

FFT Monthly Summary: October 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 | 14 | 0 | 0 | 0 | 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: 121

Responses: 50

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|----------------------|------------|------------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll | 36 | 13 | 0 | 0 | 0 | 0 | 49 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Manual Upload | | | | | | | |
| Total | 36 | 14 | 0 | 0 | 0 | 0 | 50 |
| Total (%) | 72% | 28% | 0% | 0% | 0% | 0% | 100% |

Summary Scores

👍 100% 👎 0% 🙋 0%

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:

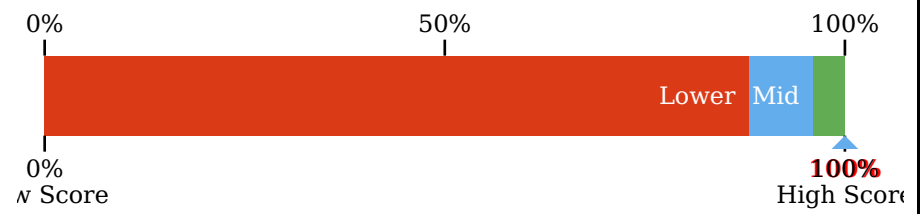
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

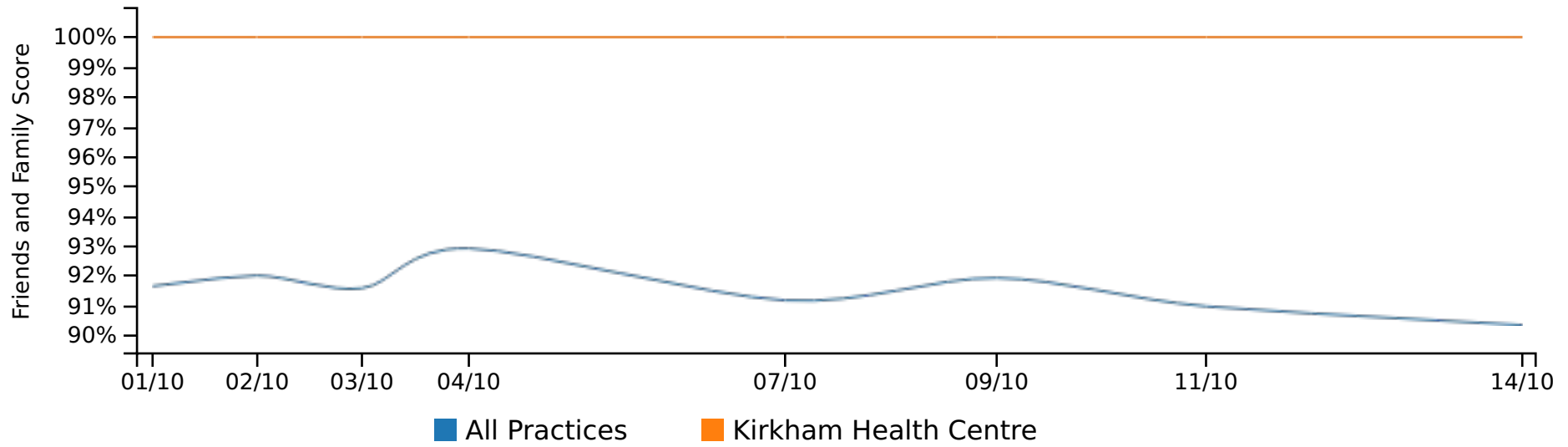
Your Score: 100%

Percentile Rank: 100TH



- 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 100th percentile means your practice scored above 100% of all practices.

Practice Score: 'Recommended' Comparison



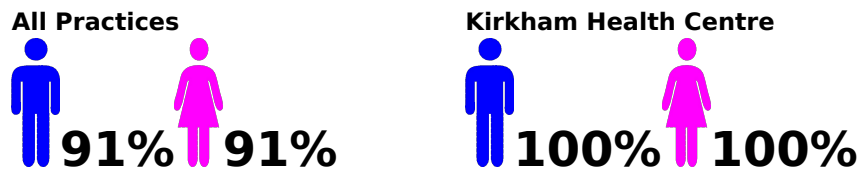
- Notes: 1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

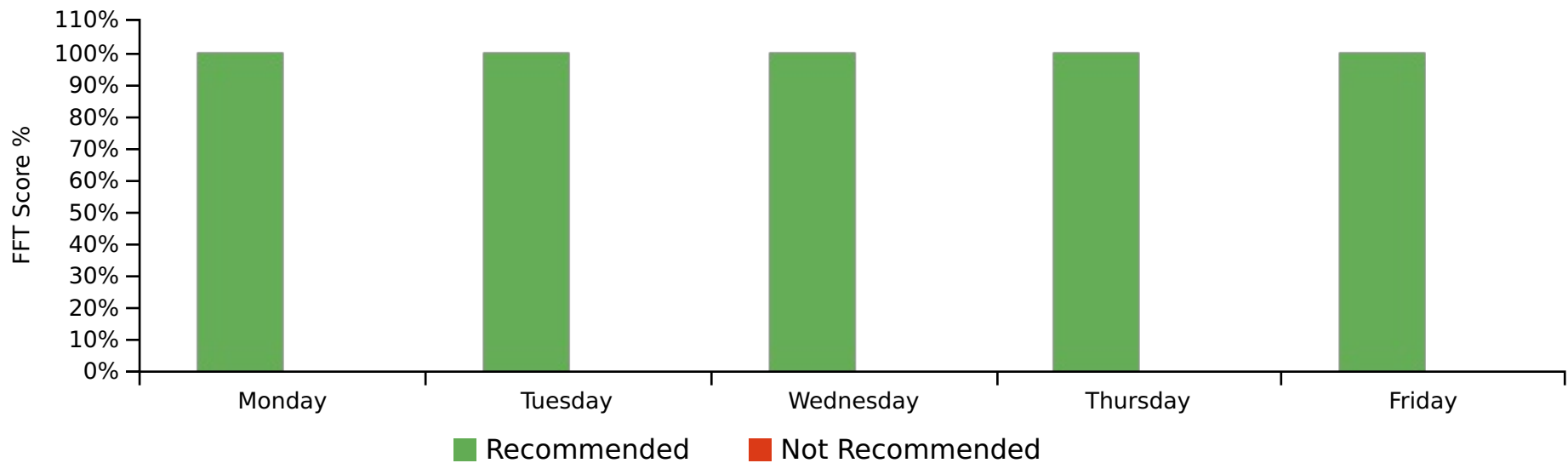
| | < 25 | 25 - 65 | 65+ |
|-----------------------|------|---------|------|
| All Practices | 85% | 90% | 94% |
| Kirkham Health Centre | 0% | 100% | 100% |

Gender



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

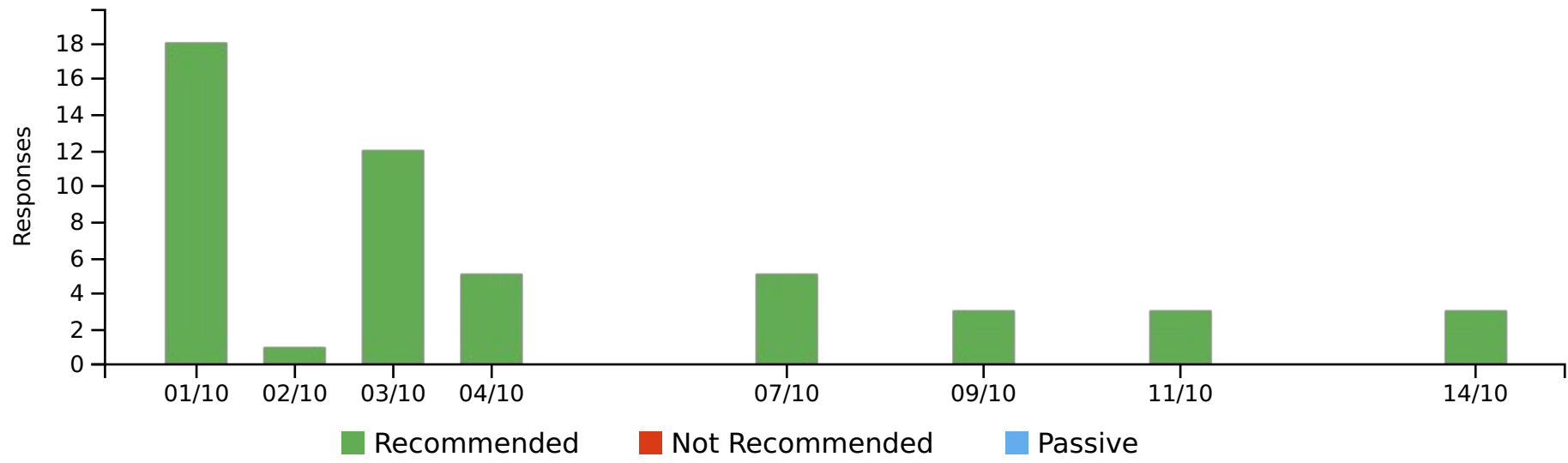
Practice Score: Day of the Week Analysis



- 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

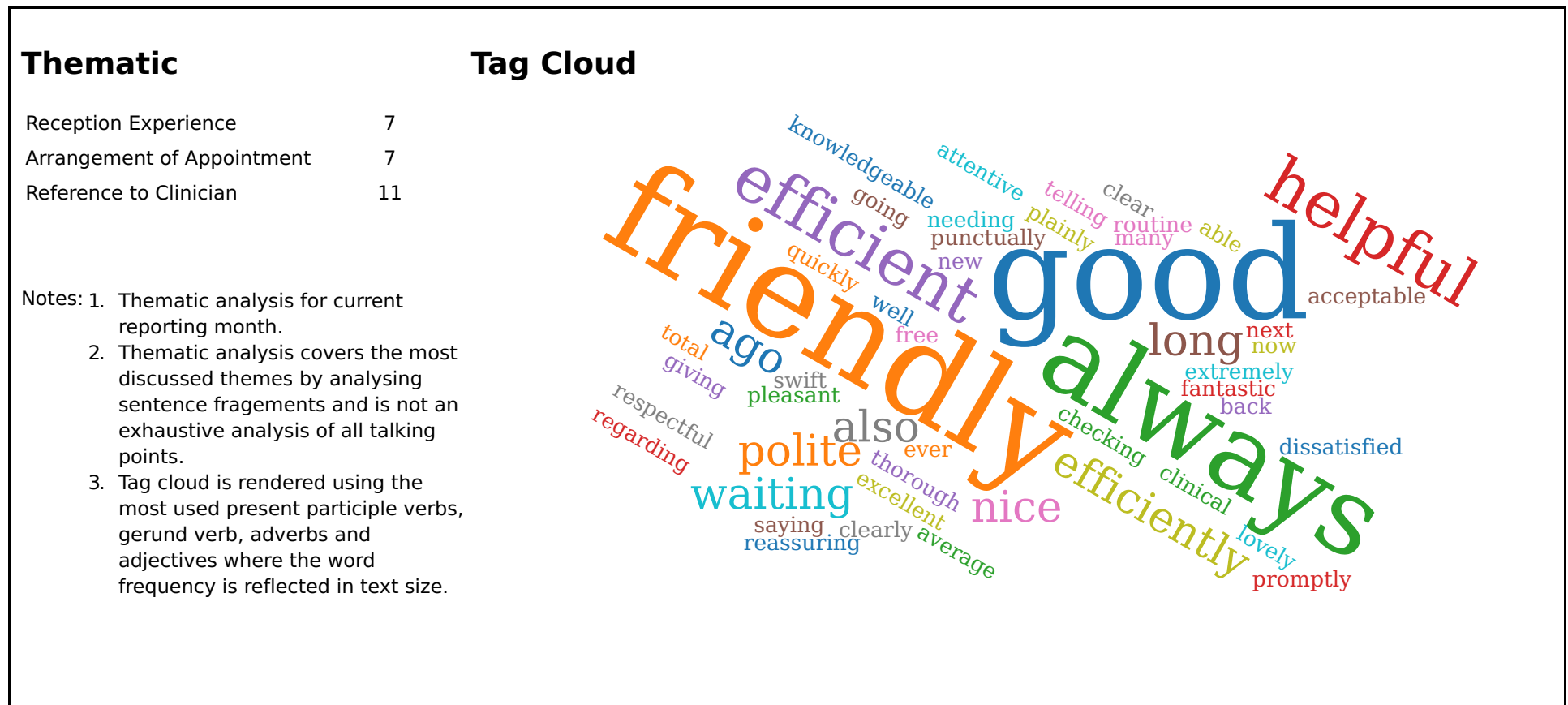
Patient Responses



- 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



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

- ✓ Good service
- ✓ *Didn't wait to long the nurse was very pleasant*
- ✓ Appointment was on time. Doctor was good.
- ✓ *Appointment ran on time Lindsay explained what she was doing and why in a very nice manner. Nothing was a trouble and also gave me a flu vaccine Told me what happens next*
- ✓ Prompt and thorough
- ✓ *I was dealt with punctually, efficiently and in a professional manner.*
- ✓ *I have attended many surgeries but this is one of the best, helpful, respectful and always listens.*
- ✓ *I have always had excellent treatment from Lindsay*
- ✓ *Good today, but horrendously long waiting times when booking appointments. I have used emergency care when needing to be seen ASAP*
- ✓ *Treated well and nice doctor who listened*
- ✓ *I was sewn very quickly after checking in. The nurse, Dawn Ronsoas fantastic. She took time out of her day to explain the new ttment that may be on offer to someone in my condition. Thank you*
- ✓ *Good communication*
- ✓ *I'm going off my telephone appointment today only. It was a follow-up from a routine health check . Although I had to wait a month for the follow-up telephone appointment, my expectations were managed. I was told a month ago the date would be yoday. Today I was called 5 mins earlier than expected, and the nurse who phoned me explained everything clearly.*
- ✓ *Efficient friendly staff*
- ✓ *Because they took the time to explain everything*
- ✓ *Friendly staff and always able to be seen.*
- ✓ *The two ladies who I had an appointment with today were lovely and reassuring. I've only ever had good care from all staff at the surgery.*
- ✓ *Because service was above average.*
- ✓ *Seen promptly. Understood my problems in giving blood sample*
- ✓ *Because I'm treated as a person*
- ✓ *Dr Giloolly is very professional and knows his stuff. The nurse ghat took bloods was also very professional and polite. Waiting time was acceptable and the receptionists very helpful*
- ✓ *Service given by Lindsay always very good*
- ✓ *Friendly & efficient*
- ✓ *Hassle free swift appointment*
- ✓ *Efficient friendly and on time.*
- ✓ *Plainly I was extremely dissatisfied with the skill levels of the nurse. It was a total waste of my time.*
- ✓ *Staff friendly and professional. From reception to clinical staff.*
- ✓ *I requested a telephone appointment three weeks ago regarding my back injury, I've waited all this time in pain, this morning I waited for a phone call and I received a text saying I missed an appointment, when I called the receptionist told me it was a face to face but I had not received any information telling me the type of appointment has changed and I was very clear I needed a face to face as I was at work. Now I have to wait another week to be seen*
- ✓ *Friendly staff, attentive and they listen.*
- ✓ *Dr Cartmell is always very knowledgeable I have faith in whatever he agrees as a management / treatment plan*
- ✓ *Dr answered all my concerns efficiently*
- ✓ *Polite kind and helpful.*
- ✓ *On time.*

Not Recommended

Passive