

FFT Monthly Summary: January 2025

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	2	0	0	0	0	0	0	50	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:	125						
Responses:	51						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	7	2	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail	0	1	0	0	0	0	1
Manual Upload							
Total	41	8	2	0	0	0	51
Total (%)	80%	16%	4%	0%	0%	0%	100%

Summary Scores

👍 96% 👎 0% 🗳️ 4%

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:

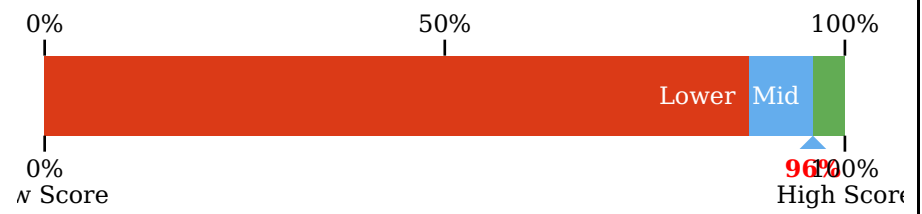
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

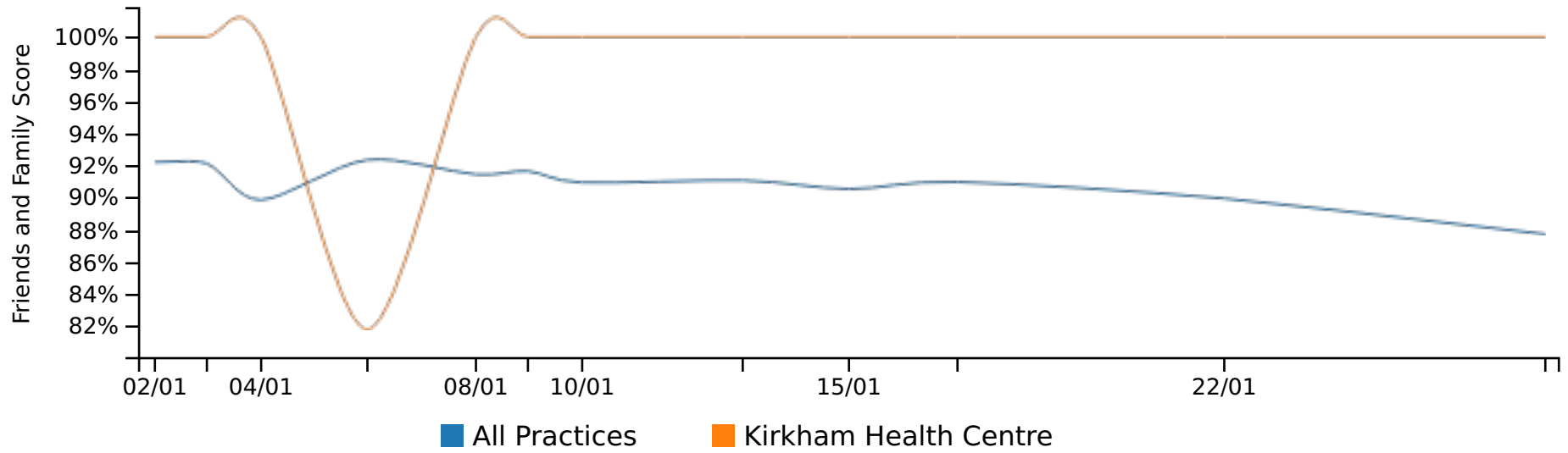
Your Score: 96%

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



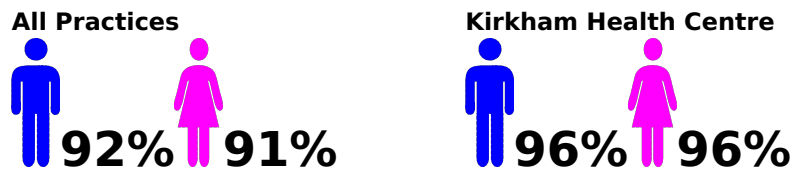
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

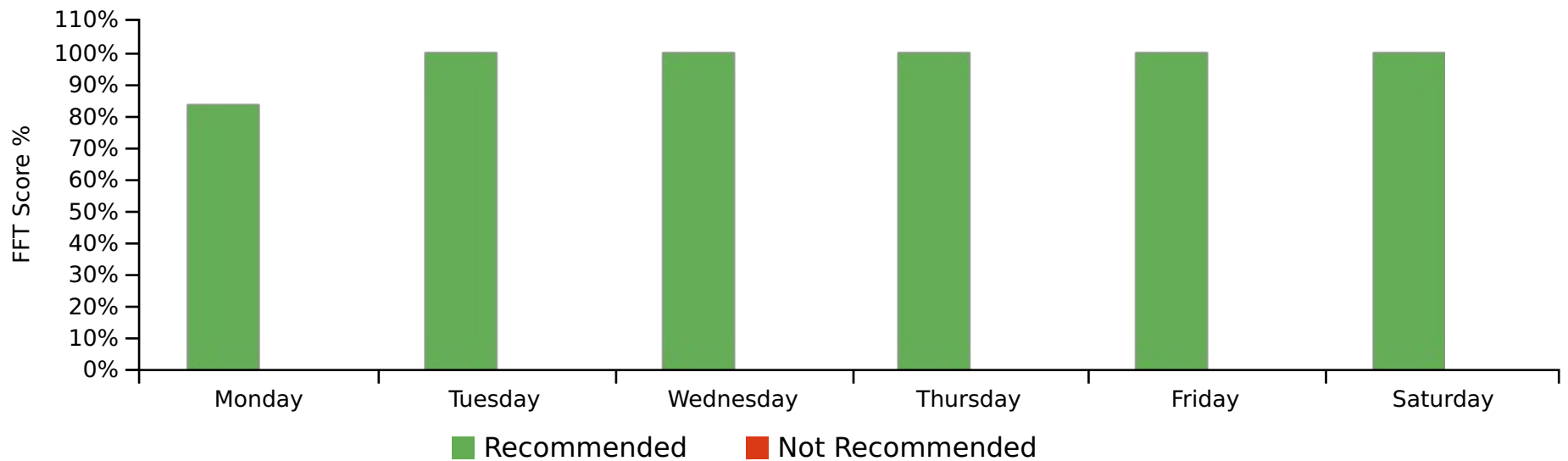
	< 25	25 - 65	65+
All Practices	86%	91%	94%
Kirkham Health Centre	100%	92%	100%

Gender



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

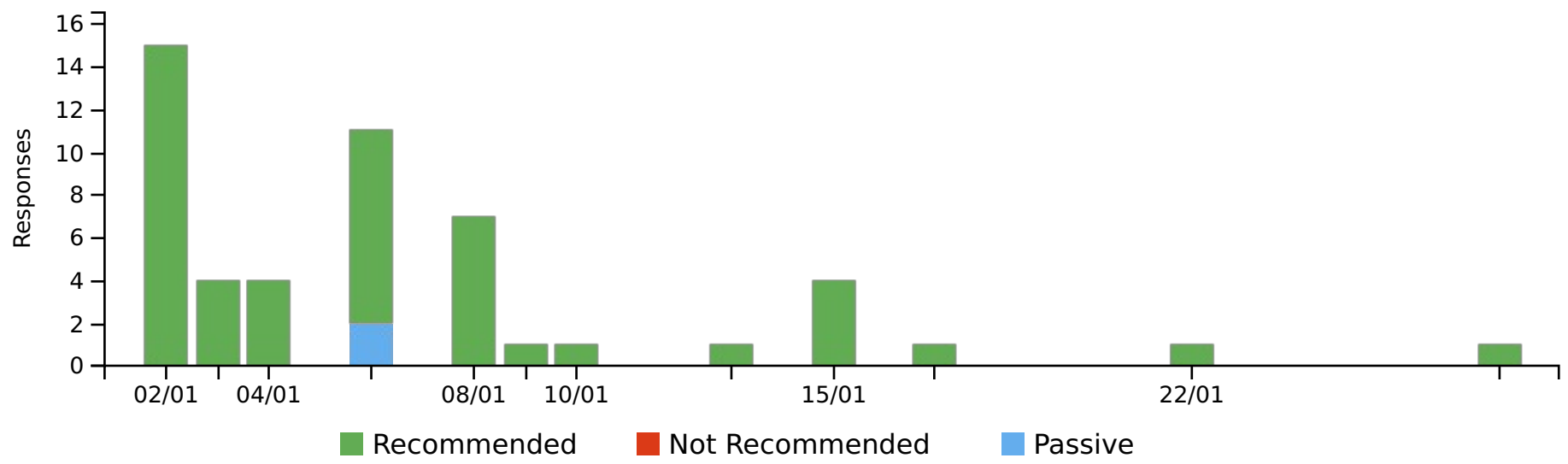
Practice Score: Day of the Week Analysis



- 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

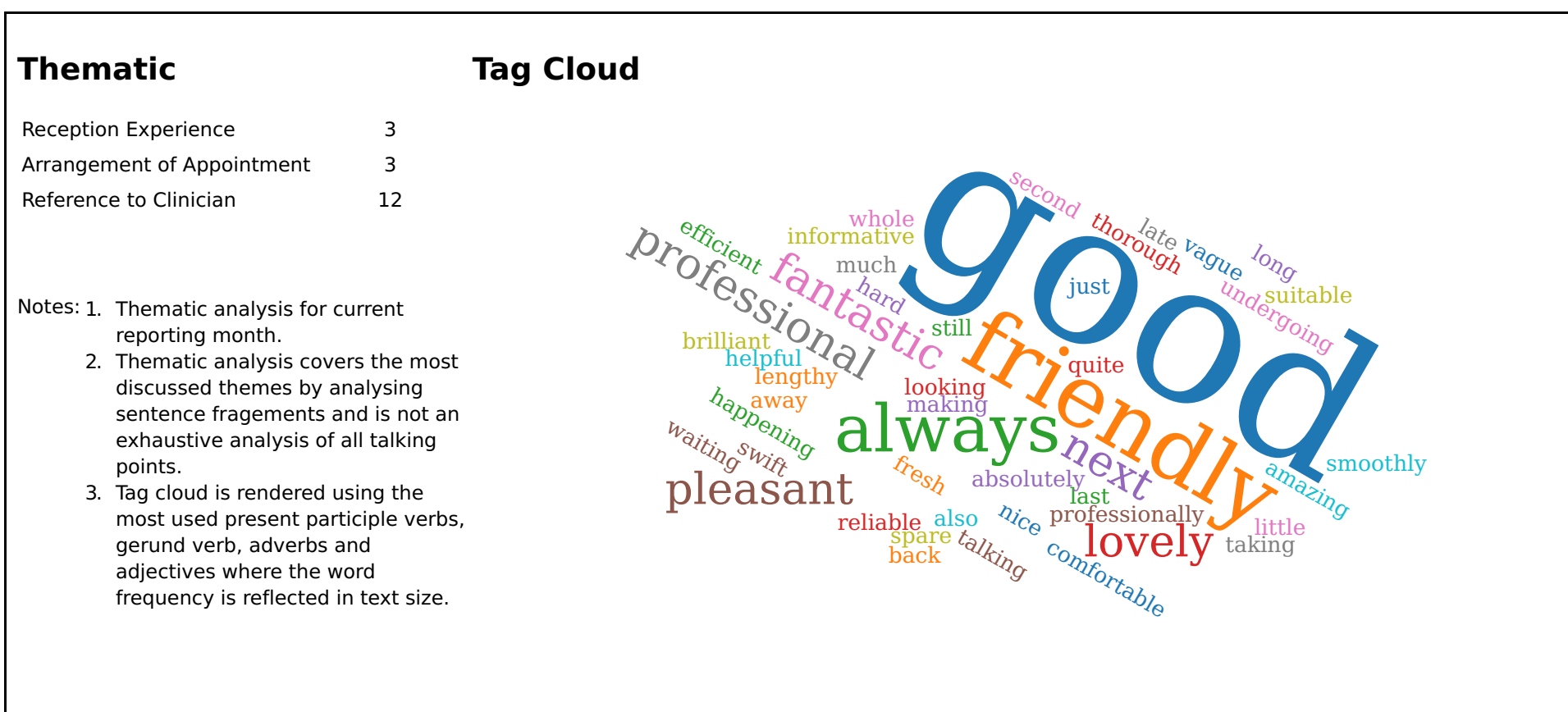
Patient Responses



- 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

- ✓ I saw a lovely, informative nurse. I was also made to feel very comfortable and came away reassured.
- ✓ *On time...efficient*
- ✓ Was offered a lot of time with nurse and making my next appointment was handled very professionally.
- ✓ *Because the N H S is undergoing to much pressure*
- ✓ At least this doctor looks into causes of your visit
- ✓ *Got to see a doctor, these days that's very good.*
- ✓ Because i was listend to
- ✓ *All was good,I'm sorted out my problem.*
- ✓ Friendly and keep good records of patients
- ✓ *Good discussion, good explanation, options provided, not rushed, communication in a language suitable to me*
- ✓ Tracy was pleasant, friendly and helpful.
- ✓ *Pleased with staff and nice to know i havnt been forgotton.*
- ✓ I received very good service.
- ✓ *Because she was very good*
- ✓ Shazia Mahmood is fantastic, like a breath of fresh air vs most other doctors seen in the last 7 yearsI hope she stays
- ✓ *Because all the staff , nurses and doctors have always done everything to help me.*
- ✓ very good
- ✓ *Tracy has been fantastic looking after me*
- ✓ The nurse I saw was absolutely lovely. I'm very scared of needles, and she made me feel at ease talking to me throughout the whole time while taking my bloods. I forgot her name, but she is a credit to the doctors. Thanks again
- ✓ *The doctor saw me on the spare of the moment and the nurses sorted my infection and bloods*
- ✓ Service from the doctor and nurse was amazing as always just the wait time can be lengthy. When I arrived there was still 2 people to be seen before me which makes it quite hard with a baby
- ✓ *Swift friendly service*
- ✓ Very professional
- ✓ *Although appointment a little late the attention to Detail and kindness was brilliant. Put my son at ease*
- ✓ Everything went smoothly
- ✓ *Went with vague feeling .After a ECG the doctor e mailed my specialist to talk about my medication Have to go back on Friday foranswers.*
- ✓ Listened to me
- ✓ *Yes, the injection I received was good, I was told all about what was happening, and another appointment made for next month*
- ✓ Very reliable staff always get professional service
- ✓ *Didn't have to wait long and pleasant nurse*
- ✓ No waiting.
- ✓ *The treatment I received is second to none*
- ✗ All sorted

Not Recommended

Passive

- ✓ Nurse was organised and thorough, friendly .