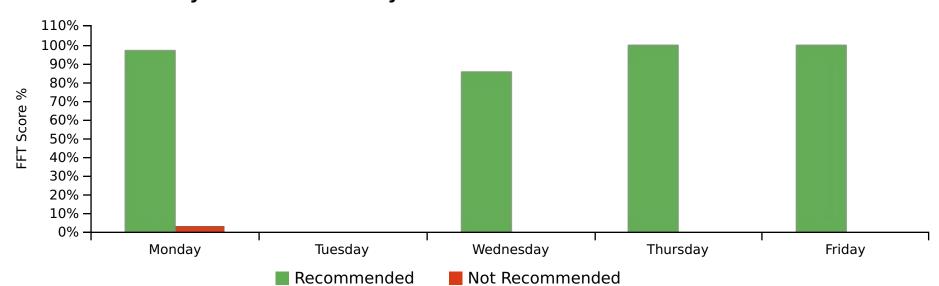




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

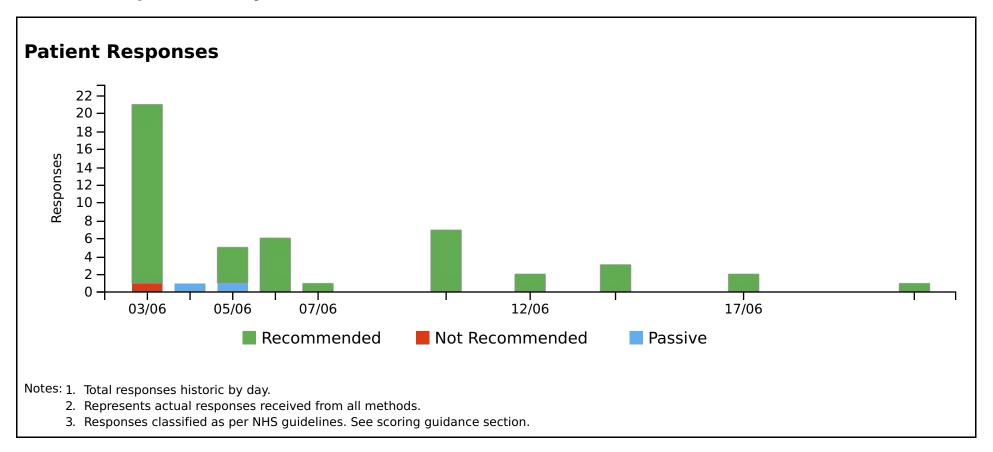
## **Practice Score: Day of the Week Analysis**



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 Free Text Comments: Summary**

### **Thematic** Tag Cloud **Reception Experience** 7 Arrangement of Appointment 6 Reference to Clinician 20 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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

- ✓ Apart from a short delay I was treated professionally and the doctor was very informative and pleasant
- ✓ I have always received good care at this practice. Dr Lowson is very professional, caring & approachable
- ✓An excellent doctor who sees everything for recovery. Such doctor should be appreciated
- ✓ Very friendly staff
- ✓ Very efficient process with no delays and proposed treatment well explained.
- ✓ Straight in quickly taken blood test by a very nice nurse.
- ✓I signed in and was seen almost immediately and blood test was done professionally
- ✓ Very attentive and kind staff. Everything explained really well
- ✓ The Dr was very understanding and I felt she really cared about my wellbeing.
- ✓ Easy check in, Fast and efficient, Friendly staff.
- ✓ Booking the appointment was straight forward & the nurse was brilliant
- ✓ Yes, because Dr Gillooly is the most helpful and pleasant person I have ever seen there!
- ✓ The doctor was great
- ✓ Because the from start to finish I was treated with professionalism care and listened to in all aspects of my need's my practice makes me feel like family.
- ✓ It was very good
- ✓ I never have a problem with the service especially the receptionists they are always very good
- ✓ Although the doctor was running a little late I was listened to and treated very well. A good experience in a nervous situation.
- √ Very efficient
- $\checkmark$  The Doctor was really nice and understanding and the receptionist was helpful
- ✓ Yes every time I have contact with the surgery whether it be reception, nurses or doctors everyone is kind professional and always helpful. I am just glad this is my practice
- $\begin{cal}{\checkmark}$  everyone i have dealt with at the practice have been fantastic with me
- ✓ Because I am satisfied with the course of the visit, even though the visit was delayed by 20 minutes.
- ✓ All went very smoothly and on time
- ✓ Good but when asked about swelling of my ankles was told to see the doctor so have to make another appointment
- $\checkmark$  Very well run. Alway get appointments in general and Dr Lowson is an amazing doctor.
- ✓ Felt as though wasn't rushed and GP understood and compassionate about symptoms
- ✓ On time within a couple of minutes the outcome was what I wanted.
- ✓ Very efficient always thourough and thoughtful
- ✓ Very quick appointment Very attentive doctor listened carefully and responded
- ✓ Everyone was very helpful and the appointment went very smoothly
- $\checkmark$  So helpful and understanding and nicole is w0nderful
- ✓ Because the doctor was very easy to talk to and agreed with my request.
- ✓ Because the wait is usually so long
- ✓ Waiting time was 12 mins so early in morning but doctor was responsive and listened to concerns
- $\checkmark$  He was very helpful and I hope we have sorted out my problem
- ✓ Excellent time

#### **Not Recommended**

✓ When speaking with the doctor, he didn't ask any questions, didn't seem bothered and was very quick to give medicine and have me on my way

#### **Passive**

- ✓ It was not a consultation
- ✓ I stood at reception waiting to book in the two girls in the back could clearly see me, they did not attempt to communicate that there was a machine to do this hidden in the corner, I called on the phone the other day, to discuss a problem with a doctor, I had to nearly beg for a telephone appointment and have been waiting two weeks now in pain, I now the doctor probably couldn't do anything about it but he may of been able to tell me something that may elevate the aches but I suppose I'll find out next week