FFT Monthly Summary: September 2024

Kirkham Health Centre Code: P81128



Section 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
36	11	2	1	0	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: 108

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	36	11	2	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	36	11	2	1	0	0	50
Total (%)	72%	22%	4%	2%	0%	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 (%) = $\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$

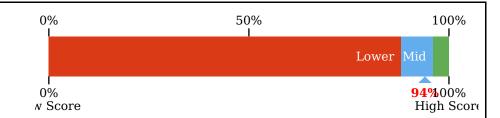
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

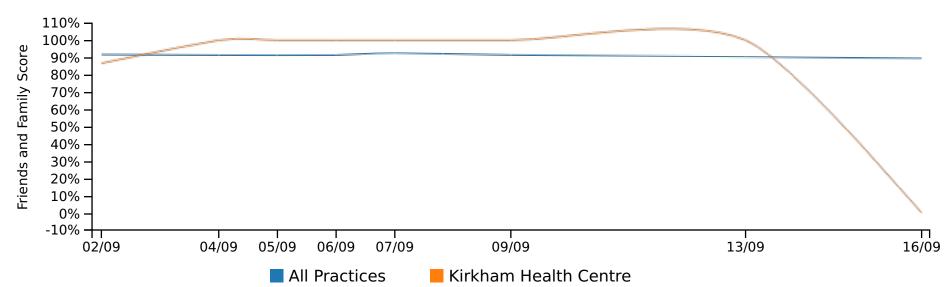
Your Score: 94%
Percentile Rank: 65TH



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	86%	91%	93%
Kirkham Health Centre	80%	95%	96%

All Practices

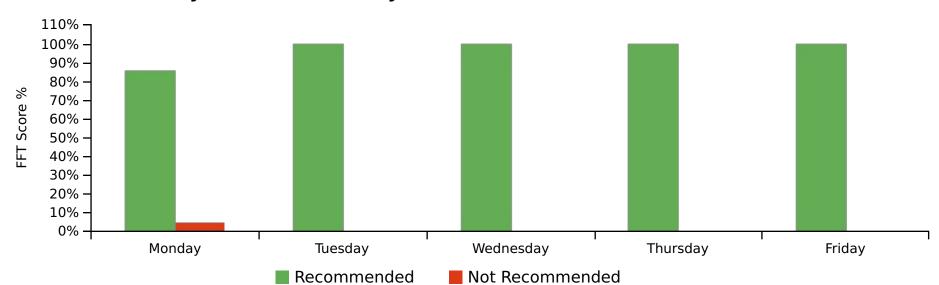
Gender



Notes: 1. Scores for current reporting month.

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

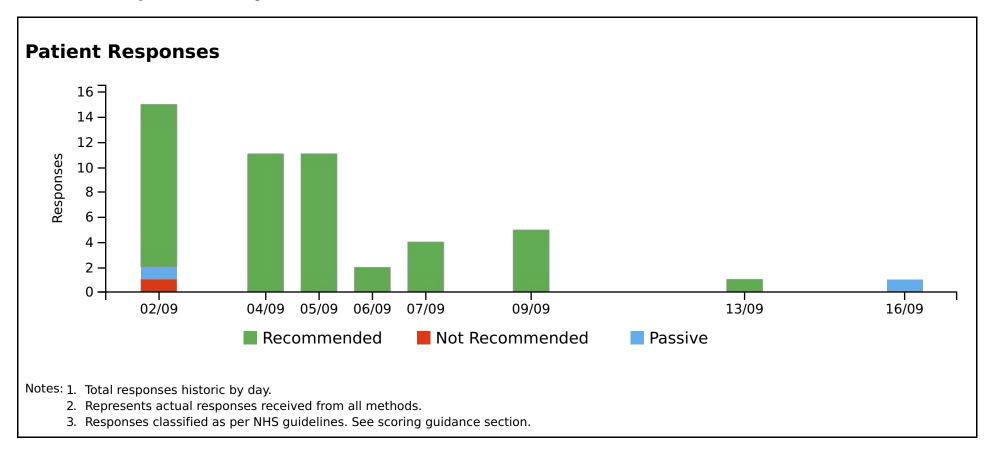
Practice Score: Day of the Week Analysis



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** 5 Arrangement of Appointment 7 professionally Reference to Clinician 15 teething courteous past getting Working Notes: 1. Thematic analysis for current reporting month. hopefull 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking helcon points. 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and thinking 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 of my experience with them
- ✓ On Time and information ve
- ✓ Friendly nurse, very capable
- ✓ No waiting, everything sorted out.
- ✓ No
- ✓ Very helpful and understanding
- ✓ My appointment was for cervical screening. The nurse who did this ,Lindsey , was very professional and considerate and put me at ease instantly
- ✓ I included that in my answer. Thank you. Excellent Service. Made welcome and everything was clearly explained. Also it was pointed out what I needed to do afterwards. Very caring and positive. Very good 1.
- ✓ Always good at Kirkham health centre, Tracey, one of the nurses and Dr Cartmell both very good.
- ✓ I like this particular Doctor he's listening
- ✓I had to wait for 15 minutes past my appointment time despite the clocking in machine saying she was on time
- ✓ I have been treated very well over thd years by GP's, nurses, and surgery staff. I have no complaints
- ✓ Tried to sort my problem in a professional and caring manner.
- ✓ Because you asked
- \checkmark Because the doctor was very understanding and helpful
- ✓ The service for my elderly mum has been good
- ✓ No problems or issues and efficient
- ✓ Before so no chance of having teething problems worked out before she left as I have alot of health problems that Tara understood and helped with massively but know have to contemplate a new doctor maybe not completely understanding
- ✓ Friendly staff and efficient
- ✓ The lovely lady doctor who is new to the practice made me feel relaxed and at ease
- ✓ On time
- ✓ I wasn't long with the doctor and got good advice. It would have been very good only I arrived in good time but had to wait over 20 mins even though the booking in display stated that appointments were on time....
- ✓I was happy with the advice I received and the staff at the desk were friendly and helpful.
- ✓ I am a 76 year old widow who has always been of an anxious disposition The Dr explained the results of my tests and the medical options I felt completely at ease and reassured
- \checkmark Because everything was done professionally and no waiting around for too long
- ✓ Got me in for a second appointment same day anxiety went as problem hopefully sorted
- ✓ Whenever I need an appointment I never have issues getting appointments staff are always friendly and helpful.
- ✓ Because everything went smoothly, the nurse was friendly as always! No complaints
- ✓ Very helpful
- ✓ I wasn't waiting around, appointment was on time.
- $\ensuremath{\checkmark}$ Dr was very courteous and made me feel at ease
- ✓ Professional and caring service
- ✓ Good service given this visit
- ✓ It was the 1st time I had attended such an appointment & I felt the nurse really listened to me even running over the allotted time of 15mins. Thank you.
- ✓ Quick and efficient. No waiting time
- ✓ Because I was treated with professionalism and honesty and respect and was made to feel valued as a person as well as a patient.
- \checkmark I came to see the new doctor she was very good and gave good advise

Not Recommended

✓ The poor GP didn't even have a working BP monitor. Went to find pare, came back with one and no batteries, so had to use his ownash of batteries! And he told us that the board in reception had been working for the last week! So I'm thinking some investment

Passive