

FFT Monthly Summary: July 2025



Kirkham Health Centre
Code: P81128

SECTION 1 CQRS Reporting

CQRS Reporting

| | | | | | | | | | | | |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
| 32 | 11 | 4 | 1 | 2 | 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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:
Responses:

138
50

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|----------------------|------------|------------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll | 32 | 11 | 4 | 1 | 2 | 0 | 50 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| Total | 32 | 11 | 4 | 1 | 2 | 0 | 50 |
| Total (%) | 64% | 22% | 8% | 2% | 4% | 0% | 100% |

Summary Scores

86% 6% 8%

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:86%

Percentile Rank:20TH

0%50%100%

0%Low Score

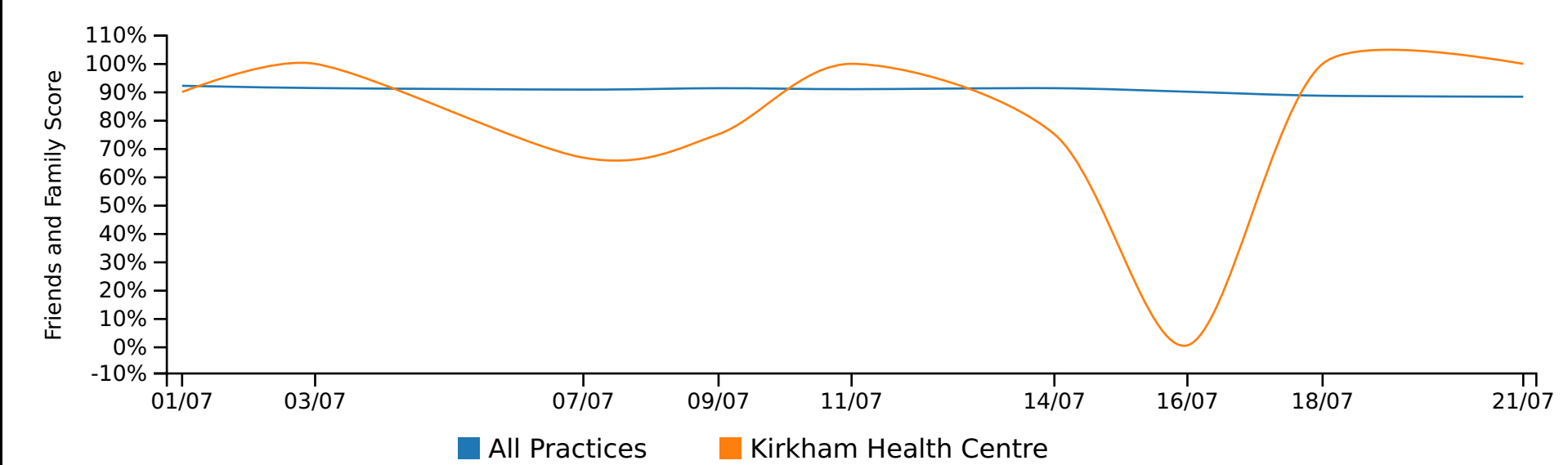
Mid

100%High Score

86%

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 20th percentile means your practice scored above 20% 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% | 90% | 93% |
| Kirkham Health Centre | 60% | 89% | 88% |

Gender

All Practices

91%

91%

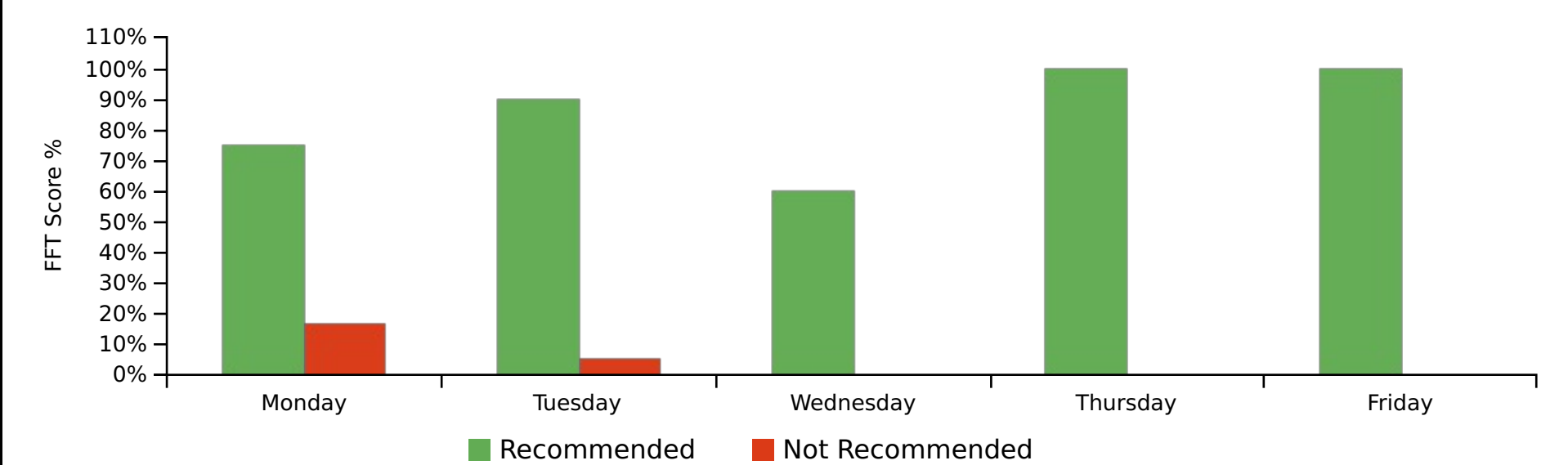
Kirkham Health Centre

86%

86%

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

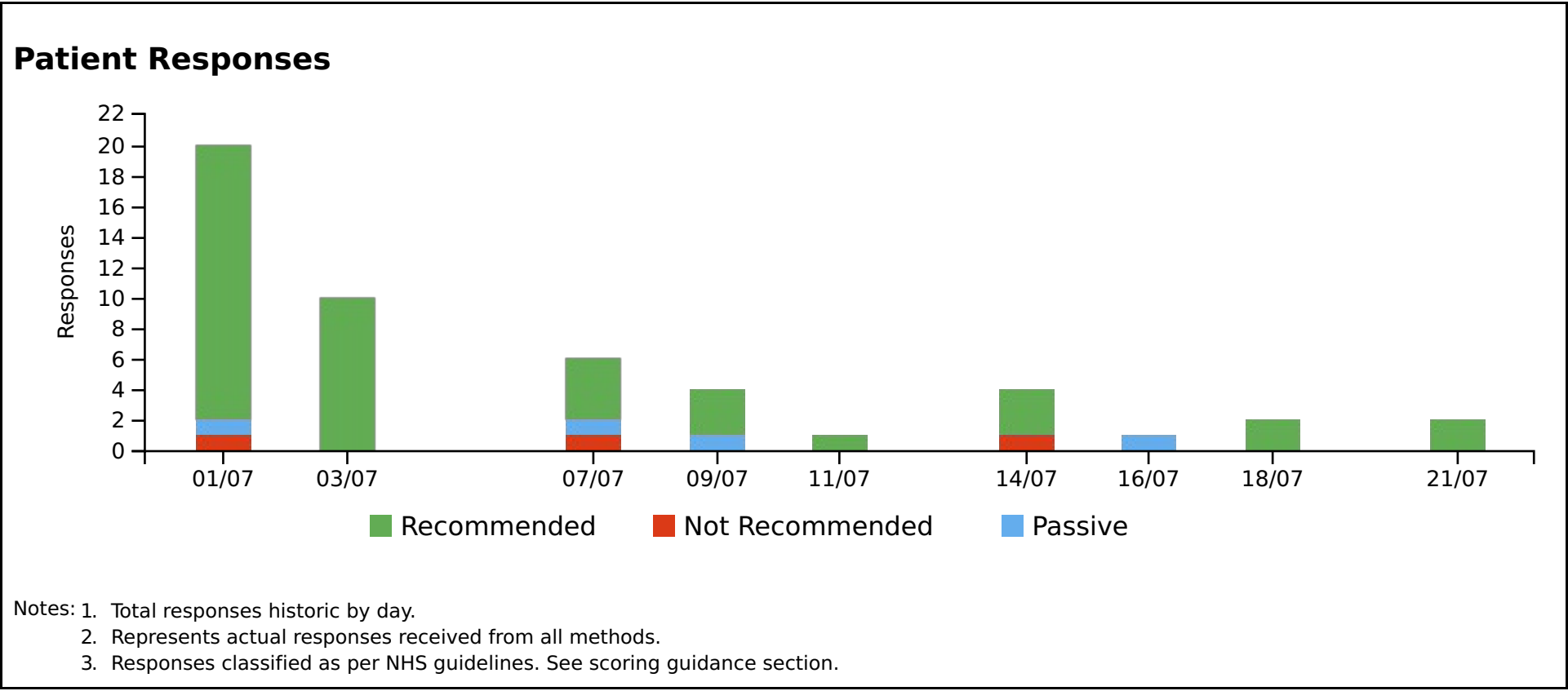
Practice Score: Day of the Week Analysis



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 | 10 |
| Arrangement of Appointment | 9 |
| Reference to Clinician | 13 |

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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

- ✓21-07-25 appointment carried out professionally slightly ahead of time
- ✓The nurse I saw was very polite. She listened to what I had to say. She was very reassuring
- ✓Quick appointment lead time. Appointment on time - Super service and advice from Dr Tobin. Easy parking at surgery
- ✓The appointments I had with the HCA and Practice Nurse were on time and professional. They gave me the information that I needed. However, when I tried to make a GP appointment, I would have had to wait 3 weeks.
- ✓Friendly, on time, vaccinations received, all good!
- ✓Always find staff very helpful, caring and well informed.
- ✓It was very good service and on time. The DR was very good
- ✓Doctor phoned after a failed face to face. Good conversation
- ✓Friendly people good nurse's some good doctors
- ✓Always been there for me particularly in the last few months when I have experienced poor health
- ✓Nurse very helpful and gave good advice
- ✓I cannot put into words enough just how brilliant Kirkham Health Centre is! The staff are so professional yet so caring and understanding. It feels as though nothing is ever any trouble and I am so well cared for by all staff from reception to the GP's. My GP that I see regularly is Dr NK Chauhan who has been the so understanding and professional making me feel so well cared for especially as I seem to have numerous health concerns at present. Dr NK Chauhan has always been so friendly and thorough with his consultations and I feel that he does all that he can to ensure I get the best health care. To be honest I would recommend all the GPs that I have seen in the Clinic and all the nurses are equally amazing! So thank you so much for giving me the best care that I could ever hope for.
- ✓Pleasant staff from start till finish
- ✓Good staff
- ✓friendly and efficient staff
- ✓The mental health Dr I saw was excellent and explained alot of things
- ✓Was seen on time and no issuesStaff very nice
- ✓Very pleasant and helpful staff drs brilliant works very well
- ✓Exceptional staff and always mind and helpful
- ✓The GP appointment was on time and the Reception staff were supeelpful when trying to rectify an issue regarding a blood test re
- ✓I've always been given an appointment within a reasonable time. Most of the staff are friendly, helpful, approachable and professional.
- ✓Virginia Parkinson was my nurse today, first thing on a Monday morning and my veins were not being good. She was calm, patient and kept me reassured. Even though we were not able to get the bloods we needed for the tests I left the surgery feeling calm and reassured and knowing what the next steps I needed to take
- ✓It was professional, everyone was polite and very helpful.
- ✓20 minutes late
- ✓No fuss all questions answered
- ✓Good service and very helpful on answering any questions asked
- ✓Apart from the appointment I sighed in at 2-0 app 2-10 still sat there at 2-45 the receptionist said I hadn't signed in. But I did will use receptionist next time. The Doctor was ok but prefer the doctor who I Normally see for the injection much better doesn't hit the Bone .
- ✓I was given a decision in what was was wrong and what was going to happen
- ✓I would have given a higher score but couldn't find a parking space in the car park. I was seen immediately for my bloods appointment though.

Not Recommended

- ✓Sorry it was supposed to be 1.The lady was excellent
- ✓I was impressed with how my issue was resolved
- ✓Waited 4weeks for an appointment as needed a double appointment as thought I needed to be examined never even looked at me just told me I could go private after waiting since feb for a hospital appointment said I couldn't afford to do that so she then agreed to write back to hospital and changed tablets not what I was expecting

Passive

- ✓I am deaf. I need an interpreter for the deaf. I had to wait 4 weeks for the next doctor appointment. Blood test i had to wait up to 3 or 4 weeks to wait for the next appointment. It is too long time waiting. Why not within a few days instead of weeks. It is all wrong, very slow, and not good enough. In Private hospital

it is much quicker and get things done quickly.