

FFT Monthly Summary: August 2024

Kirkham Health Centre
Code: P81128



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	8	1	1	0	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: 109

Responses: 52

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	8	1	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail	2	0	0	0	0	0	2
Manual Upload							
Total	42	8	1	1	0	0	52
Total (%)	81%	15%	2%	2%	0%	0%	100%

Summary Scores

96% 2% 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:

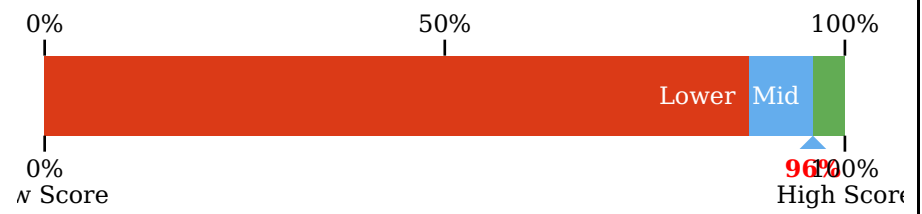
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

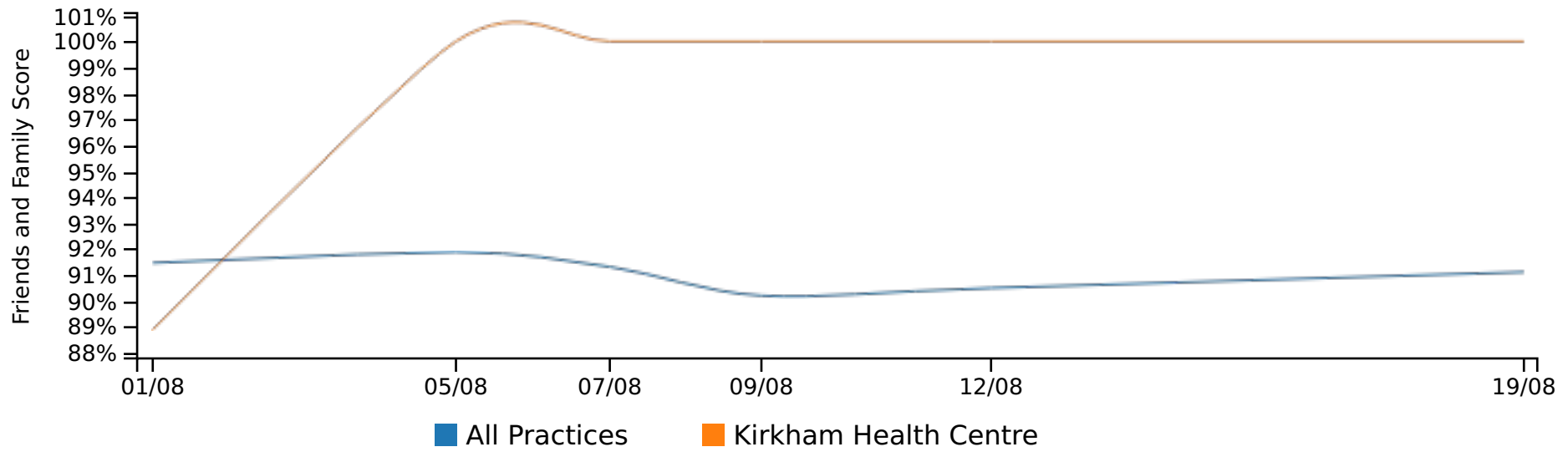
Your Score: 96%

Percentile Rank: 80TH



- 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 80th percentile means your practice scored above 80% of all practices.

Practice Score: 'Recommended' Comparison



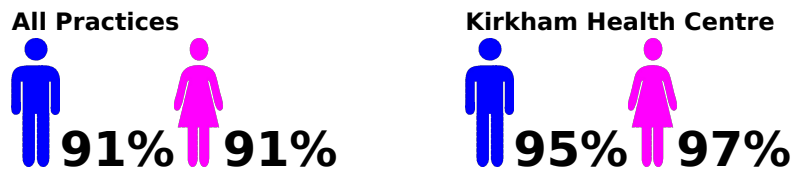
- Notes: 1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

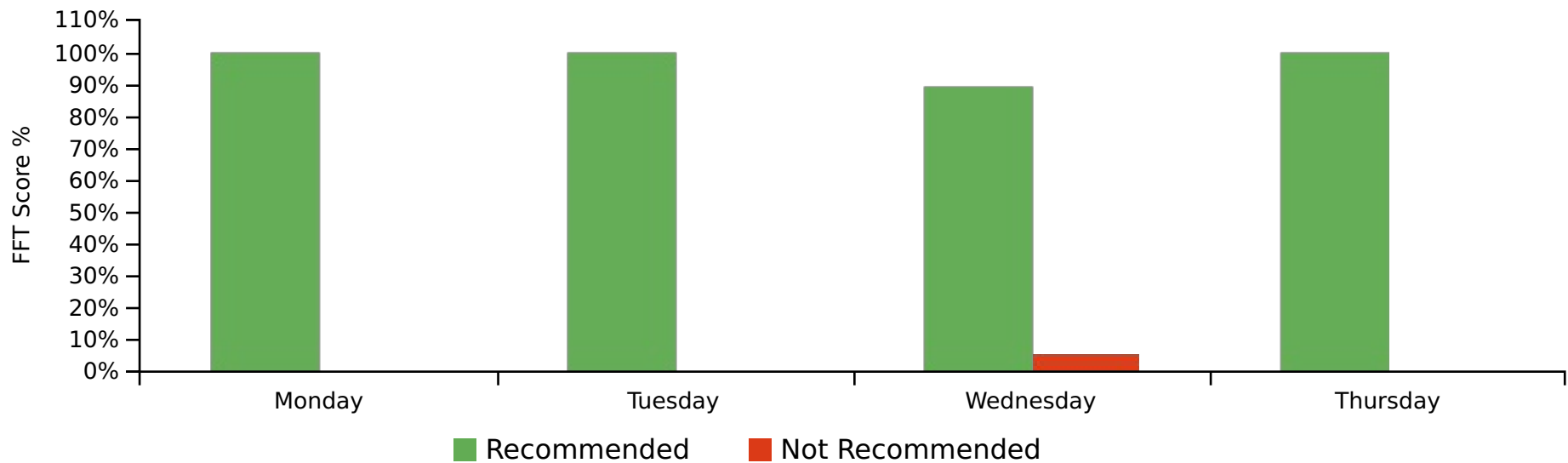
	< 25	25 - 65	65+
All Practices	85%	90%	94%
Kirkham Health Centre	0%	97%	95%

Gender



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

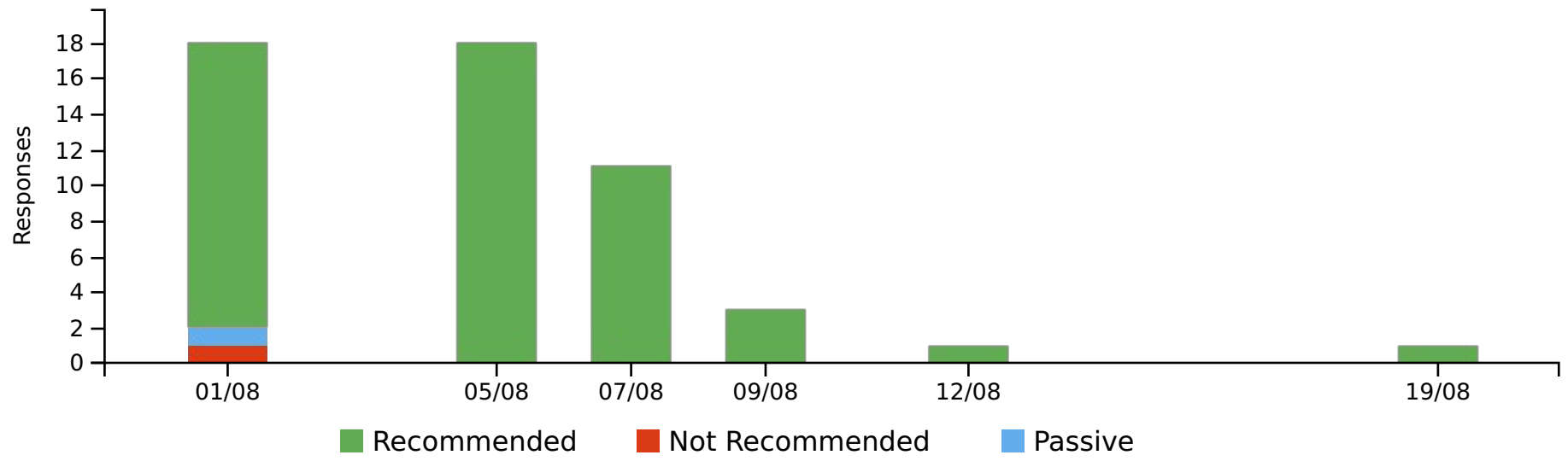
Practice Score: Day of the Week Analysis



- 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

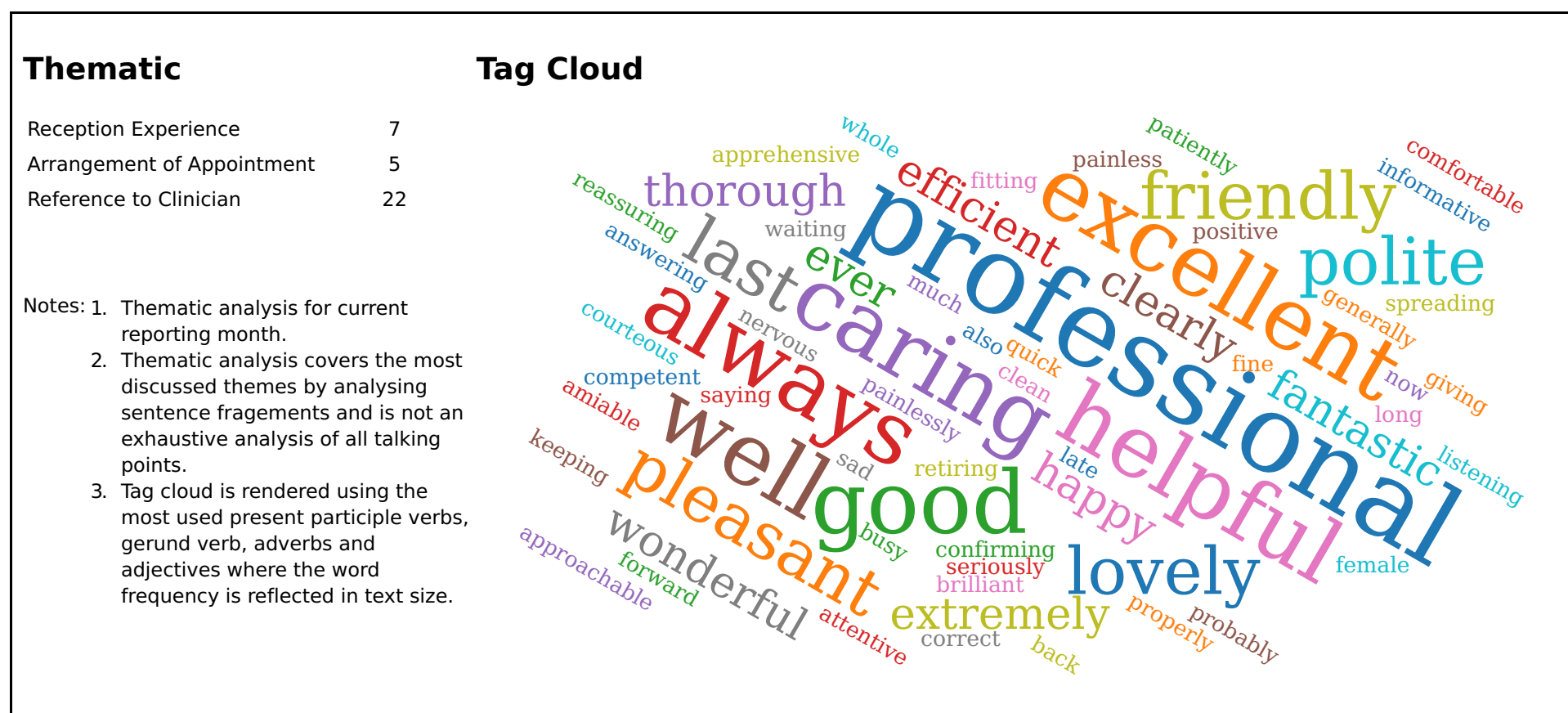
Patient Responses



- 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

- ✓ Dr Cartmell was excellent in all aspects of customer service.
- ✓ Because the nurse I saw was good.
- ✓ No
- ✓ Late for appointment on two occasions. Generally a good consultation
- ✓ The Doctor was very understand
- ✓ Always get the caring and professional services and treatments. Best surgery I have ever been with
- ✓ The reception is efficient and friendly. GP gave time to listen and explore my concerns. Gave informed and advice. Very positive visit. Thank you.
- ✓ I didn't have to wait too long. The waiting room was not crowded which is better to avoid spreading germs. The Dr spent plenty of time with me listening and answering my questions.
- ✓ Very quick appointment, polite receptionist and Dr Lawson is thorough and listens to concerns.
- ✓ The doctor was clearly very busy but took the time to respond to all my worries and questions.
- ✓ Lovely doctor very attentive and didn't feel rushed .Dr Sabine Agbenu
- ✓ Very happy with the way doctor cartmell handled everything
- ✓ Prompt pleasant service. Very pleased.
- ✓ Receptionist was lovely, polite and friendly. Claire Ainsworth took my blood painlessly and chatted to me throughout keeping my mind off the needle, she is wonderful. Treatment room was clean. Nothing to complain about at all. Sad that Dr Lawson is retiring, but happy for her, she has been wonderful throughout the years. Hope we get another female doctor, please!
- ✓ Nurse Virginia was professional, competent and took the anxiety out of the situation, giving me information and feedback and forward planning.
- ✓ Felt the GP listened to my problems, took me seriously, and has helped me where others haven't. Been much appreciated, and the outcomes mean things have been noticed that haven't before
- ✓ All the staff were excellent, no queue, painless injection and lovely nurse.
- ✓ Had a smear and Coil fitted by Dr Lawson on her last day of surgery. She told me i was her last coil fitting and Jodie . Was extremely nervous and apprehensive . Everything was explained well and I was made feel more at ease . The whole experience was better than expected . Will miss Dr Lawson . I wish her well in her retirement
- ✓ Because you asked me to !
- ✓ All staff was kind and helpful with any help I needed and very informative
- ✓ GO appointment, listened to, examined and action taken.
- ✓ Because the doctor listened properly to me and explained everything patiently to me.
- ✓ Staff are very polite,
- ✓ Appointment on time, Dr very amiable and helpful.
- ✓ Was very good experience with nurse very caring and put at ease as frightened of needles
- ✓ Friendly, approachable and listened to.
- ✓ I was seen on time listened to with explanation for probably cause and effect
- ✓ Excellent service. Very professional. Very caring attitude.
- ✓ The practitioner was extremely helpful, knowledgeable and brilliant at her job.
- ✓ Dr saravanan was as professional as ever and sorted my correct level of diabetes medication and we got my bloods back to a fantastic state of play
- ✓ The receptionist who took the call was excellent- knowledgeable, caring and efficient very professional and the doctor was courteous and also listened while I explained my problems. I'll see if the advice helps but cannot fault the service at all . Thank you .
- ✓ Always seen when need to be With care and consideration to our needs.
- ✓ Because, everything was fine
- ✓ Very good service
- ✓ Dr lowson was fantastic, she always explains things so well and is reassuring
- ✓ Very thorough and pleasant
- ✓ A very kind and helpful Doctor.
- ✓ Dawn is always very pleasant, explain things very clearly, listens well and makes me feel comfortable.

Not Recommended

- ✓ My last two appointments have been messed up.. my lasted one, was for a telephone call, which I received a text message confirming my phone call appointment.. then I received a message, saying I missed my face to face appointment. And now I have neither..

Passive

✓ Problem with admin not Docs