

# FFT Monthly Summary: August 2025



Kirkham Health Centre  
Code: P81128

## SECTION 1 CQRS Reporting

**CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	10	0	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients:**  
**Responses:**

**114**  
**51**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	9	0	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail	0	1	0	0	0	0	1
Manual Upload							
<b>Total</b>	<b>40</b>	<b>10</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>51</b>
<b>Total (%)</b>	<b>78%</b>	<b>20%</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:

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: 95<sup>TH</sup>

0%50%100%

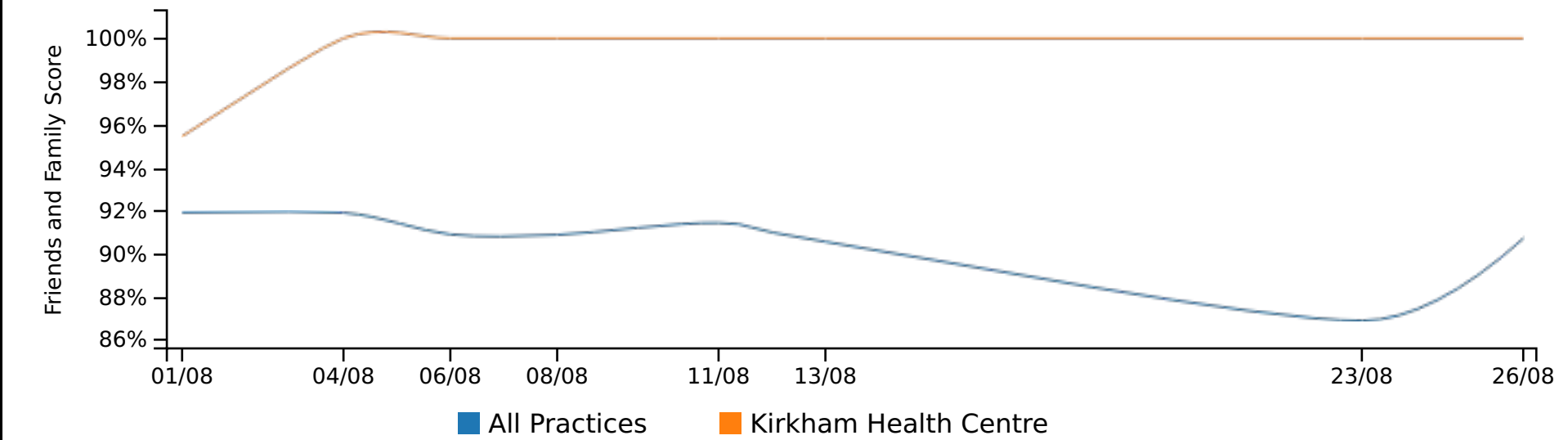
0% Score

LowerMidHigh Score

98%

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%	90%	93%
Kirkham Health Centre	100%	100%	96%

Gender

All Practices

91%

91%

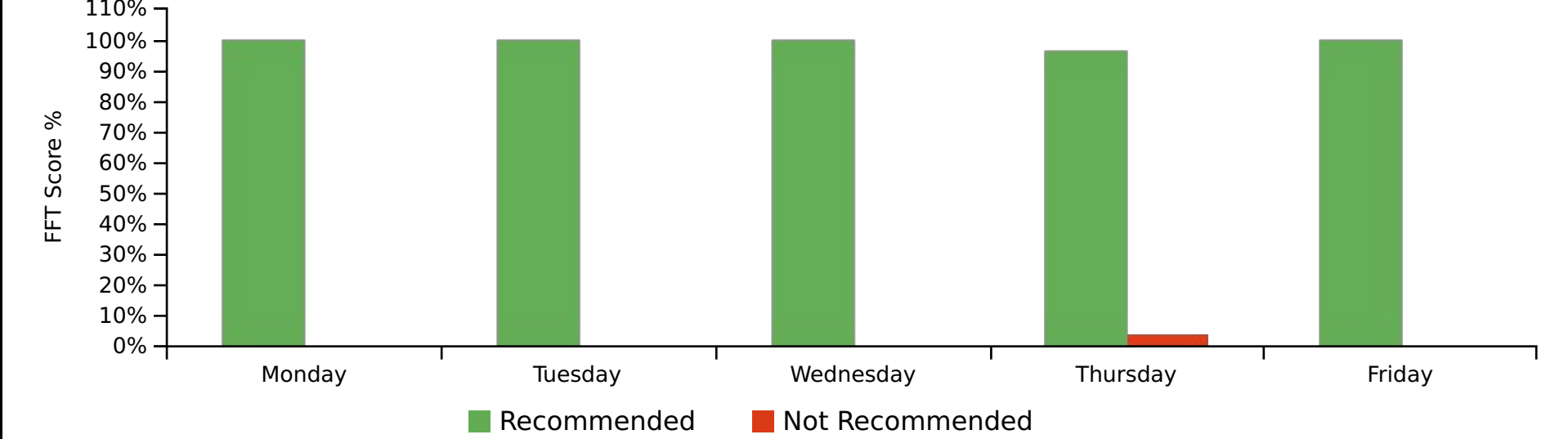
Kirkham Health Centre

94%

100%

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

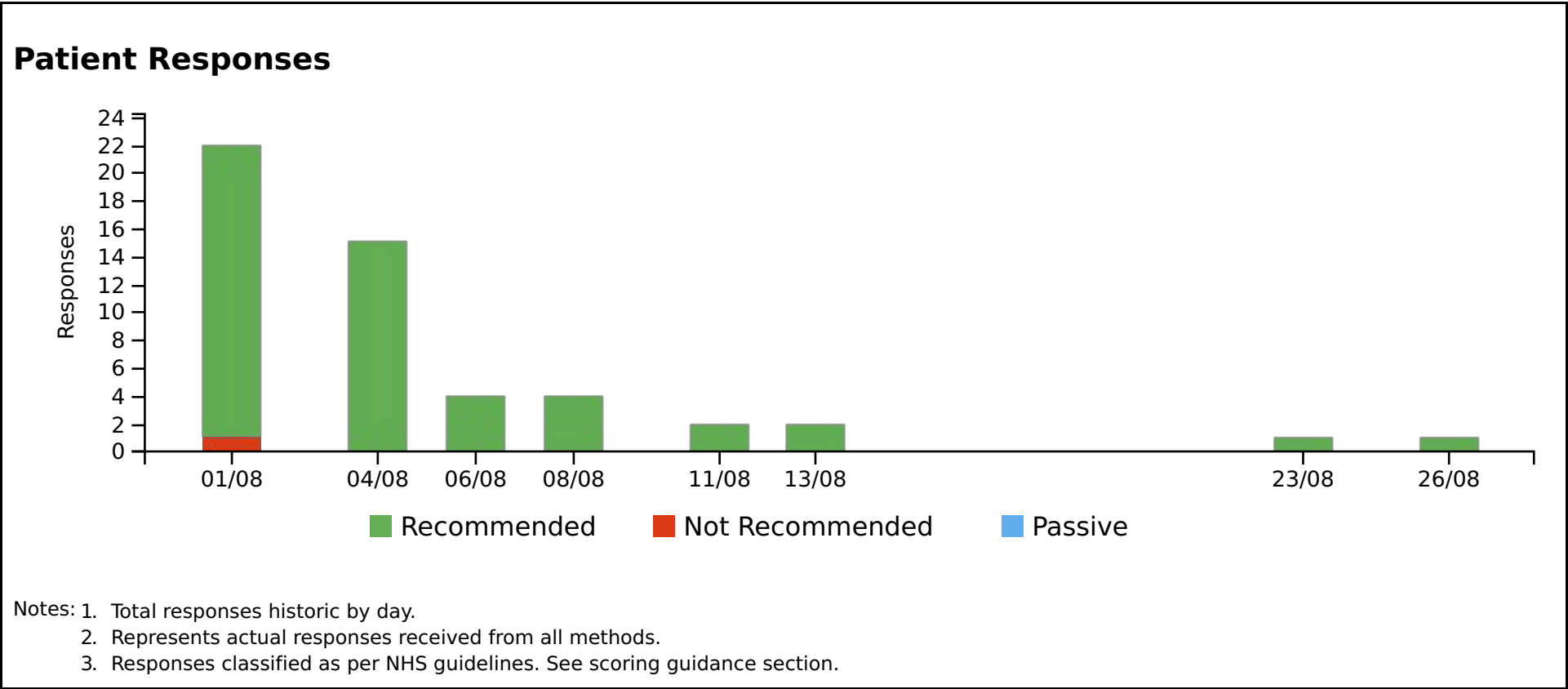
Practice Score: Day of the Week Analysis



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	6
Arrangement of Appointment	5
Reference to Clinician	9

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

The word cloud displays numerous positive descriptors. The largest words are 'helpful', 'professional', 'friendly', 'excellent', and 'good'. Other prominent words include 'pleasant', 'efficient', 'informative', 'cheerful', 'competent', 'reassuring', 'well', 'polite', 'quick', 'satisfactory', 'super', 'lovely', 'great', 'useful', 'easy', 'comfortable', 'courteous', 'recent', 'really', 'probably', 'referring', 'efficient', 'late', 'supportive', 'usual', 'assuring', 'apart', 'now', 'august', 'swiftly', 'regarding', 'quickly', 'smoothly', 'always', 'calmly', 'far', 'competent', 'thorough', and 'polite'.

## 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

- ✓ The doctor who called me was very helpful and provide me with all the information to make an informed decision. The call was scheduled for 10am but I didn't receive the call till 10.33am
- ✓ *Seen on time by a cheerful, friendly, competent member of staff.*
- ✓ Friendly, professional and received treatment as expected, thanks
- ✓ *A relaxed treatment*
- ✓ Arrived for my appointment. Saw the nurse on time and had my blood test. Spoke to the receptionist regarding a future appointment which was arranged swiftly and efficiently. Great service thank you
- ✓ *It was on time, Victoria carried out the procedure as quickly, calmly and efficiently as usual and I was on my way - car to car in Probably less than 5 minutes!*
- ✓ Seen on time...pleasant and assuring staff
- ✓ *Everyone was patient explained everything and why*
- ✓ Punctual and efficient
- ✓ *App on time, friendly, professional*
- ✓ Yes, it was OK, not the best, but satisfactory. Not referring to recent bloods, that was excellent.
- ✓ *All the staff I've spoken to so far have been super lovely, kind and supportive - the services offered are easy to access and quick*
- ✓ On time, helpful pleasant nurse.
- ✓ *The nurse was professional and cheerful*
- ✓ The receptionist was very helpful and understanding
- ✓ *Good service would have been Very Good except for 1/2 hour appointment delay*
- ✓ The lady Sarah made me comfortable and gave me some good advice I will see
- ✓ *I was seen. On time and the nurse was very courteous and informative.*
- ✓ I considered my appointment today to be very thorough and any questions I had were answered really well
- ✓ *Friendly, efficient and on-time.*
- ✓ Asthma nurse was so informative & explained everything in detail.
- ✓ *The nurse was very good*
- ✓ The visit went very well, it was very pleasant to talk with the specialist, a conversation was held and an analysis was taken, I received a lot of useful information.
- ✓ *Excellent service as always. Seen on time and any questions answered.*
- ✓ Nope
- ✓ *Both the receptionist and paramedic were very polite and helpful*
- ✓ Excellent service from the nurse I saw who explained test I was having, and was very friendly, professional and reassuring
- ✗ *Apart from being late the appointment went smoothly*

## Not Recommended

- ✓ Should have had bloods taken on the 11th July 25, at my review with Dawn. This was not done. So my appointment with the doctor today was a waste of time. Bloods now rebooked for 14th August

## Passive