

FFT Monthly Summary: September 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	8	0	0	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:

121

Responses:

50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	8	0	0	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	8	0	0	2	0	50
Total (%)	80%	16%	0%	0%	4%	0%	100%

Summary Scores

96%

4%

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: 96%

Percentile Rank: 85TH

0%50%100%

0% Score

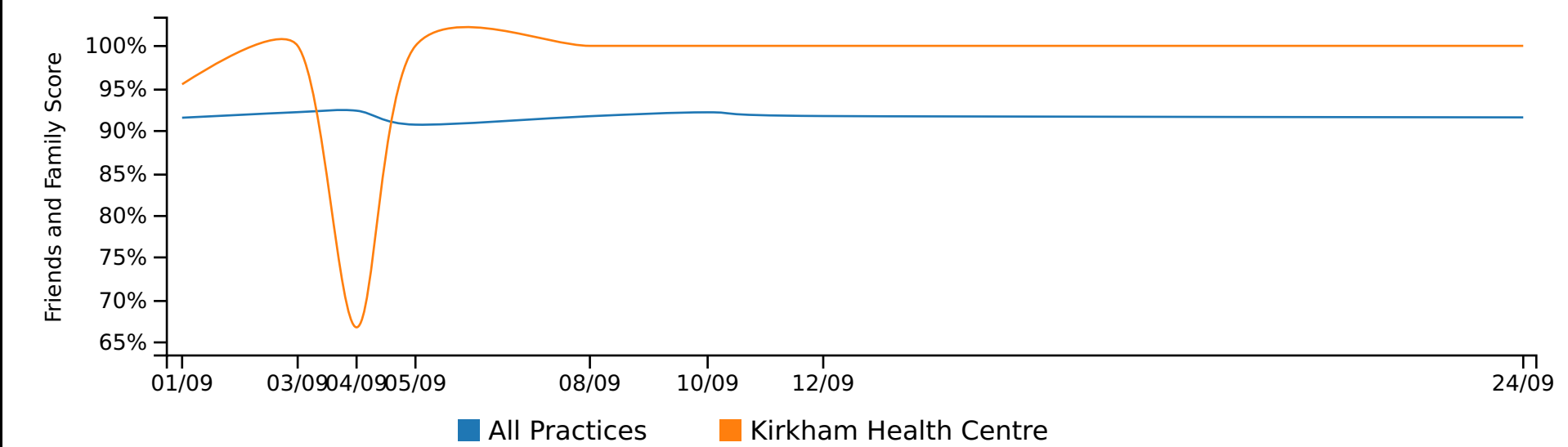
LowerMidHigh Score

96%

100%

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 85th percentile means your practice scored above 85% 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	87%	91%	93%
Kirkham Health Centre	100%	92%	100%

Gender

All Practices

92%

91%

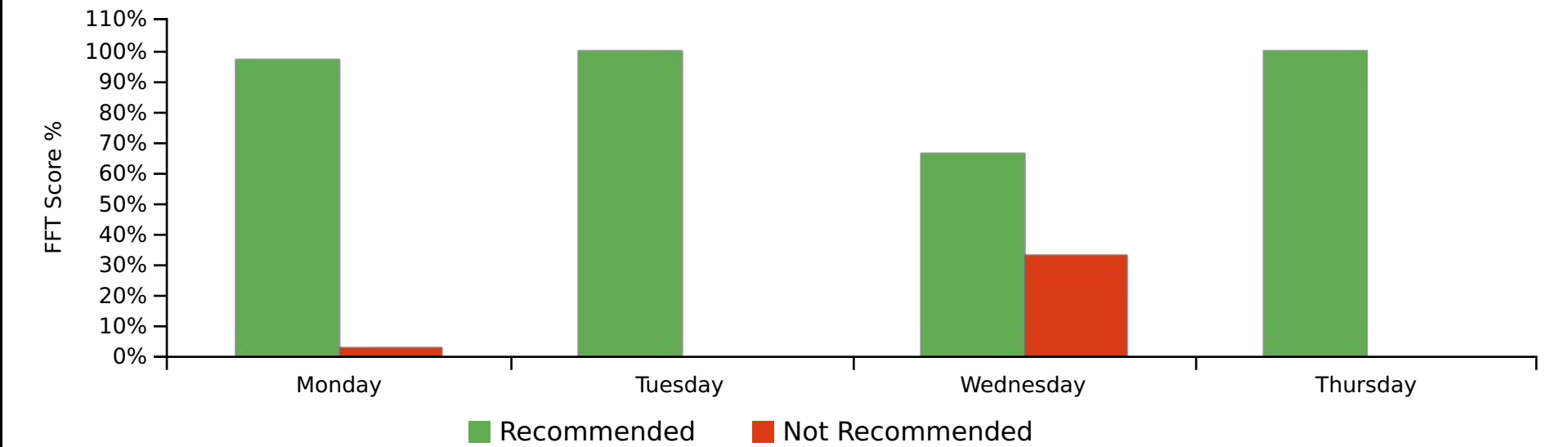
Kirkham Health Centre

96%

96%

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

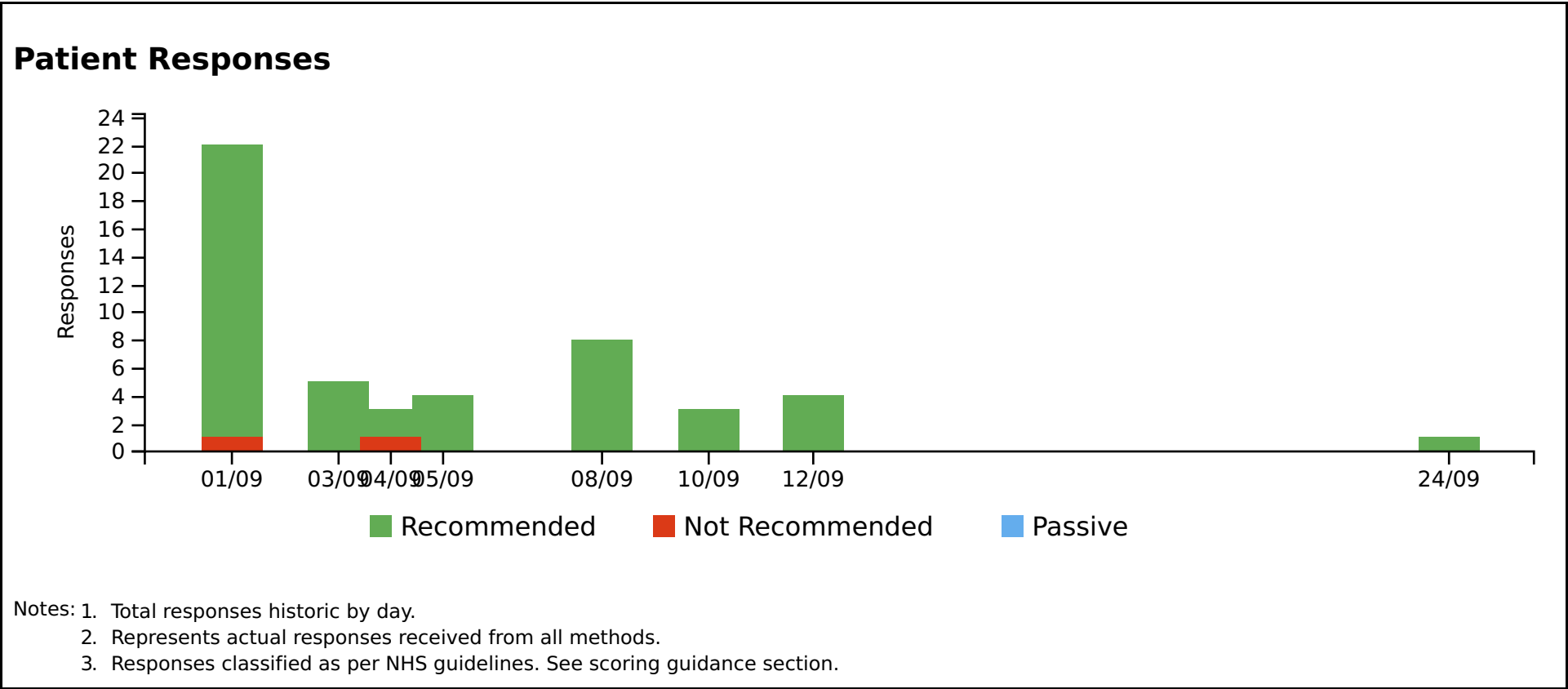
Practice Score: Day of the Week Analysis



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

Theme	Frequency
Reception Experience	7
Arrangement of Appointment	6
Reference to Clinician	14

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 tag cloud displays a variety of words related to patient experiences, with 'friendly' being the largest and most prominent. Other significant words include 'good', 'excellent', 'professional', 'quick', 'waiting', 'empathetic', 'lovely', 'scientifically', 'supportive', 'brilliant', 'helpful', 'polite', 'ever', 'now', 'unhelpful', 'pleasant', 'available', 'potentially', 'clearly', 'late', 'bad', 'fine', 'current', 'happy', 'knowledgeable', 'also', 'exactly', 'delivering', 'wonderful', 'naturally', 'comfortable', 'always', 'important', 'fast', 'wrong', 'attentively', 'caring', 'never', 'various', 'great', 'excellent', and 'professionally'.

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

- ✓ Everyone is helpful
- ✓ *Miss Dawn Ronson listened to my concerns and was able to understand my current situation.*
- ✓ The appointment was on time and the nurse was very efficient
- ✓ *Rang for advice receptionist very polite and friendly suggested I should see a doctor. Appointment in an hour . Saw Doctor who rang hospital now in Day centre waiting to be seen .*
- ✓ Because they were good helping me
- ✓ *Good*
- ✓ Great service from all.
- ✓ *Efficient and friendly*
- ✓ the doctor was very kind! he was very empathetic towards my situation, and made me feel very comfortable - i am neurodivergent so this is very important to me!
- ✓ *My GP listened to me, I didn't feel rushed*
- ✓ Efficient and knowledgeable exam by Dr.
- ✓ *The services Kirkham Health Centre provides are first-class. The medical centre is always there for me in delivering the various services I require. I need a lot of medical support and never have I had a bad experience. You guys are absolutely brilliant with all of my medical needs. Thank you.*
- ✓ Friendly staff and on time
- ✓ *Virgina is great*
- ✓ The service provided is exactly what is needed to ensure my health and wellbeing
- ✓ *Quick appointment friendly manner*
- ✓ Satisfied with visit. Received consultation and fast x-ray appointment
- ✓ *I am very pleased, the doctor helped me a lot, and treated me very attentively, professionally*
- ✓ Doctors are absolutely fine. But it is the receptionists, and some times the nurses that need retraining!!
- ✓ *Very polite and professional attitude, answered questions that I had and was supportive through out.*
- ✓ Very good service . The nurse I saw was very attentive & nice
- ✓ *Hayley was very professional and talked me through the process of the procedure*
- ✓ Because I thought she was very good
- ✓ *Waiting time only two minutes and the nurse was nice and efficient*
- ✓ The pre arranged call was 2 hours late
- ✓ *My husband recieved excellent service*
- ✓ Doctor Cartmell was wonderful. He helped me understand what was potentially wrong with me, clearly and scientifically. He referred me and as ever the appointment was efficient and on time. He has a lovely manner. What a great Doctor.
- ✓ *Staff are lovely. Caring. Empathetic*
- ✓ On time quick efficient
- ✓ *I was happy with blood test and jab. She was naturally person centred and my anxiety evaporated*
- ✓ Practice nurse was excellent, put me at ease.Receptionist was unhelpful and let the practice down. I had to log on to the NHS app to find a letter to support my request for medication. Receptionist made no effort to look this up and put the onus on me to prove my consultants prescription. Also had to wait 10 minutes for one of 3 to be available when they were clearly having a "chit-chat".
- ✓ *Appointment 7 minutes late*
- ✓ Practice nurse was quick pleasant and efficient
- ✓ *On time and efficient.*
- ✓ Staff are lovely but left after an ecg knowing there was a problem and not knowing what it is until I can see a doctor on Friday
- ✓ *Dr Mahmood was excellent yesterday. She was patient, empathetic, and allowed me the time to explain what my symptoms and their effect on me have been.The reception tea. Were friendly and efficient.*

Not Recommended

Passive