

FFT Monthly Summary: October 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
65	16	5	4	4	1	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: 371

Responses: 95

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	65	16	5	4	4	1	95
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	65	16	5	4	4	1	95
Total (%)	68%	17%	5%	4%	4%	1%	100%

Summary Scores

 85%  8%  7%

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:

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

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

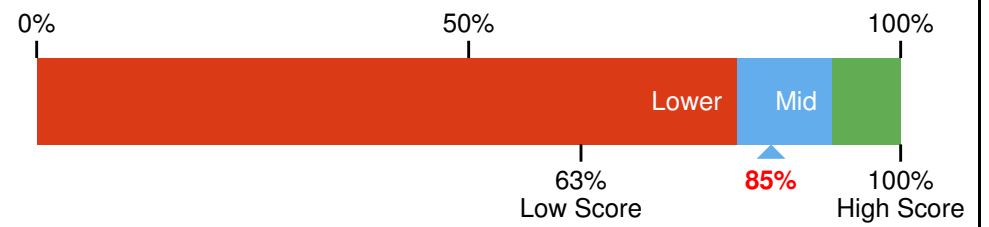
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

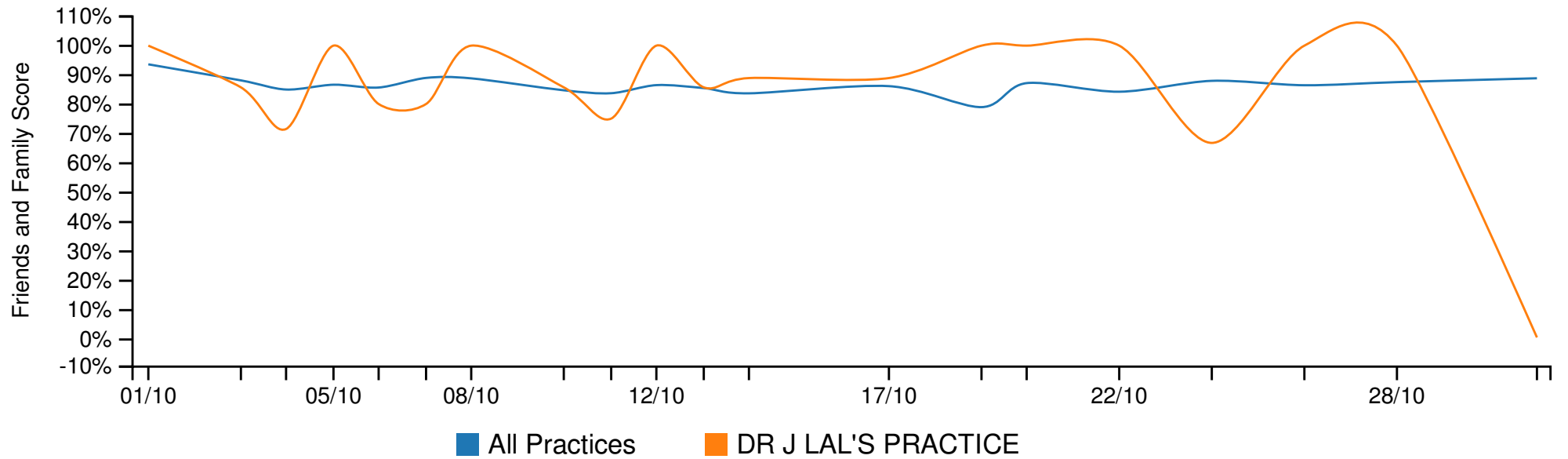
Practice Score: 'Recommended' Rank

Your Score: 85%
Percentile Rank: 35TH



- 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 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison



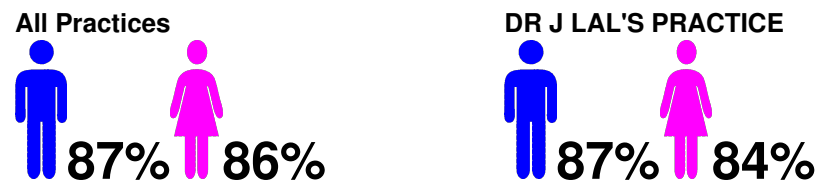
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

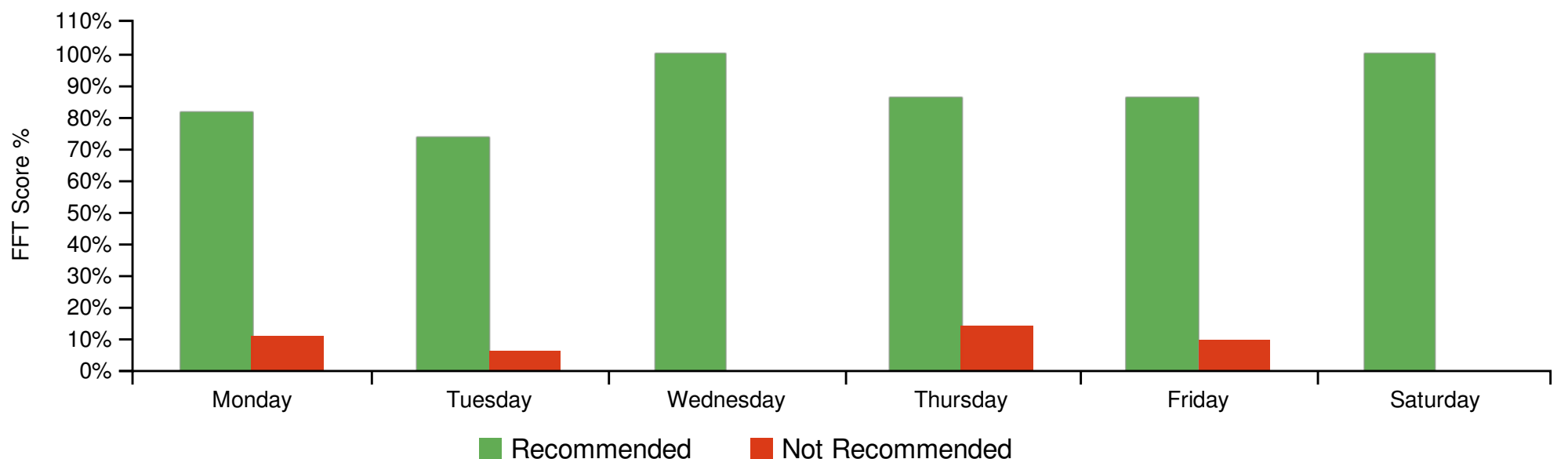
	< 25	25 - 65	65+
All Practices	77%	87%	93%
DR J LAL'S PRACTICE	82%	84%	100%

Gender



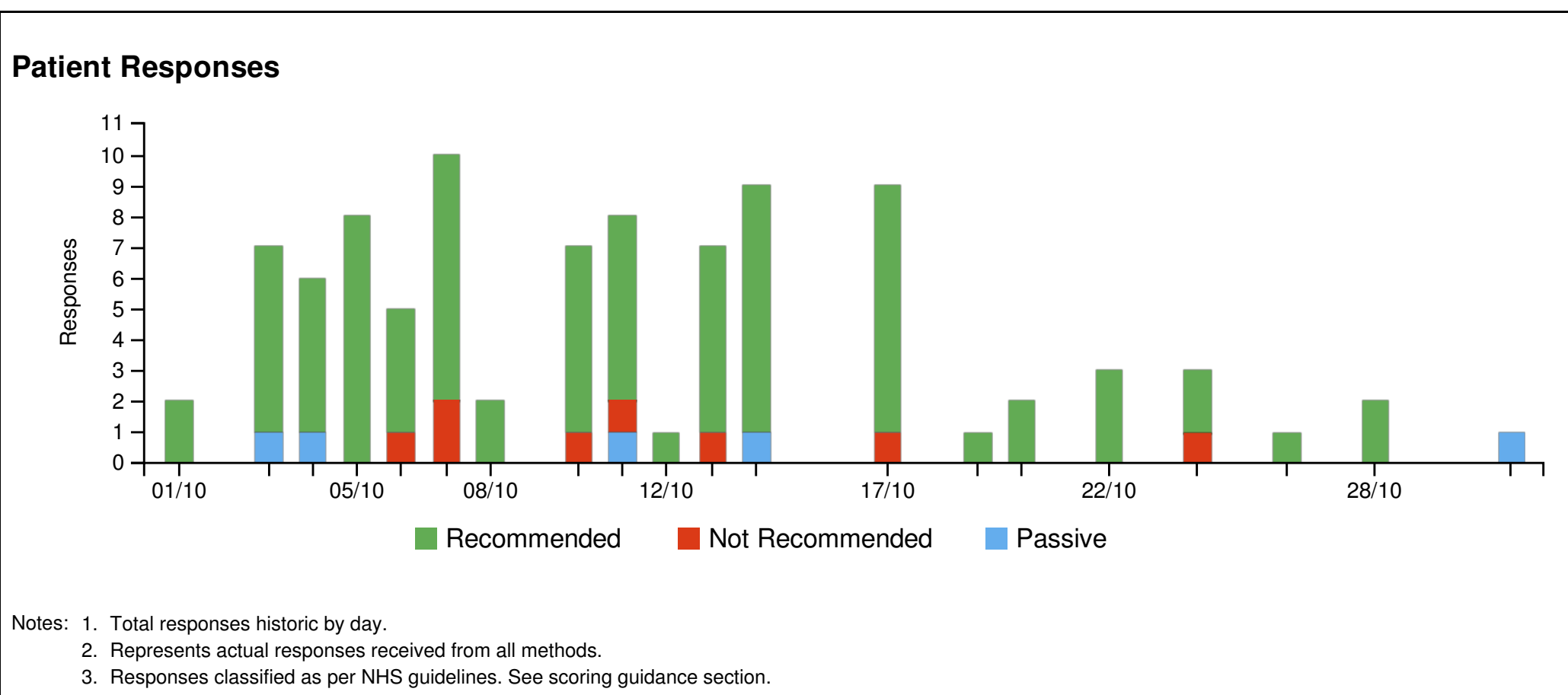
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



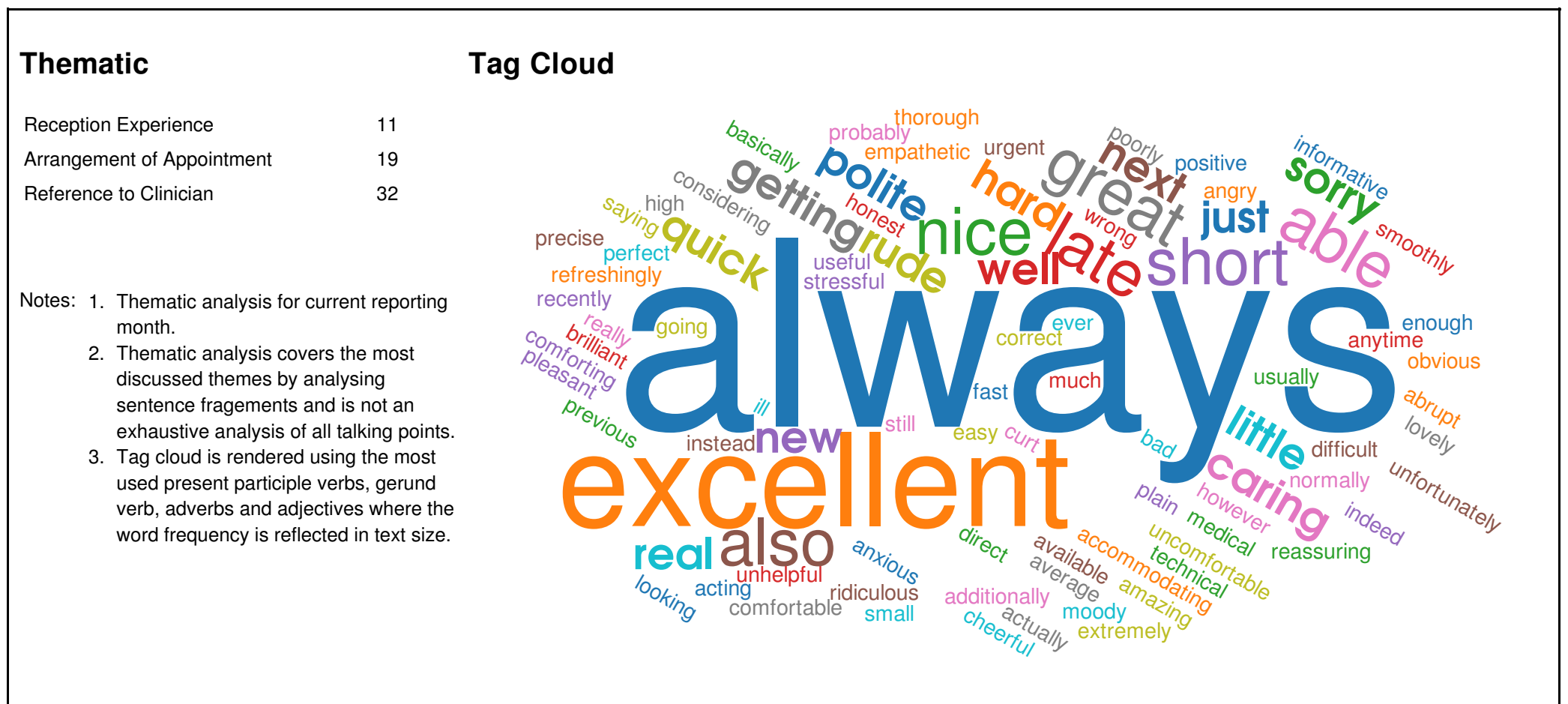
- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



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

- ✓ Accommodating an emergency appointment - previous experiences have been mixed with a rude office manager and unhelpful, patronisingly approach from Dr Lal himself
- ✓ Understanding and empathy
- ✓ Dr. Aurora is refreshingly direct and honest. The appointment availability is just plain ridiculous however.
- ✓ The Doctor I saw today, she was very professional and helped me to feel comfortable in an uncomfortable situation. She also didn't rush me out
- ✓ Gp practice are understanding and helpful .
- ✓ Always been very helpful when needed
- ✓ Dr Arora has listened to me and is acting on my case
- ✓ I've been able to make emergency appointments when I needed it. There are also kind & empathetic doctors.
- ✓ Always a friendly efficient service.
- ✓ The Dr was very kind and professional.
- ✓ Usually try hard to get you an appointment and Dr Arora is brilliant
- ✓ Sorry, I can't.
- ✓ Service was professional .
- ✓ The Doctor care and listen.
- ✓ It was a good service
- ✓ Useful service that GP can call you if no appointments available
- ✓ Very good treatment & friendly, comforting atmosphere.
- ✓ Receptionist very efficient doctor very helpful under very difficult conditions as computers had failed
- ✓ Rang doctors get seen next day
- ✓ My reply reflects my opinion of high regard and respect in which I hold all the GP'S.
- ✓ Very friendly professional service
- ✓ Every time I have attended I have been given the correct information and perfect help. The doctors always listen and are very professional.
- ✓ GP was very friendly and helpful.
- ✓ Friendly, positive approach combined with obvious technical skill.
- ✓ Good friendly service
- ✓ Friendly helpful staff. Caring.
- ✓ For getting a quick appointment.
- ✓ Dr Yogarajah is excellent - listens & delivers + some receptionists v good
- ✓ The Doctor's actually listen to what your saying
- ✓ Reception staff excellent, some GPs a bit abrupt in manner
- ✓ Always able to get through on the phone and make quick appointment and basically have been a patient of Dr Lal for 30 years
- ✓ appointment went smoothly. Professional and pleasant on reception and consultation
- ✓ Very good service from both nurse and reception
- ✓ Always great service.
- ✓ Dr was excellent
- ✓ Lovely efficient surgery
- ✓ Satisfied with consultation received.
- ✓ I am pleased with the attention and care I receive and I Have recommended people before
- ✓ Great docs but have a real issue getting appointments!!
- ✓ I always find everyone very helpful at the surgery.
- ✓ Had to wait at the reception as the lady was In An argument with a patient
- ✓ Extremely helpful.
- ✓ Helpful friendly and always leave satisfied with treatment

- ✓ *Polite efficient service*
- ✓ *Very good service as ever*
- ✓ *Friendly and polite nurse examined me. Fast but thorough consultation. Very helpful and reassuring. Thank you very much indeed for the excellent service.*
- ✓ *Very helpful precise and caring*
- ✓ *My little boy was really poorly this morning, I phoned at 8am and got an appointment for 9.20am amazing service thank you.*
- ✓ *doctors service good but I had to wait 25 mins passed my appointment time*
- ✓ *Prompt appointment. Very nice Doctor.*
- ✓ *Appointment ran late*
- ✓ *New nurse is excellent! Had my next injection date and blood test form printed off before I had gone in for my appointment. Great bedside manner and a real assest to the surgery.*
- ✓ *Quickness*
- ✓ *They attend to my needs with a cheerful demeanour.*
- ✓ *Excellent service and always prompt!*
- ✓ *The doctor I saw for my son was informative and showed empathy.*

Not Recommended

- ✓ *There is no walk in service, and additionally it is hard to book an an appointment before ten days. Eventhough you got appointment you wo would need to wait there average 30 mins. And there is no area/any bo books/any toys for kids in the waiting room to attract them in this ws waiting time. And we are not allowed to use our phone as well. t is is not easy to wait 30 mins with a small kid with just looking aroundund. Addition to that when the kid started to get bored, we need to ha have the angry looks of secretary on us. New Eltham Medical centre is is same as well. I am sorry but you need to change your service systestem first, in this century it is not an efficient way to get an appoipoinment by phone (where you need to wait on phone more than 30 mins as and your line could drop in anytime)me)*
- ✓ *Waiting time was 50 minutes*
- ✓ *I have only been with the surgery since January, I prescriptions are always wrong and I have recently edited 6 weeks for a doctor to read my blood results. I have also been waiting over 6 weeks for an urgent appointment with a specialist, still no update*
- ✓ *Staff always look moody/not enough GPs*
- ✓ *I was waiting for my meeting with a doctor more than nessesary*
- ✓ *The Dr did not test me and could not tell me what happen to me all she said I should go and buy drug*

Passive

- ✓ *The doctor I saw was very nice and took her time over my concerns so I did not mind the appointment being late, but I always find booking an appointment at the surgery a stressful experience. Can't get through on the phone and today when i went in to make an appointment instead the receptionist was very short and curt with me. Considering people going to a doctor's surgery are ill and anxious a little sympathy and friendliness would be nice!*
- ✓ *Unfortunately and probably out of the control of the Dr I had to wait 45 mins after my appointment time, until I was able to see the Dr*
- ✓ *Nurse was ok. Receptionist was very short and rude to a number of people in short time I was there.*