

FFT Monthly Summary: June 2017

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
64	24	4	0	3	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	327							
Responses:	96							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	64	24	4	0	3	1	96	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	64	24	4	0	3	1	96	
Total (%)	67%	25%	4%	0%	3%	1%	100%	

Summary Scores

 92%
  3%
  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:

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

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

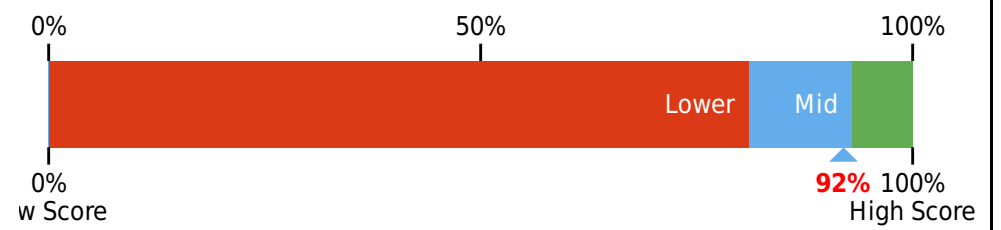
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

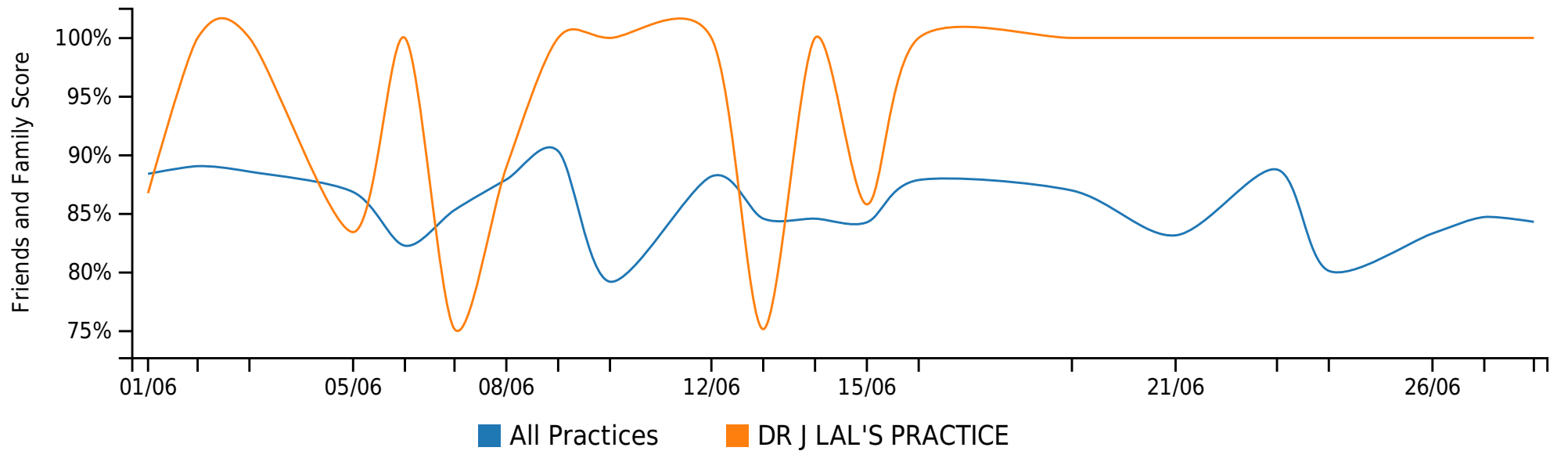
Practice Score: 'Recommended' Rank

Your Score: **92%**
Percentile Rank: **75TH**



- 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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



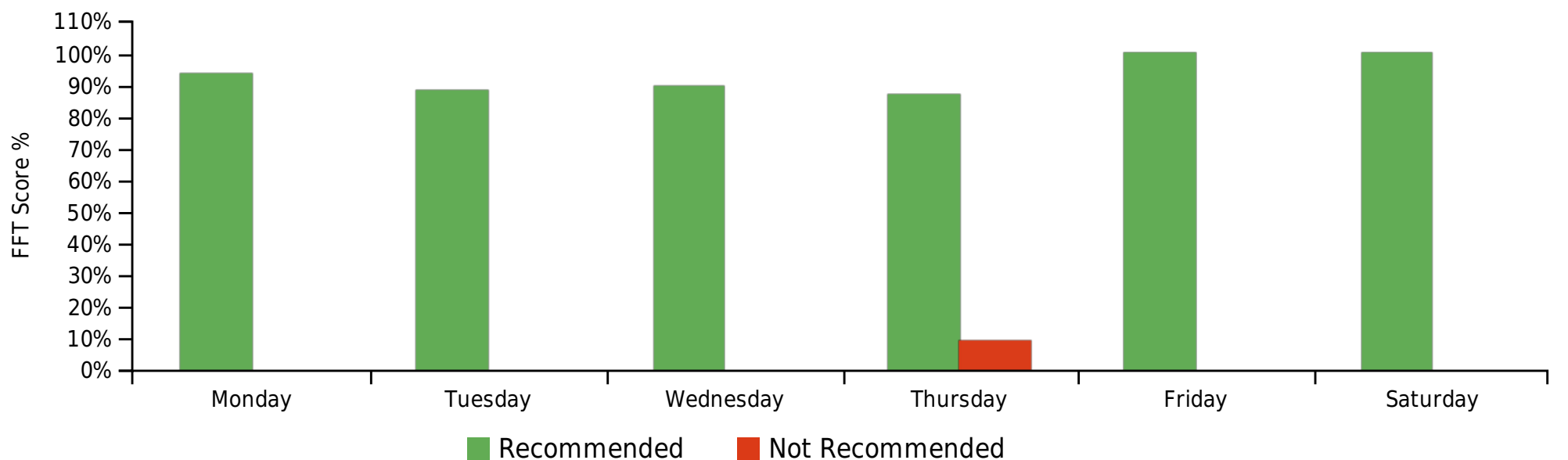
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



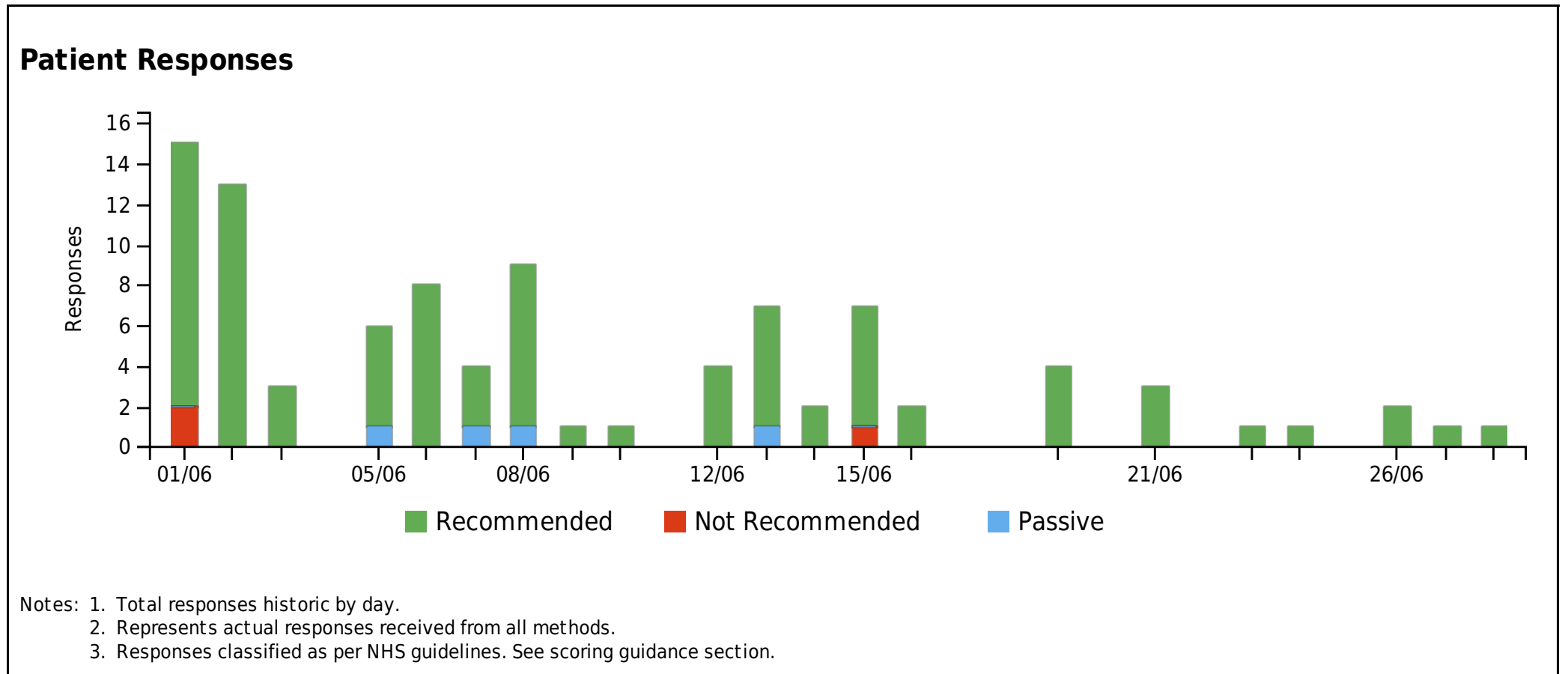
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓ Very good patient customer and health care meeting the individual patient needs.
- ✓ *Polite, efficient and friendly staff. Excellent service. The nurse I saw today, Emma I think, is always very lovely and helpful and informative. Many thanks.*
- ✓ All round excellent, as usual.
- ✓ *Polite and friendly staff and very helpful*
- ✓ Dr macadam is a brilliant doctor. She is professional and thorough and a lovely person too. The best doctor I have ever had
- ✓ *Always helpful*
- ✓ Helpful, friendly, knowledgeable and efficient.
- ✓ *Polite, efficient service.*
- ✓ I was seen on time and treated with respect
- ✗

Not Recommended

- ✓ This is the 2nd time I have been given the wrong results over the phone by the receptionist leading me to have a week of pure panic before being able to get an appointment only to be told the reception got it wrong is anything ever done about this ?????
- ✓ *Can never get an appointment and always end up at urgent care*

Passive

- ✓ The GP I saw today, Dr McAdams is excellent but I feel the surgery itself needs more support. My wife has been waiting 3 months to receive a form which you still haven't sent even when she chases
- ✓ *Because the have been very good for my need*