

# FFT Monthly Summary: July 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
62	21	7	3	1	0	0	0	0	94	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 347**

**Responses: 94**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	62	21	7	3	1	0	94
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>62</b>	<b>21</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>94</b>
<b>Total (%)</b>	<b>66%</b>	<b>22%</b>	<b>7%</b>	<b>3%</b>	<b>1%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 88%  4%  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:

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

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

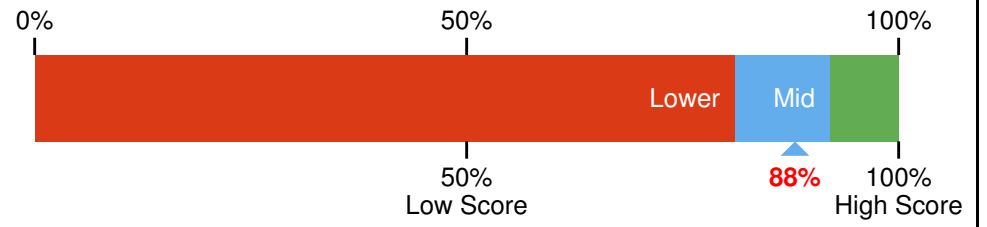
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

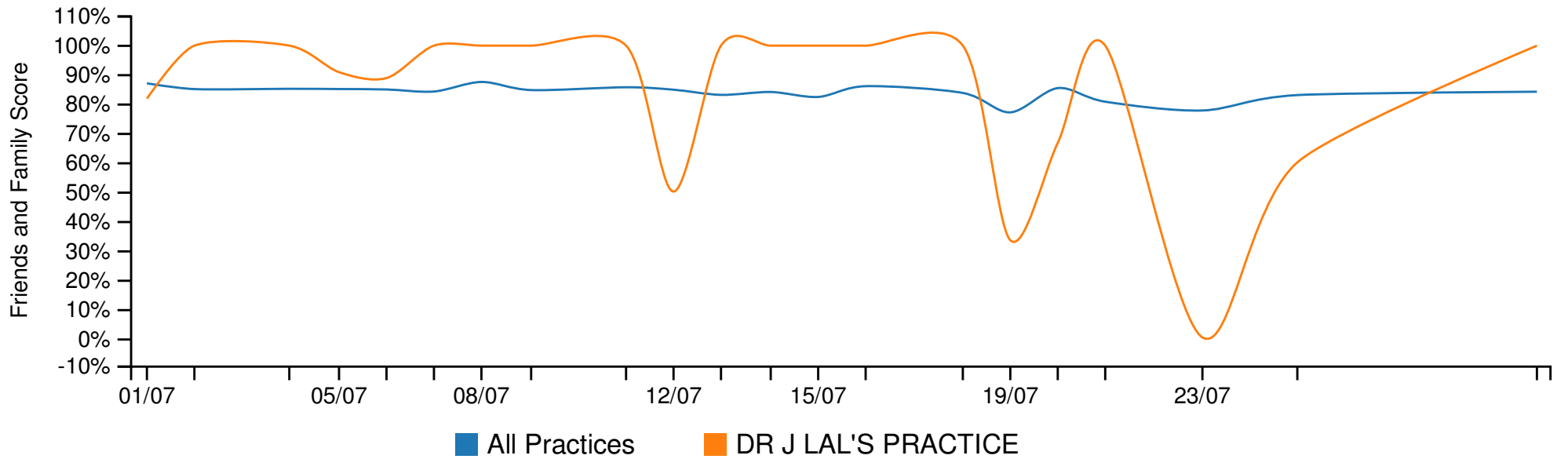
#### Practice Score: 'Recommended' Rank

**Your Score:** 88%  
**Percentile Rank:** 60<sup>TH</sup>



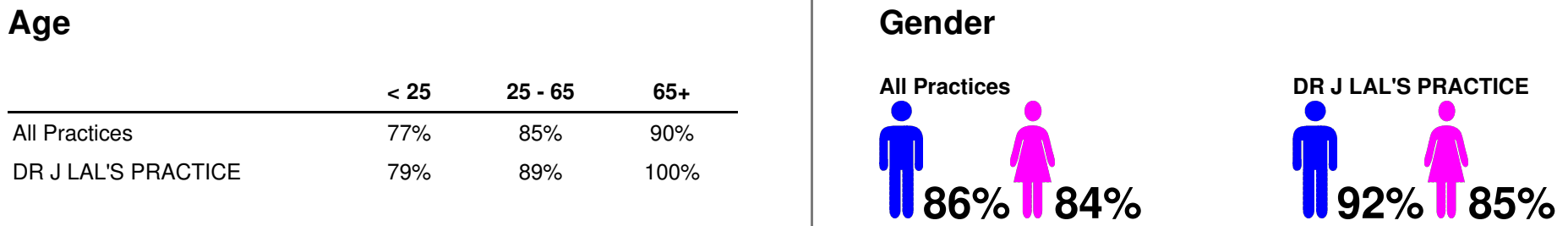
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 60th percentile means your practice scored above 60% of all practices.

#### Practice Score: 'Recommended' Comparison



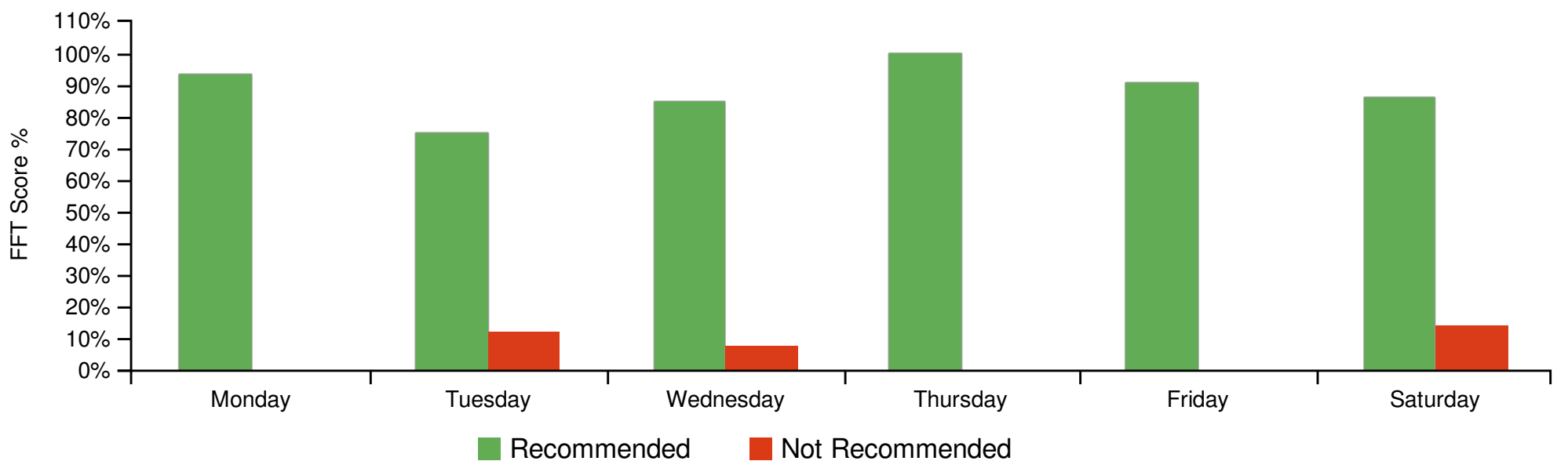
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis



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

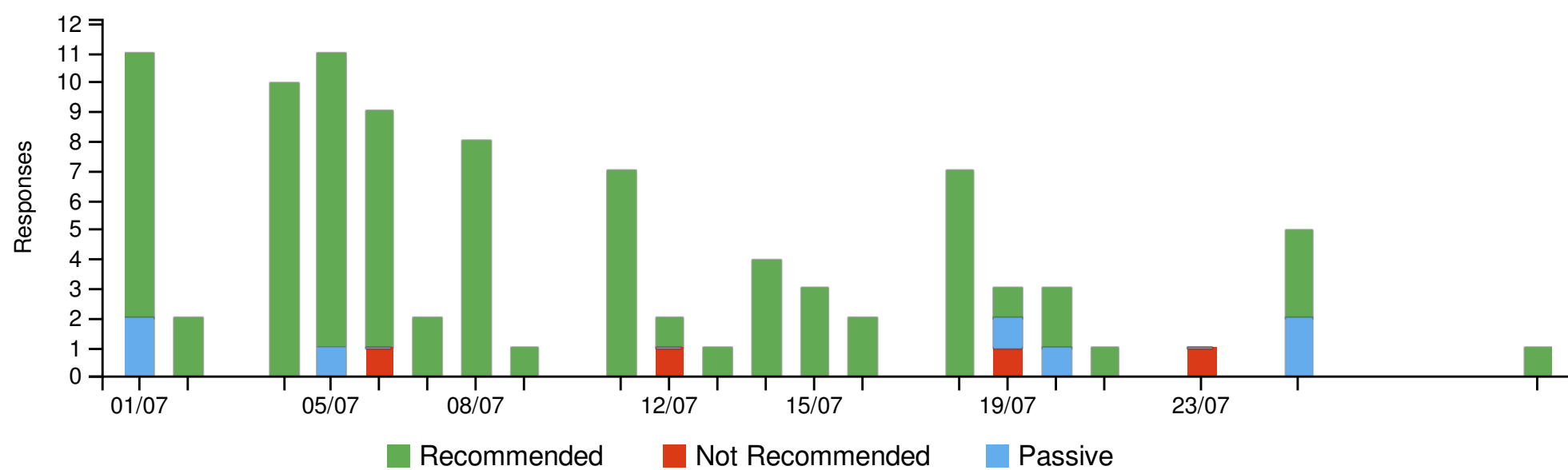
#### Practice Score: Day of the Week Analysis



- 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 11	
Arrangement of Appointment 9	
Reference to Clinician 35	
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

- ✓ Very good doctors and staff a lovely practice
- ✓ The doctor is so nice, very caring
- ✓ I have always found this surgery to be very welcoming and the GP's have been very kind, helpful courteous.
- ✓ Couple of doctors have been really good
- ✓ Good overall service.
- ✓ The doctor that I saw was very helpful.
- ✓ Appt within 24 hours with female Dr
- ✓ The quality of care is very good. I have always felt supported by any of the doctors I've seen. I have struggled with trying to get appointments over the phone but in the main the service is very good.
- ✓ Very friendly and helpful doctor
- ✓ Receptionist is always helpful and friendly, doctor is always helpful and friendly. Nurse is always helpful and friendly. Surgery is clean. Brilliant practice.
- ✓ Prompt service whether through call back or unannounced walk in. Doctors listen to the problem fully before giving diagnoses. The staff are all attentive and I can say that I have the best doctors in our community
- ✓ I went in on time - doctor was pleasant & sympathetic to my problem.
- ✓ Efficient doctor and professional and friendly
- ✓ The doctor was extremely professional, thorough and kind.
- ✓ Friendly staff
- ✓ That they look after my husband for nine years with full dementia DR LAL was like a father to me for his kindness and care for my roy my husband thank you
- ✓ Treated with care & understanding. Thankyou!
- ✓ The GP is approachable and listens to his patients. Hospital appointment are arranged quickly.
- ✓ Appointment waiting period otherwise happy with diagnosis and treatment received.
- ✓ Great doctors.
- ✓ Good service and doctors but hard to get an appointment
- ✓ Dr Yoga was v helpful
- ✓ From walking in the door the receptionists are always polite and friendly and never ignore you unless sometimes they're in the middle of a phone call but you still get a smile. Dr Arora listens carefully, draws the problem out by asking questions gently, never makes you feel foolish, always tells the truth, lays it on the line when necessary.
- ✓ Because of the doctors I have seen there, they listen
- ✓ Seen on time. Nice clean surgery.
- ✓ The reception team are always very professional, friendly and caring and the GPS, particularly Dr Yoga, are exceptionally thorough and caring. The best practice I have ever been registered with.
- ✓ Dr yoga was friendly, helpful and professional and put me at ease
- ✓ I found Dr Yoga to be extremely polite and professional and she immediately puts you at ease. She showed a lot of empathy for my situation and a willingness to help thanks
- ✓ Friendly, helpful staff
- ✓ Was very happy with the service I received
- ✓ Quick, efficient and nice manner
- ✓ The doctors are very helpful ... Informative and polite ... The only downside to this surgery is getting an appointment when you need it and one of the receptionists is extremely rude ... Yet the other receptionist is polar opposite
- ✓ Very friendly and helpful
- ✓ Quick appointment. Doctor sent us to a and e
- ✓ Doctors who listen. Understanding receptionists. Brilliant all round service.
- ✓ Friendly receptionist and doctor
- ✓ Dr Arora is very caring and considerate.
- ✓ Smooth efficient service
- ✓ I saw Dr Nupur Yoga and she was absolutely lovely. Really helpful

✓ *Because the doctors and secretary are very friendly and discreet*

✓ *The professionalism I received.*

✓ *Appointment times not very good*

✓ *Was seen very quickly.*

✓ *Always helpful goods service*

✓ *Friendly and very professional*

✓ *Always extremely helpful*

✓ *Access and prompt attention*

✓ *Helpful Dr who listens.*

✓ *For the first time in a long while, the service was efficient professional and competent. I have experienced some really negative practise in the last 6months both for myself and also for my babies - the nurse and doctor on Saturday were very competent and professional the nurse redoing a procedure that was originally botched due to using an out of date pot ie incompetence it was good to see a different nurse and the doctor ( dr Yogi) was very helpful too. I left feedback in the reception box about 10weeks ago no one got back to me.*

✗

### **Not Recommended**

✓ *The gp was very good*

✓ *Friends and family out of zone of practice*

### **Passive**

✓ *1 hour delay, which made late for work*

✓ *My reason for my answer was because I had to wait an hour over my appointment time, for what was a 2 minute procedure.*

✓ *It takes a week to get an appointment and its always with a locum. You also dont always have appointments with a female doctor.*

✓ *Despite there be treatments for the issue the locum said there was nothing he can do.*