

# FFT Monthly Summary: February 2025



Kirkham Health Centre  
Code: P81128

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	6	0	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients: 108</b>								
<b>Responses: 50</b>		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		43	6	0	1	0	0	50
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
<b>Total</b>		<b>43</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>		<b>86%</b>	<b>12%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 98% 👎 2% 🗑️ 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:

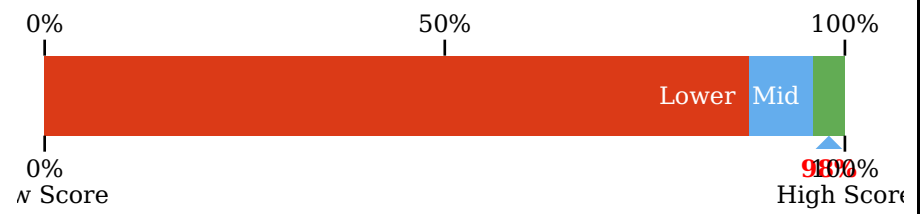
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

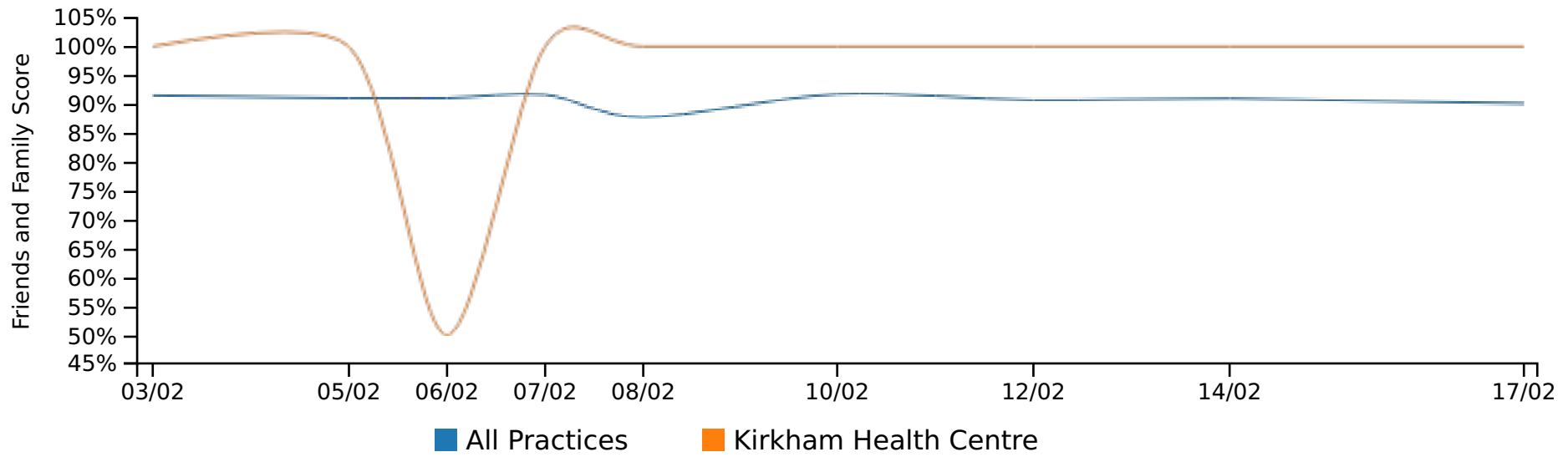
**Your Score: 98%**

**Percentile Rank: 95TH**



- 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 95th percentile means your practice scored above 95% of all practices.

### Practice Score: 'Recommended' Comparison



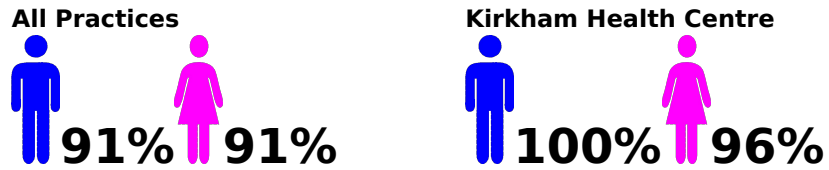
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

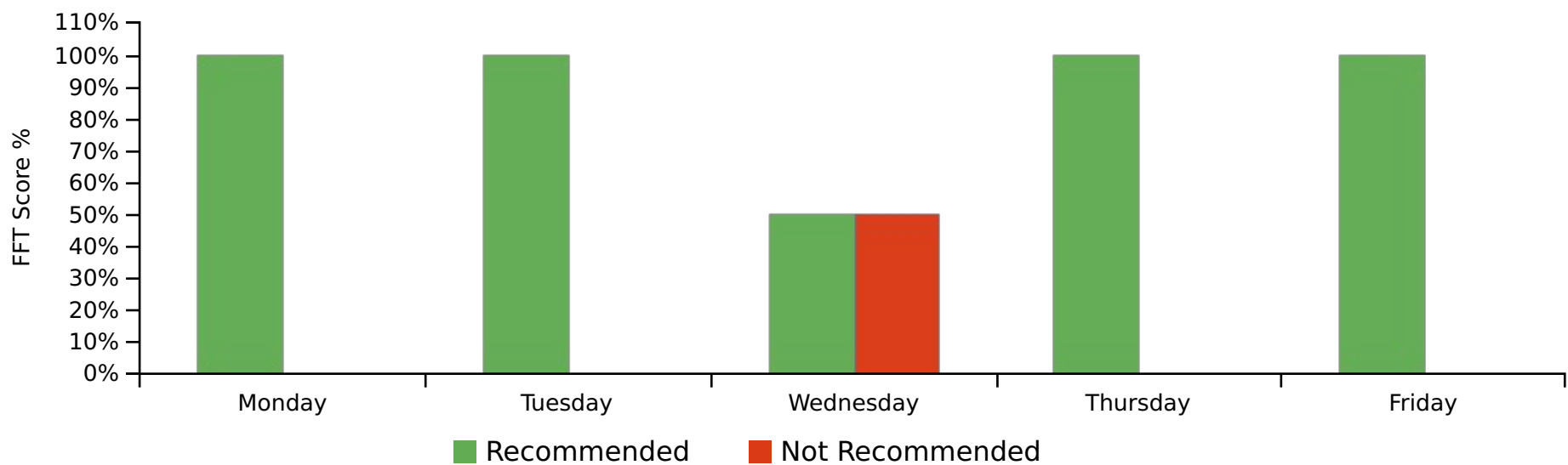
	< 25	25 - 65	65+
All Practices	85%	91%	93%
Kirkham Health Centre	100%	96%	100%

#### Gender



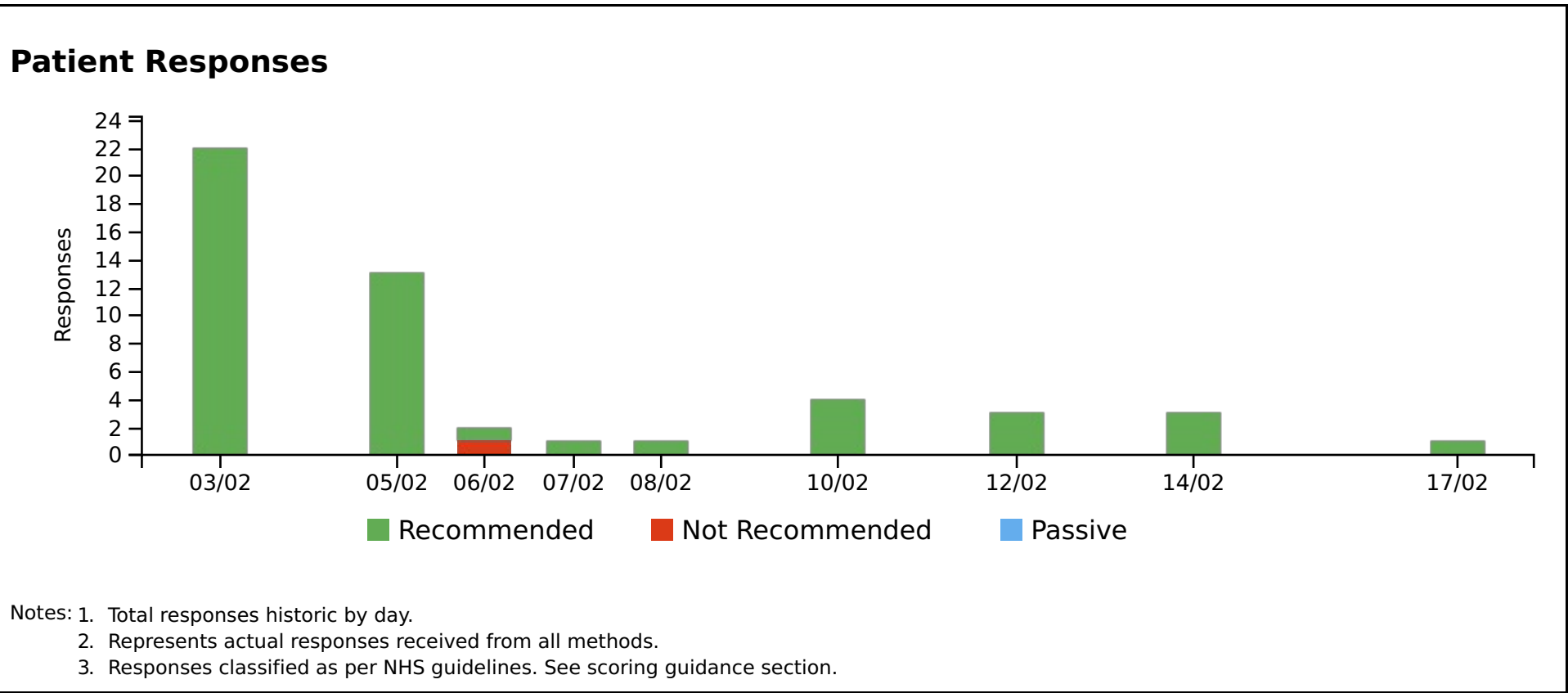
- Notes:
1. Scores for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: Day of the Week Analysis



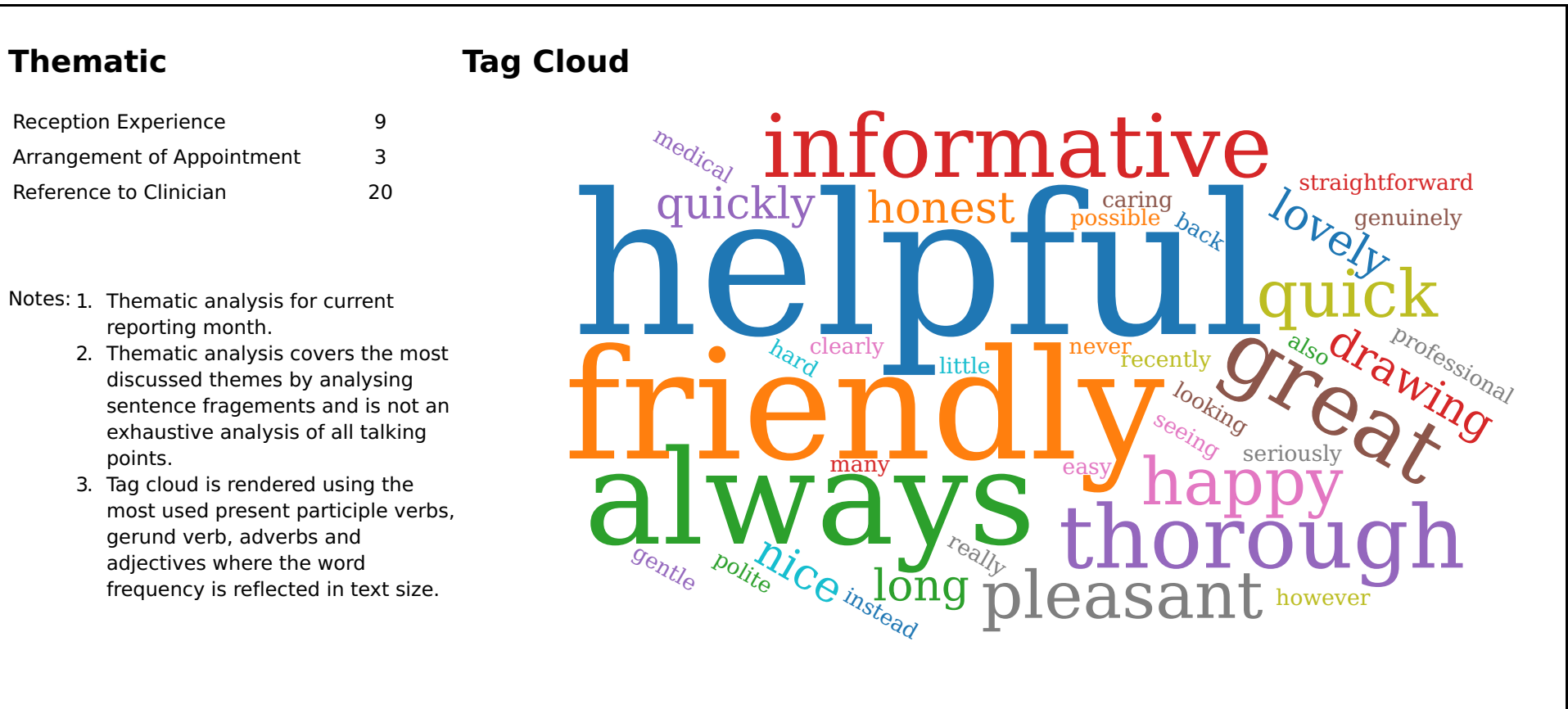
- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
  2. Score calculated as per NHS requirements. See scoring guidance section.

## SECTION 4 Patient Response Analysis



## 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

- ✓ You do a very good job thank for looking after me
- ✓ Felt very at ease and happy felt my problem had been dealt with.
- ✓ Doctors and nurses have always found time to help and have been very understanding.
- ✓ Everyone was very nice. Reception was very helpful and informative. Dr Gillooly was friendly, made me feel at ease, was very thorough, and organised follow up checks. I felt very reassured after seeing him. I appreciate all the staff, thank you.
- ✓ Pleasant experience and the nurse was lovely and professional
- ✓ I was seen on time, Dr Gillooly is very thorough and listens to all your concerns. The reception staff are very friendly and helpful.
- ✓ The reception team are always friendly and happy to help. Dr Tobin is great and again always happy to help as are all the nurses I have seen recently.
- ✓ On time, No waiting. In and out in a few minutes.
- ✓ My appointment wasn't rushed, it was nice to have a little time to chat, instead of in and out as quick as possible.
- ✓ Very polite and helpful staff, and the doctor was very honest and straightforward
- ✓ Hayley was lovely, gentle (smear test) and very helpful.
- ✓ Always had good service
- ✓ The consultation with the GP was very good. She gave me advice that I asked for that was very helpful. Excellent GP.
- ✓ Very friendly and helpful.
- ✓ Excellent, caring service
- ✓ Because the nurse was very informative and explained everything very clearly
- ✓ Wait too long but doctor great
- ✓ Yeah Because I was listened to And I was taken seriously And he was honest .
- ✓ GP and all the staff are excellent, however its hard to get appointments. Iv found the GP app great to use and check for appointments
- ✓ Because your service is good, your care for the patient is great, the blood drawing nurses are good and their experience in drawing blood is excellent.
- ✓ The truth
- ✓ On time, thorough and very pleasant manner from nurse.
- ✓ Because the nurse who saw me was very friendly, informative and had a good sense of humour, if I knew her name I'd mention it
- ✓ Seen on time.
- ✓ Quickly I and doctor was patient and understanding.
- ✓ Because you did everything I needed and it was all good. Thanks
- ✓ Because the service was good.
- ✓ On time and quickly done.
- ✓ The reception is efficient and waiting to see a GP is not too long. The nursing back up is good.
- ✓ Pleasant / efficient
- ✓ They have always treated me with respect and never judged me
- ✓ Every
- ✓ No waiting time. Excellent advice.
- ✓ Because the service has been very good
- ✓ My nurse was very informative and gave sound advice. She sorted my problem and gave me medication that would sort it out. Also followed up on other areas I hadn't been advised of before. A wealth of knowledge.
- ✓ The nurse was very caring and kind x
- ✓ Always quick see a GP compared with many other doctors medical centres. Genuinely listen and seem to care about your wellbeing.
- ✓ Quick, efficient, friendly, and thorough service. 1
- ✓ Appointment on time. Nurse easy to talk to answered all questions gave me information I needed
- ✓ Nurse explained everything & took me to reception to find out about other services that may help my condition. Helpful & friendly.
- ✓ Receptionist really helpful

#### Not Recommended

- ✓ Waiting time for follow up point is 2 months. Reception not helpful,

#### Passive