FFT Monthly Summary: December 2024

Kirkham Health Centre Code: P81128



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	8	1	1	1	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: 125

Responses: 52

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	7	1	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail	1	1	0	0	0	0	2
Manual Upload							
Total	41	8	1	1	1	0	52
Total (%)	79 %	15%	2%	2%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

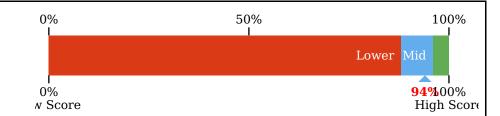
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

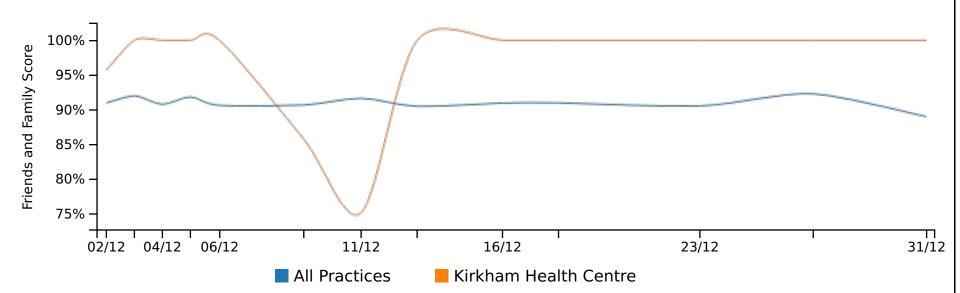
Your Score: 94%
Percentile Rank: 70TH



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	85%	90%	93%
Kirkham Health Centre	100%	93%	95%

Gender All Practices

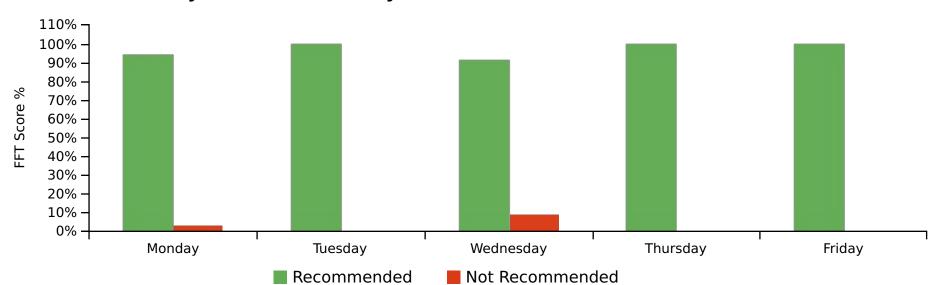




Notes: 1. Scores for current reporting month.

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

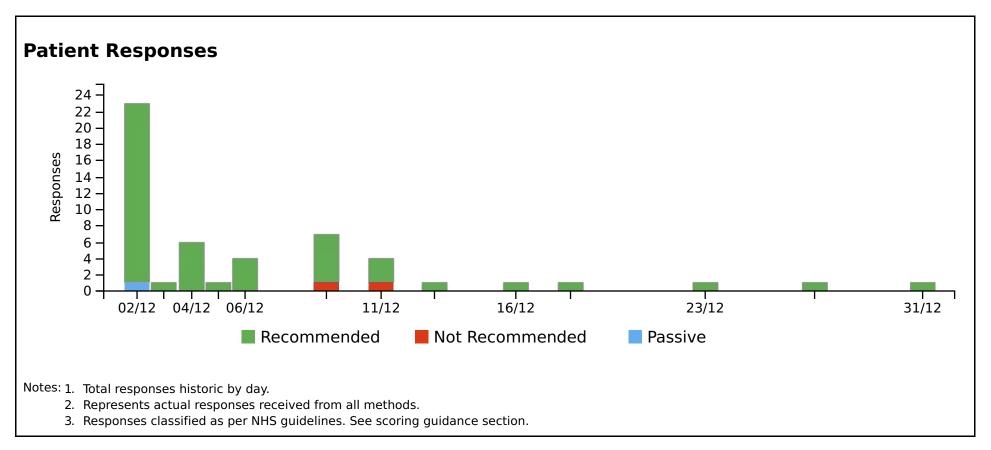
Practice Score: Day of the Week Analysis



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

Tag Cloud Thematic Reception Experience 8 Arrangement of Appointment 9 Reference to Clinician 17 Notes: 1. Thematic analysis for current pleasantly reporting month. transferring 2. Thematic analysis covers the most discussed themes by analysing comfortable sentence fragements and is not an exhaustive analysis of all talking points. 3. Tag cloud is rendered using the Sional amazing for frustrating most used present participle verbs, concisely gerund verb, adverbs and adjectives where the word clearly 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

- ✓ Having to wait too long to see my doctor
- ✓ As usual found clinicians very good but receptionists not. Long queue and could see had several receptionists in the back chatting to each other rather than coming to sort patients out.
- ✓ Excellent service so helpful and explained things
- ✓ My doctor listened to me and was understanding and reassuring.
- ✓ Very good
- ✓ Because he listened and was clear in how we go forward
- ✓ Polite service giving good advice and information.
- ✓ Appointment on time and staff helpful and pleasant.
- ✓ I was pleased with nurse I saw,
- ✓ Punctuality, professional, caring, no waiting around prompt appointments with beneficial outcomes. Caring staff.
- ✓A very quick and successful discussion with my GP
- ✓ Well sometimes it's good and sometimes it's bad, and it depends on who you speak to and who you see, but recently it has been good. Therefore I gave you the benefit of the doubt!
- ✓ Was seen quickly and had my issue solved
- ✓ Because I saw the nurse on time, and she was very efficient
- ✓ Everything was quick and efficient
- ✓ Helpful and polite listened and suggested the best way to get help with my problems
- ✓ Reception were extremely helpful gave me BP form and a clip board with offer of a pen as I needed to complete it by transferring my home BP readings onto it on the day of my appointment. Called on time by nurse who took bloods etc who did so pain free and fully explained what she was doing and advised that before leaving I should make a telephone appointment for my results. Excellent customer service by everyone I came into contact.
- ✓ Tracy, the nurse, explained simply, so i understood everythin she said. Very helpful appt, Re: astma review
- ✓The receptionist have always been great and friendly and helpful and get me an appointment the same day and all the doctors are amazing with my kids
- ✓ Because I was given an appointment quite quickly, the doctor listened to what I had to say and acted accordingly.
- \checkmark Both my appointments were on time and dealt with efficiently.
- ✓ In and out very quickly.no waiting aroundWell done
- ✓ The lady taking my bloods was extremely kind, patient and efficient. She made me feel very comfortable!
- ✓ I have no complaints whatsoever. The Staff always pleasant and very helpful. The Doctors and Nursing Staff always helpful and make you feel at ease. Thank you
- ✓ Dr Cartmell answered all my questions clearly and concisely and explained that he was referring me for more tests at the cardiac clinic and why. I came away feeling very relieved.
- ✓ Always made to feel welcome. Very polite, friendly and made to feel at ease. I received a good, professional service. Left feeling very satisfied.
- ✓ Prompt on time attention, pleasantly greeted and efficiently dealt with
- ✓ On time and helpful staff
- ✓ Good service, would like to know results more quickly
- ✓ I was offered an appointment very quickly for my daughter and the doctor was very thorough
- ✓ The doctor was running 15mins late but once I got in to see her and explained my symptoms she has referred me to a specialist. Which I hope will solve my problem.
- ✓ I get a good service on a whole
- ✓ Got everything I needed out of today's appointment
- ✓ The nurse was good and gave me a lot of confidence
- ✓A really understanding doctor who kept me chilled

Not Recommended

- ✓ Unempathetic and unprofessional GP
- ✓ Have received good service from both the receptionist and the Doctors

✓ Unfortunately a letter had not been se started. Very frustrating!	ent to a consultant regarding a	new treatment (this wa	s a follow up appointment)	so the new medication co	uldn't be