

FFT Monthly Summary: June 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	1	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:

130

Responses:

50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	8	1	0	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail	1	0	0	0	0	0	1
Manual Upload							
Total	41	8	1	0	0	0	50
Total (%)	82%	16%	2%	0%	0%	0%	100%

Summary Scores

98%

0%

2%

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 (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

0%50%100%

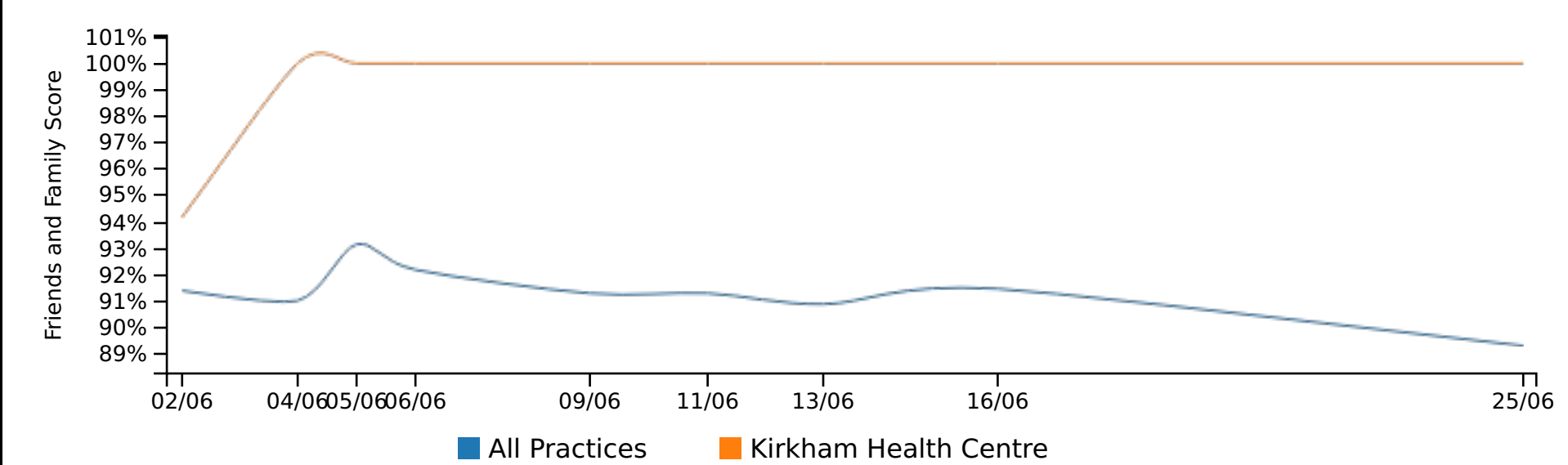
LowerMid

69%95%100%

Low ScoreHigh Score

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	86%	91%	93%
Kirkham Health Centre	0%	96%	100%

Gender

All Practices

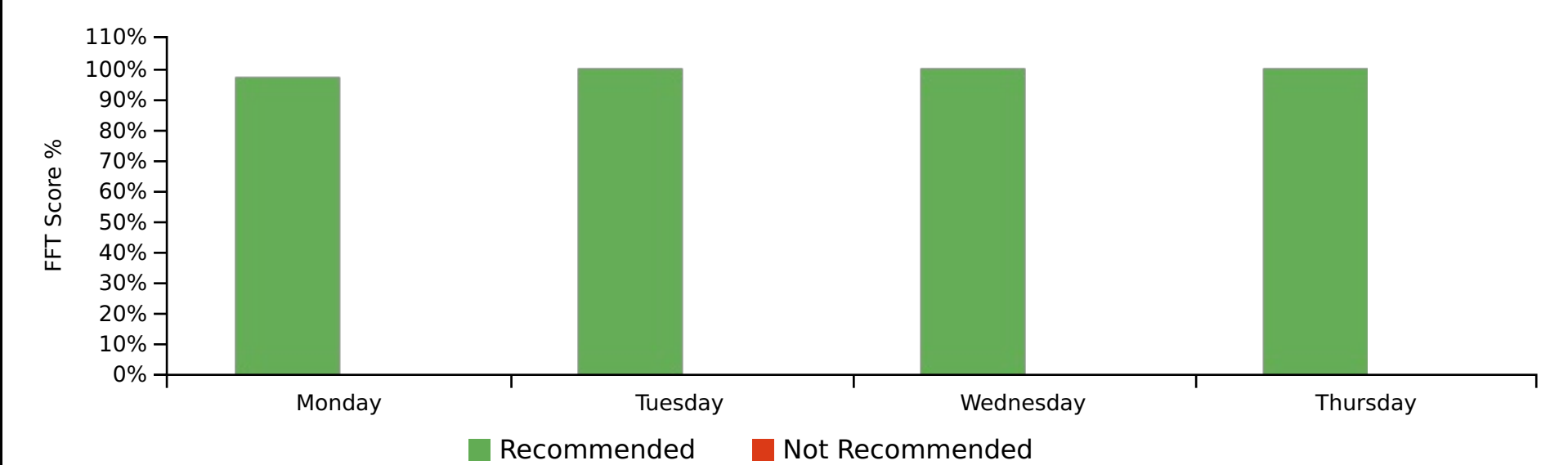
91%91%

Kirkham Health Centre

96%100%

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

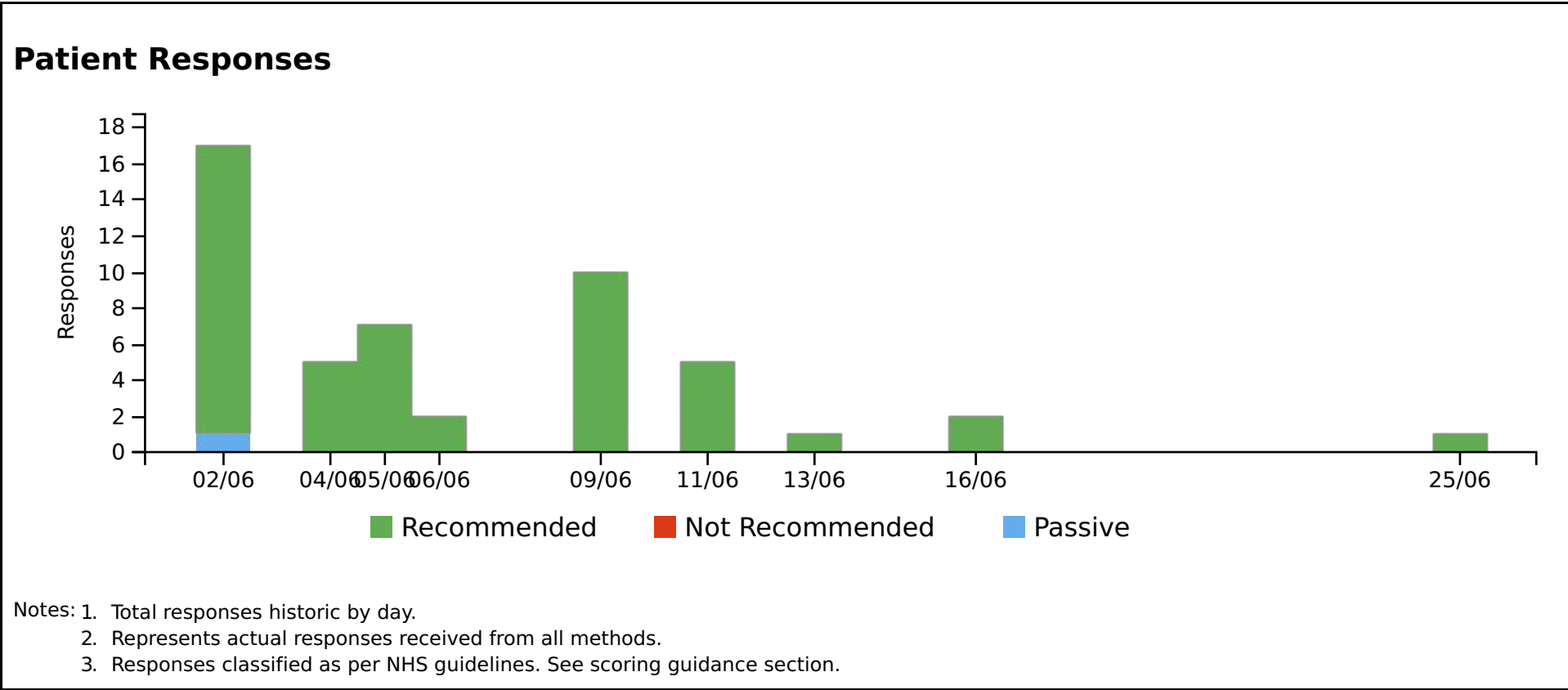
Practice Score: Day of the Week Analysis



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

Thematic

Reception Experience	7
Arrangement of Appointment	7
Reference to Clinician	18

- Notes: 1. Thematic analysis for current reporting month.
- 2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
- 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

Tag Cloud



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 didn't have to wait long to see the GP and he put my mind at ease about my symptoms.
- ✓ *Because doctor was helpful and I didn't have to wait long. Thank you*
- ✓ Appointment on time, quick and pleasant
- ✓ *On time, efficient, pleasant put at ease thank you*
- ✓ Appointment with Nurse Claire, very helpful and efficient with elderly patient.
- ✓ *Very satisfied with the service I got.*
- ✓ Staff always helpful and friendly
- ✓ *Kirkham Health Centre always goes above and beyond for me because I've got a critical condition but also because my mental health isn't good. They always treat me with dignity and respect. They are very caring. I am very thankful for them.*
- ✓ I've been registered here for almost 20 years. This is simply the best GP practice. Couldn't be more happier ,nurses and receptionist couldn't be more helpful. First class treatment from Doctors Nurses and receptionist team.
- ✓ *Service from GP good but waiting time not after checking in said on time waited near 20 mins*
- ✓ Servhce was good
- ✓ *Because it has been very good*
- ✓ Thorough examination and thorough explanation of the problem. Felt at ease and comfortable and highly rated my appointment.
- ✓ *Very professional service*
- ✓ I felt like I been listened to and getting somewhere at last
- ✓ *Efficient*
- ✓ Receptionist nice. HCA who took bloods was not friendly -
- ✓ *Appointment was on time and the doctor was very thorough*
- ✓ Everything went smoothly and I got the answers I needed
- ✓ *Ease of making the appointment. Dr. Was very good , listening & referred accordingly to help.*
- ✓ Positive person questions answered
- ✓ *Dr was very efficient.*
- ✓ I was treated with great care and expertise
- ✓ *Excellent service*
- ✓ The nurse was excellent, I had a blood test and I hardly felt the needle and she was so nice xxx
- ✓ *Happy to get in to my usual Dr. Thanks*
- ✓ Very efficient service
- ✓ *Very welcoming and went above and beyond explaining what was happening.*
- ✓ Because the Doctor soon saw me and called me back in, to discuss what was going to happen. After blood results. I am now waiting for appointment. Peace of mind knowing I soon will have some results. Feel comfortable discussing my problems.
- ✓ *Excellent nurse xx*
- ✓ Nurse was very good and my appointment was on time
- ✓ *The reason I scored you as very good. Is quite simply because it was a very good experience. In and out all done within 10 minutes.*
- ✓ I had no reason not to
- ✓ *Great and quick service*
- ✓ Even one what nice o I (sent with Invisible Ink)
- ✓ *Quiet waiting room. Pleasant receptionist. GP took time and was understanding*
- ✓ Waiting times were not bad considering. GP very friendly and checked multiple things. Receptionist was very kind and helpful.
- ✓ *All was done that I wanted.*
- ✓ The doctor took time to talk to my Mum and I. He was polite and courteous, very professional. I would also like to thank the reception staff who have gone above and beyond to help us in the last few months. Thank you Kirkham health centre.
- ✗ *Receptionist always try help. Doctors is professional*

Not Recommended

Passive

- ✓ Bad. Communication

