

FFT Monthly Summary: May 2016

DR J LAL'S PRACTICE
Code: G83628

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
74	9	2	4	5	2	0	0	0	96	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: 318

Responses: 96

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	74	9	2	4	5	2	96
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	74	9	2	4	5	2	96
Total (%)	77%	9%	2%	4%	5%	2%	100%

Summary Scores

 86%  9%  5%

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:

$$\text{Recommended (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

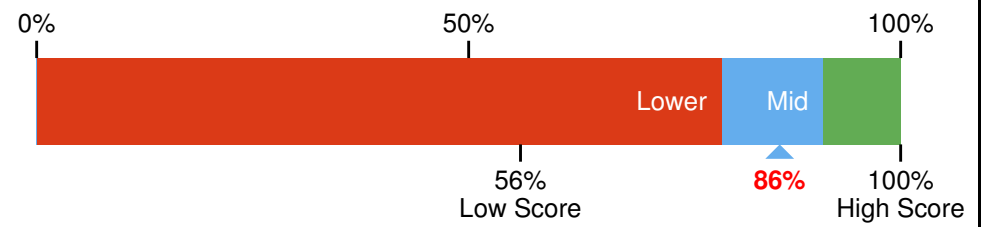
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

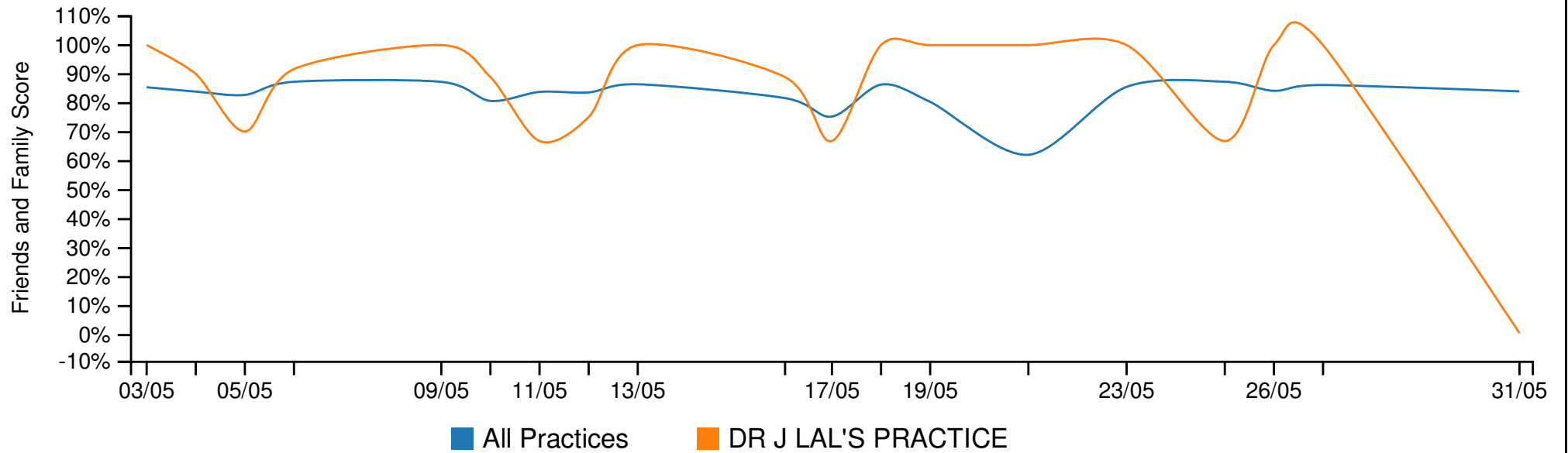
Practice Score: 'Recommended' Rank

Your Score: 86%
Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% 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

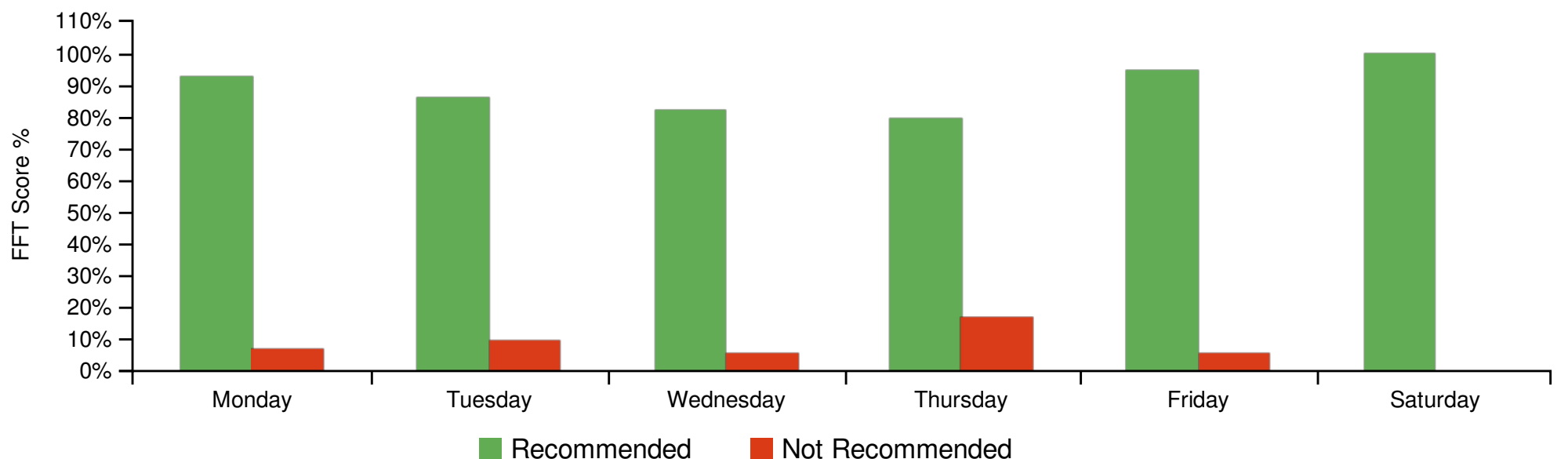
	< 25	25 - 65	65+
All Practices	76%	85%	90%
DR J LAL'S PRACTICE	73%	90%	90%

Gender



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

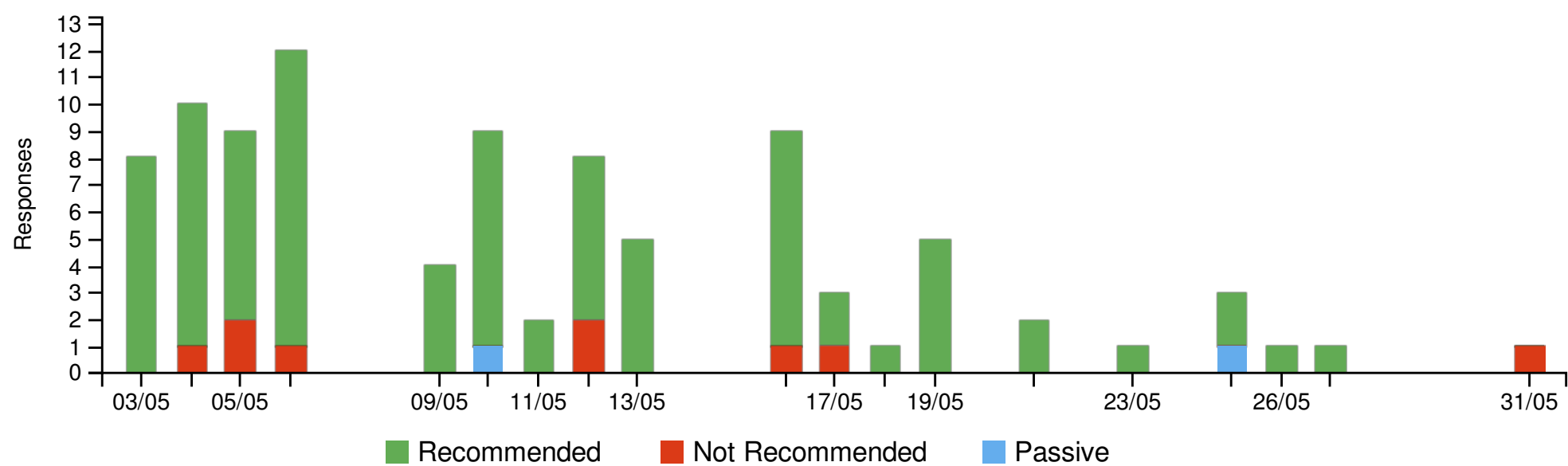
Practice Score: Day of the Week Analysis



- 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

Patient Responses



- Notes:
1. Total responses historic by day.
 2. Represents actual responses received from all methods.
 3. Responses classified as per NHS guidelines. See scoring guidance section.

- ✓ Good services
- ✓ Kind & enthusiastic attitude
- ✓ I saw locum gp Dr.Patel
- ✓ Helpful doctor - easy to get to.
- ✓ Prompt app time and doctor was great
- ✓ Good patient care and health management
- ✓ They were very helpful
- ✓ You are a great team. We have been treated brilliantly. The Doctors are always 2-3 steps ahead. We are looked after by experts superbly thanx
- ✓ Over a number of years I have had good care and attention to my health needs
- ✓ Prompt attention
- ✓ Competent staff inc reception
- X

Not Recommended

- ✓ Impossible to get an appointment and some of the locum doctors you have are terrible.
- ✓ Doctor Yogar was really thorough and helpful
- ✓ You wait weeks for an appointment and once there you wait ages to go in and now there isn't even a permanent nurse. People work and can't be on the phone in a queue for ages just to get disappointed as there's never any chance to c a doctor and we end up at a walk in where again we get frowned at as we should be at our GP !!
- ✓ Doctors usually quite late. Some reception staff rude in tone.
- ✓ You have to wait weeks to get an appointment, the surgery is clearly understaffed in terms of nurses and doctors. You also never get seen at your actual appointment time.
- X
- X

Passive

- ✓ I still haven't had an answer to my problem and not sure what to do now