

# FFT Monthly Summary: July 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
74	16	1	3	1	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 338**

**Responses: 96**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	74	16	1	3	1	1	96
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>74</b>	<b>16</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>96</b>
<b>Total (%)</b>	<b>77%</b>	<b>17%</b>	<b>1%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

94% 4% 2%

## 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:

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

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

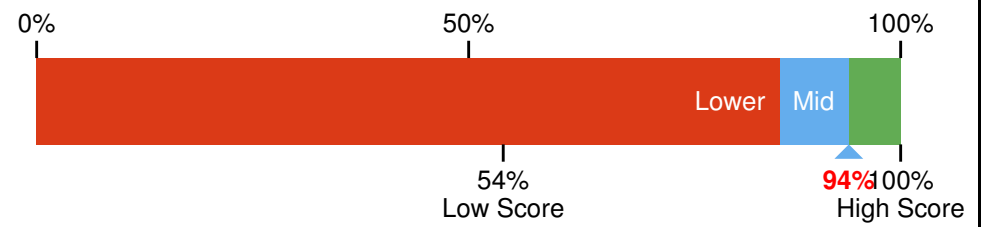
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

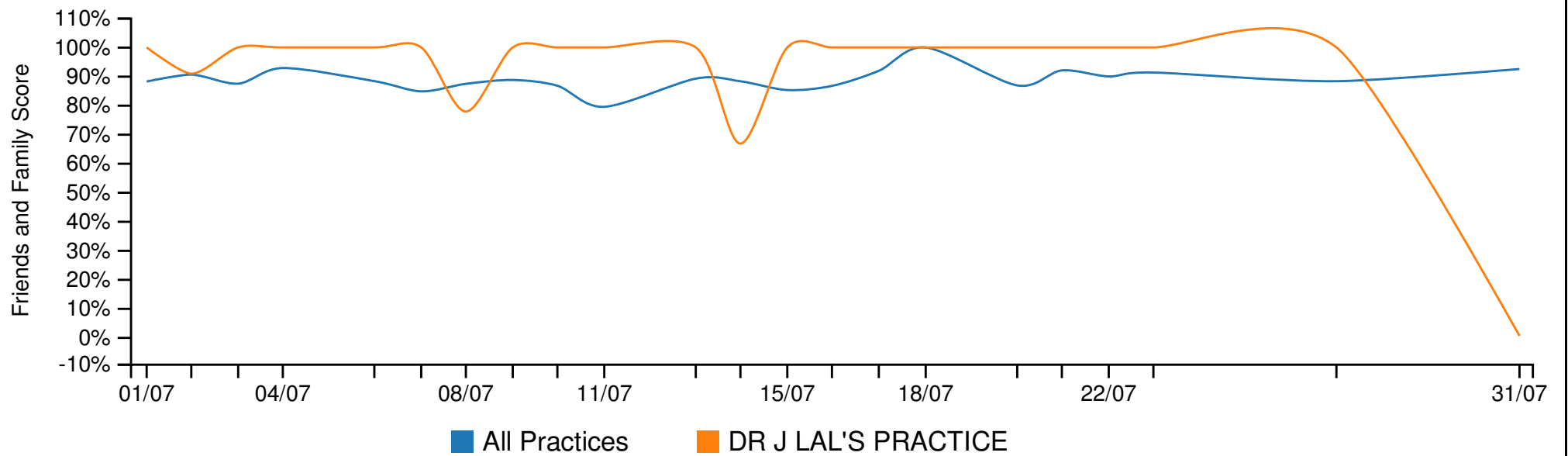
#### Practice Score: 'Recommended' Rank

**Your Score:** 94%  
**Percentile Rank:** 80<sup>TH</sup>



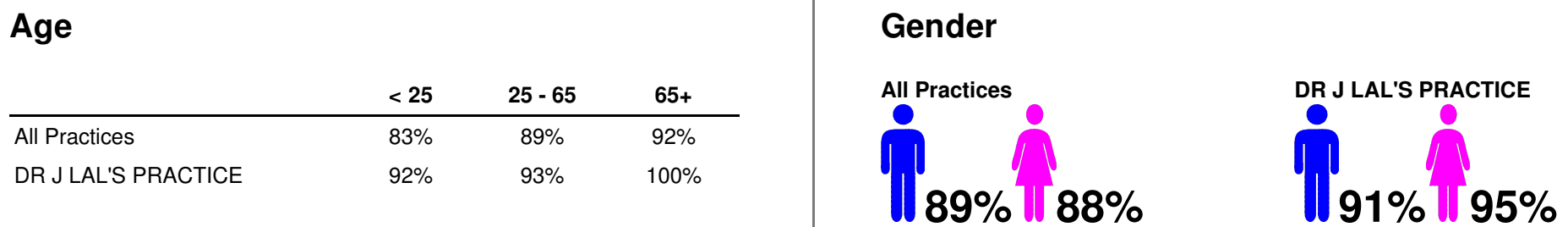
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile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

#### Practice Score: 'Recommended' Comparison



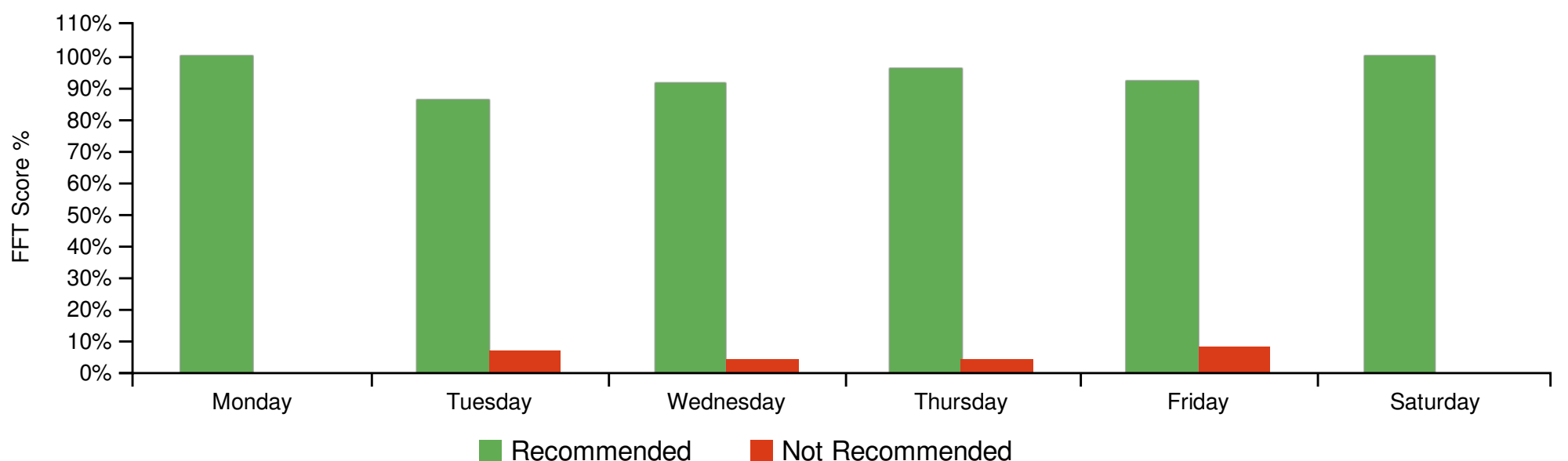
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

#### 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

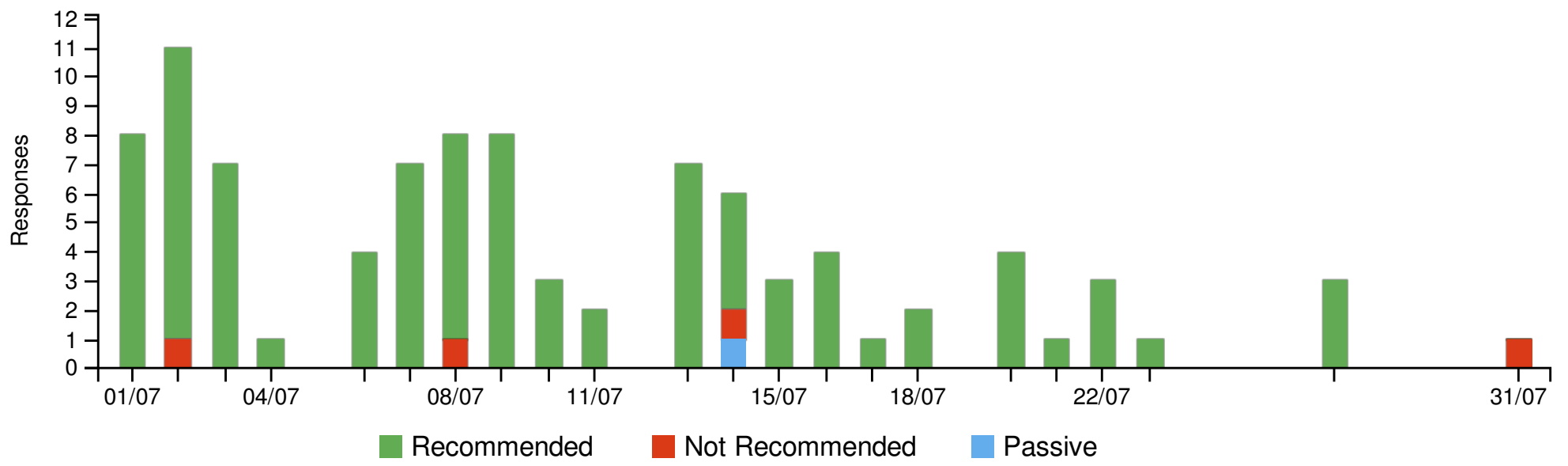


- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
  2. Score calculated as per NHS requirements. See scoring guidance section.

## SECTION 4

### Patient Response Analysis

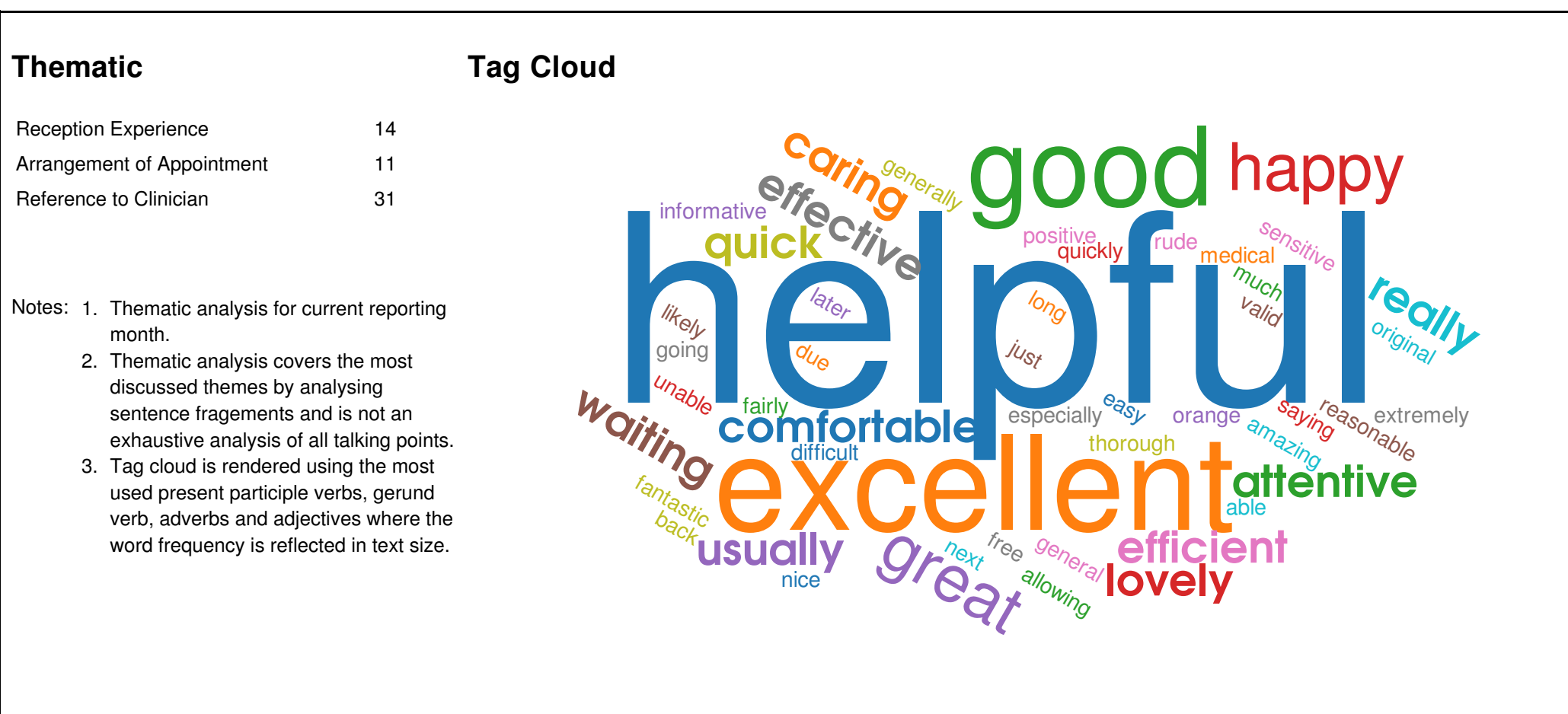
#### Patient Responses



- 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



### 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

- ✓ Efficiency, understanding approachability and always happy with my consultations.
- ✓ I'm likely to recommend to friends & family as in general I'm very happy with everything at the surgery.
- ✓ Patient care Dr Aora and helpful reception Carol especially
- ✓ Friendly staff and great doctors, appointments are generally on time
- ✓ Always able to get appointment and always seen on time
- ✓ Waiting time is very good and nice doctors
- ✓ The GP I saw
- ✓ Excellent care
- ✓ Always efficient both medical and reception staff. Helpful, kind and nothing is too much trouble.
- ✓ I found the nurse very friendly she gave me good advice on dieting and listened to what I was saying ( her name is vicky)
- ✓ Like doctors
- ✓ The excellent care and advice given by Dr Rashime.
- ✓ Understanding staff
- ✓ Listened to what i said
- ✓ Dr aurora + dr Kate have been sensitive effective and professional during my illness
- ✓ Professional doctors and staff
- ✓ Hassle free
- ✓ Very helpful and look after and listen too
- ✓ Quick turnaround on appointment times, helpful receptionists, great doctors & nurses
- ✓ They always try to help
- ✓ Dr. Very helpful & thorough
- ✓ the friendliness and the trust
- ✓ Its the best doctors in the area thank you
- ✓ I have had a smear test this morning, my 2nd with Pauline (nurse). She is amazing, really puts you at ease, is friendly, kind and very quick.
- ✓ Easy to get app and friendly reception
- ✓ I go to the practice because i like the nurse and feel very comfortable In her care
- ✓ Helpful Dr service, weekend opening
- ✓ Always friendly, professional and fairly prompt in my experience.
- ✓ Have always been happy with the service, and the staff
- ✓ I was really pleased with the service. I needed an emergency appointment for my babies infected chicken pox and that was given to me and I was seen quickly. Thanks
- ✓ Ease of booking an appointment and caring and attentive doctors, nurses and staff
- ✓ Elaine is lovely I got an appointment the same day which is excellent and doctor was very attentive. V satisfied
- ✓ Very caring surgery
- ✓ The staff are always helpful and the doctors on duty give advice with care and knowledge.
- ✓ Great service!
- ✓ Dr yoga took the time to listen and didn't rush my appointment
- ✓ Doctor yoga was very helpful and informative. Waiting time to be seen was reasonable
- ✓ Very helpful advice on health matters
- ✓ Staff are usually friendly and the doctors take time to listen to you
- ✓ Friendly place! I felt comfortable and this doctor knows how to treat people and professional manner all time. I didn't wait for my appointment, means that they respect all the deadline!
- ✓ Friendly GP with good advice
- ✓ Dr Yoga was extremely kind & understanding and the reception team are lovely too

- ✓ Staff are always there when you need them, and always in good spirit
  - ✓ *Excellent understanding*
  - ✓ Doctor Arora listens and is proactive.
  - ✓ *Dr Yoga has been fantastic! !*
  - ✓ Efficient and effective
  - ✓ *Excellent service today, I only had to wait 5 minutes to be seen and Dr Patel was very professional.*
  - ✓ Fitted me in earlier than original appointment and then managed to give injection upon my return from chemist with prescription there and then
  - ✓ *Difficult to book follow on appointments due to your systems only allowing two weeks my daughters need a follow on but I was unable to book it on the day need to try again later...*
  - ✓ The staff and doctors are always so helpful
  - ✓ *Very kind, helpful and professional*
- X

#### **Not Recommended**

- ✓ I've sent you a Photo/Video Message. Go to <http://www.orange.co.uk/mms/> Your ID is: o1nc0ckzw Your password is: loy1co2 Valid for 7 days
- ✓ *Rude receptionist*
- ✓ The dr I saw showed no interest and just looked at his screen throughout. Only talked when I asked questions and one word answers. I usually have a positive experience here, shall not be going back to the same Dr next time.

#### **Passive**

X