

FFT Monthly Summary: February 2015



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
75	13	1	2	2	2	0	0	0	95	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: 312

Responses: 95

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	75	13	1	2	2	2	95
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	75	13	1	2	2	2	95
Total (%)	79%	14%	1%	2%	2%	2%	100%

Summary Scores

93% 4% 3%

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:

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

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

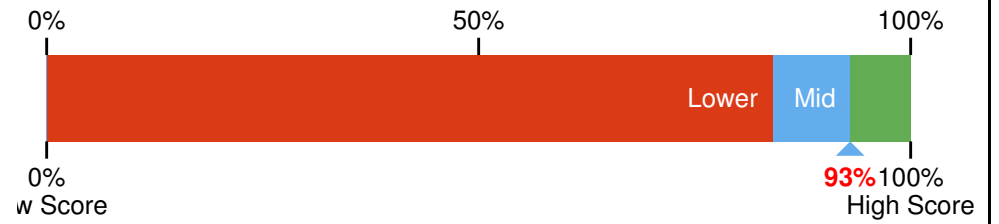
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

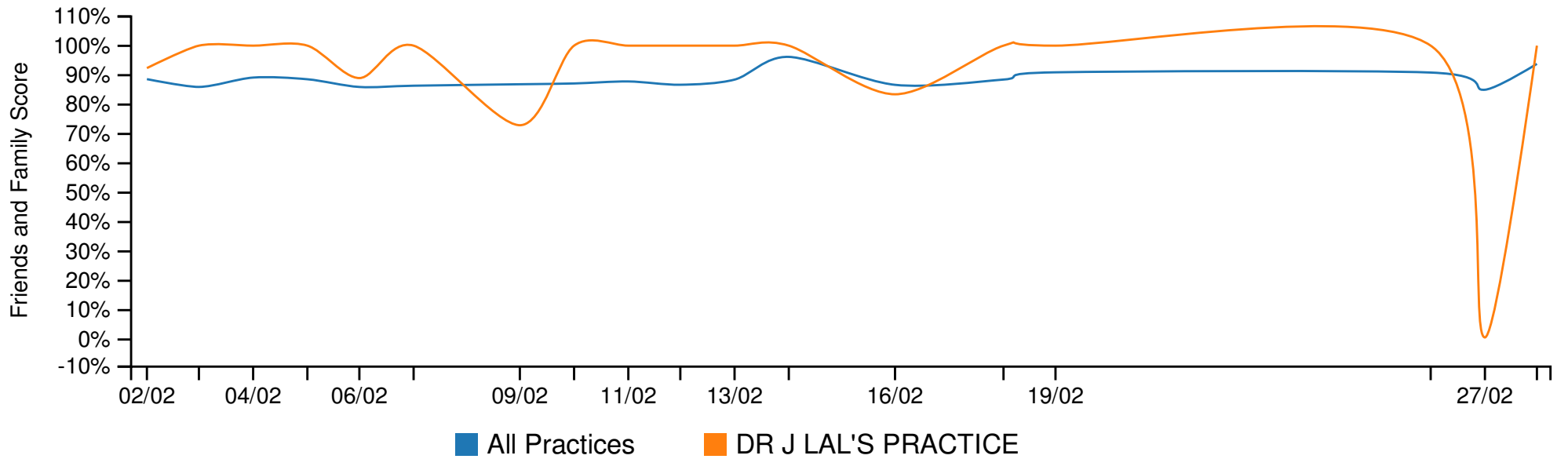
Practice Score: 'Recommended' Rank

Your Score: 93%
Percentile Rank: 80TH



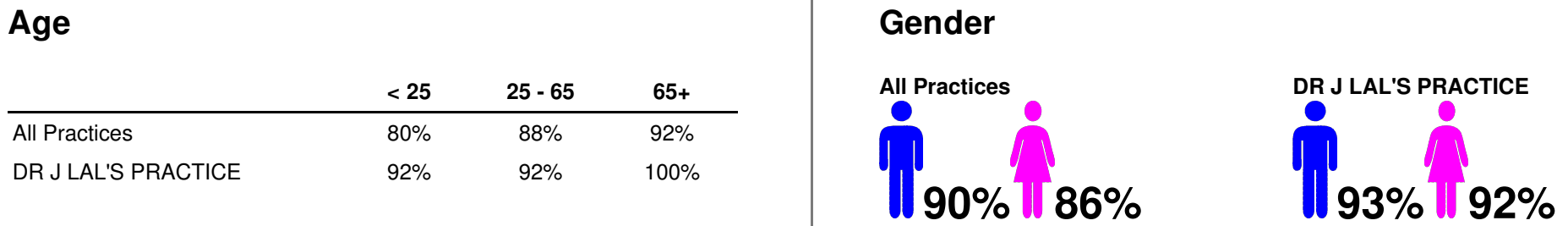
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means your practice scored above 80% of all practices.

Practice Score: 'Recommended' Comparison



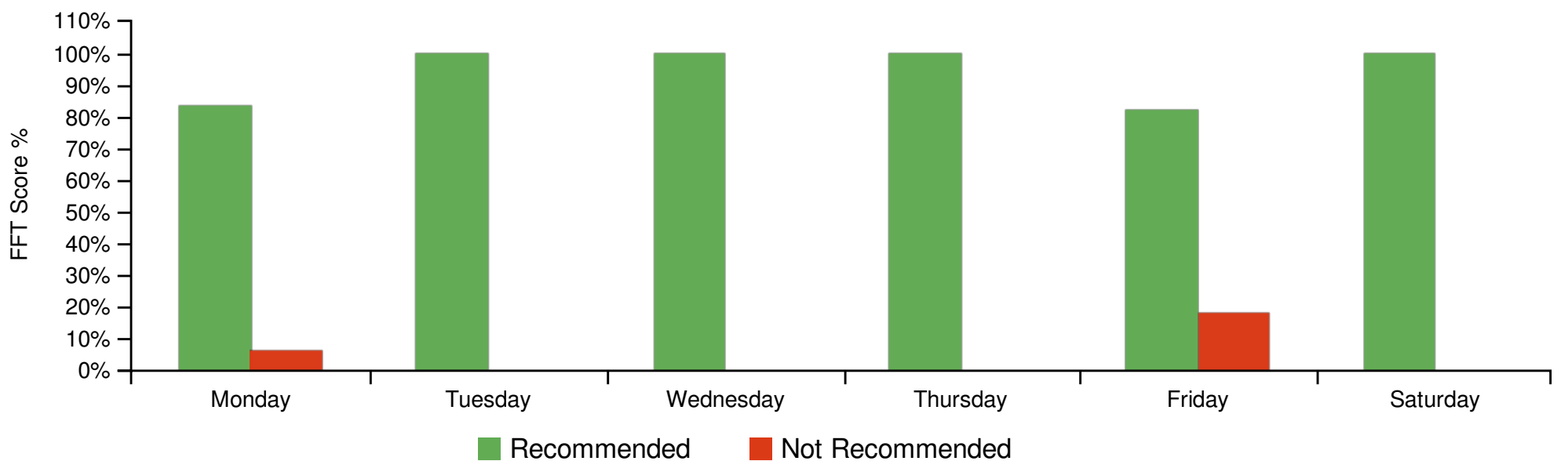
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

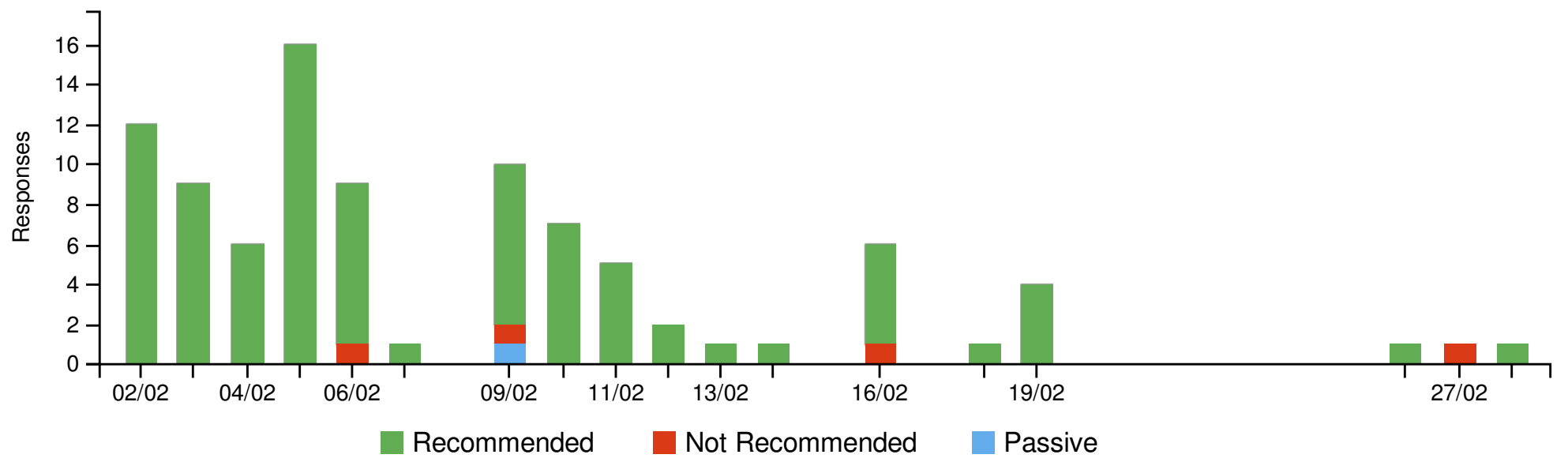
Practice Score: Day of the Week Analysis



- 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.

SECTION 5

Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience 21	
Arrangement of Appointment 17	
Reference to Clinician 36	
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.	

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 receptionists are always helpful and friendly and Dr arora is a really good Dr so for that I will score a 1 but no fault of the receptionists appointments are difficult to get as they are so busy. No waiting no messing to the point and out we go. Thank you blackfen medical centre. :)
- ✓ The admin/ reception staff are always helpful i have always managed to get an appointment quickly which is important. The doctors are always polite and i feel that if my family or i needed a referral we would get it.
- ✓ Been looked after really well by nurse. Excellent
- ✓ Very impressed with how quickly we can get appointments for our children and staff are always so friendly and helpful
- ✓ Very friendly, professional and helpful doctor
- ✓ Happy with service
- ✓ My Dr was very friendly and helpful!
- ✓ Good care from walking in the door and being greeted by the receptionists to seeing the doctor x
- ✓ Always a very good and prompt service
- ✓ The receptionist is friendly and the dr is easy to talk to and friendly.
- ✓ I like doctor aura
- ✓ It has good doctors & kind receptionist
- ✓ The doctors are pleasant and helpful and some of the receptionists!!!
- ✓ The reason is because the staff are very competent and excellent
- ✓ Because everyone is so friendly and helpful. And all the doctors are so caring no matter how small or large your problem.
- ✓ I find you all very professional
- ✓ Because the people of new Eltham are lucky to have a doctor like Mr all and the staff in the new Eltham medical centre having been a patient there for a very long time
- ✓ Always had very good care from
- ✓ Helpful friendly welcome
- ✓ The service I have received today.
- ✓ I'm a new patient and The doctor and reception staff were very friendly helpful and professional. Thanks.
- ✓ Appointment straight away. Receptionist and nurse friendly and helpful. Haven't see a GP yet
- ✓ I feel Dr lal's surgery and the doctors and other staff that work there do a great job and provide a very good service to their patients and I am very grateful.
- ✓ The lady doctor was kind and she went through in details about my blood test which I liked. Not just saying everything is fine. I felt looked after.
- ✓ I felt like my needs have been cared for
- ✓ Excellent overall service
- ✓ It was good promote and friendly
- ✓ Efficient treatment time and good medical professionals
- ✓ We gave always been really happy with the attention and care that myparents receive . Especially with Vicky the n
- ✓ Confidence in the Doctors and receptionists very helpfulKeith Walters OBE
- ✓ I have been a patient for many years and have always came away satisfied that I have been listened to, understood and treated accordingly.Thank you
- ✓ My family & I have been with this practice over 25years & would recommend them for the care & high standards they give to us .
- ✓ Good careease of getting an appointment
- ✓ Excellent service.
- ✓ Really helpful practice very down to earth and caring.
- ✓ Organising an appointment is easy - have to wait a few days but that's fine. Doctor was very attentive, don't feel rushed, she took her time to consider what I said.
- ✓ I phoned for an emergency appointment and was given one straight away excellent service
- ✓ Likely but appointment availability time too lengthy
- ✓ Still good service
- ✓ Very approachable staff. Receptionists helpful. Usually can get appt reasonably quickly.
- ✓ I got an appointment without having to wait long. The doctor was interested in me as a patient.

- ✓ *Friendly no waiting around and s smile from the staff and doctor*
- ✓ *Doctor was very helpful and caring. I have always found this to be the case when i need to visit the surgery.*
- ✓ *doctor seemed approachable and like she was listening and not just typing!*
- ✓ *Always receive good service*
- ✓ *Very happy with the service provided by the doctor. However, waiting time was too long - 35 minutes. Also availability for appointments within 2 days always seems limited*
- ✓ *Understanding my medical issue and taking immediate action to combat it.*
- ✓ *Always good care and service.*
- ✓ *100 per sent satisfied*
- ✓ *Friendly staff, made me feel at ease.*
- ✓ *The receptionists are friendly and helpful and nurse Pauline Ransford is friendly, knowledgeable and professional. I really like the young, tall doctor's approach...he listens and doesn't rush you out of the room.*
- ✓ *All docs are v good*
- ✓ *Received good care and had very good service from all the staff*
- ✓ *Very friendly receptionist and the amazing dr Arora*
- ✓ *Great service and great GP's*
- ✓ *Always happy with the support and care I receive*
- X
- X
- X
- X

Not Recommended

- ✓ *The doctors are dismissive, they don't listen, it feels like they are trying to rush you out of the appointment, you mention mentle heath or question them for a deeper understanding or ask them to explain and they become defensive and tell you to leave. I feel like a burden and I've left the surgery this morning in a worse state of mind than I was initially, a gp is there to listen and work with you and help you understand why you are feeling a certain way, not push there opinions upon you and tell how they think you should be feeling in there mind. Gp's are in a very powerful position, I feel let down and judged and I don't feel like I have been taken seriously! When I come in and talk about my mentle heath I get told it's not an excuse to stay on benifits, it is not the doctors place to concern them selves with what benifits I may or may not be receiving. I'm am there to get help and understand why a have fatigue and get emotional. I will not take pills untill I am diagnosed or have an understanding of what I am feeling although the doctor seems to think that me refusing to take medication makes me less serious about feeling better! There's no understanding. I am a hard working mother and I'm exhausted i already go some were els to seek medical attention for my water infections as again I don't feel the doctors are understanding that the stress involved with my fatigue, my emotions, my anxiety are all related! And to be frank I will be writing a letter to Linda and complaining. I have the right to be treated like I matter with understanding and empathy.*
- ✓ *Very difficult to get appointments and appointments always run late by 40 mins to an hour.*
- ✓ *As I walked in I was rushed to be told you have only 10 minutes even before I sat down in the chair. And previously I waited outside for 50 minutes over my appointment time*

Passive

- ✓ *I use the surgery for me it's not something I would discuss with friends and family*