

# FFT Monthly Summary: January 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
87	18	2	0	0	0	8	0	0	99	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: 325**

**Responses: 107**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	81	16	2	0	0	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	6	2	0	0	0	0	8
<b>Total</b>	<b>87</b>	<b>18</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>107</b>
<b>Total (%)</b>	<b>81%</b>	<b>17%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

98% 0% 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:

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

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

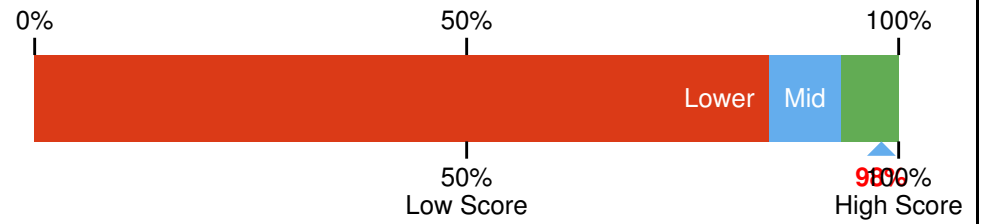
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

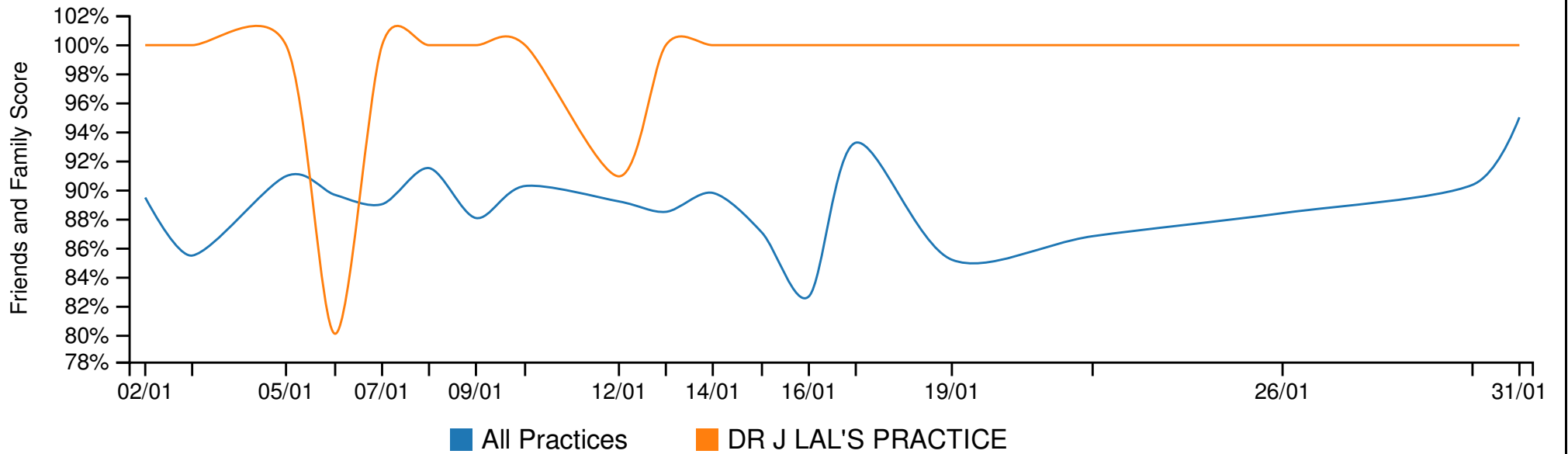
#### Practice Score: 'Recommended' Rank

**Your Score:** 98%  
**Percentile Rank:** 95<sup>TH</sup>



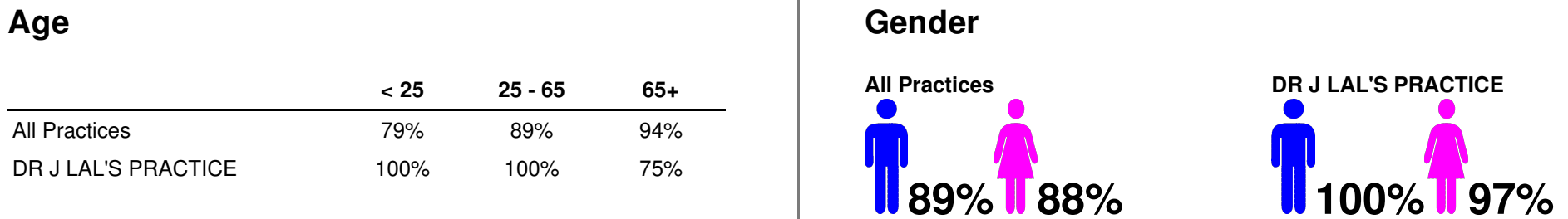
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 95th percentile means your practice scored above 95% of all practices.

#### Practice Score: 'Recommended' Comparison



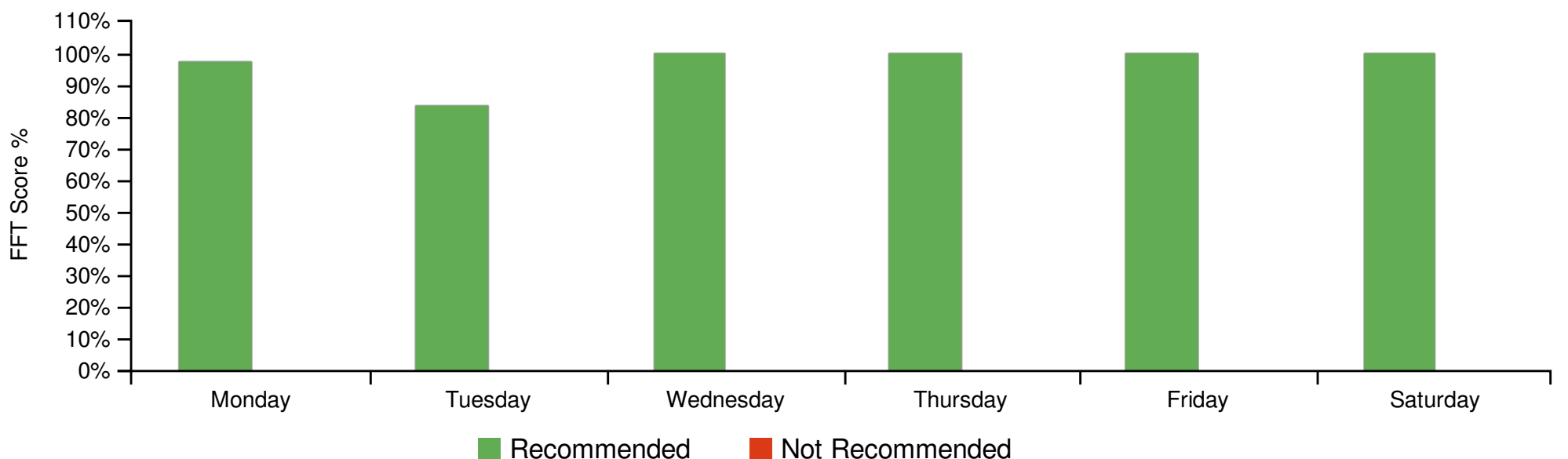
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

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



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

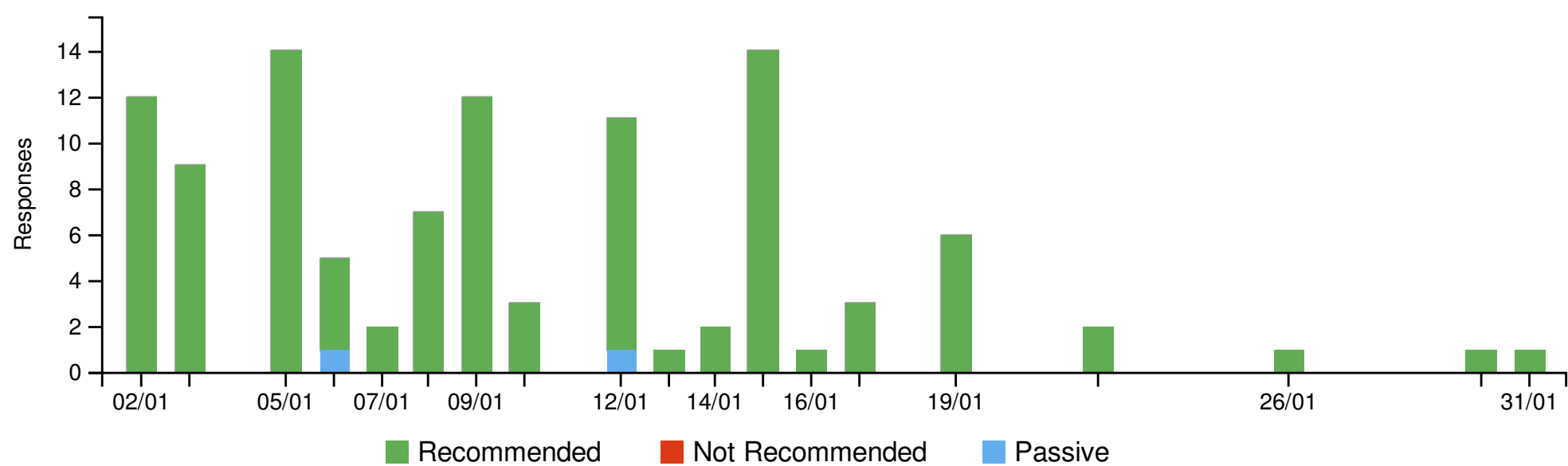
#### Practice Score: Day of the Week Analysis



- 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.



- ✓ *Excellent service from a dedicated family practice.*
- ✓ *Because the doctor our good and the phone back to talk to go over phone if need you get seen same day*
- ✓ *Help given when I really needed an appointment, called at 2.30pm and got an emergency appt at 4.30pm so very pleased with that.*
- ✓ *When ever I needed to see my doctor I always got an appointment. Sometimes the wait was long due to unexpected queue patients-wanting to see the doctor.referrals to hospital were quick if I needed to be looked at urgently. Regards Agnes*
- ✓ *Am always assured myself and family will get good/ best treatment each time we visit*
- ✓ *Very helpful and friendly*
- ✓ *Very professional*
- ✓ *very efficient service and a doctors appt on the day i needed one*
- ✓ *Getting quick appointments*
- ✓ *Dr lal and his daughter saved my life*
- ✓ *A fantastic Practice, always helpful and brilliant Dr*
- ✓ *Brilliant service and docotos. All excellent*
- ✓ *superb surgerg, very clean and tidy*
- ✓ *best caring practice*
- ✓ *long waiting time in surgery app*
- ✓ *I am very happy very freindly service . Good Docs!*
- ✓ *cefficient caring advice*
- ✓ *All the queries I had were answered and friendly service*
- ✓ *Have always received extremely good service from Dr Lal Surgery never ever had a problem would definately recommend his practise cannot praise him enough*
- ✓ *I've sent you a Photo/Video Message. Go to <http://www.orange.co.uk/mms/> Your ID is: e0yf8shl9 Your password is: phoo3phe7 Valid for 7 days*
- ✓ *Friendly and professional*
- ✓ *Extremely efficient and a professional service.*
- ✓ *Because i get on with dr arora and staff they are very understanding*
- ✓ *The doctors are extremely good and very helpful*
- ✓ *Receptionist was friendly & the doctor I saw was also really friendly and very helpful.*
- ✓ *Easy to book a convenient appointment. Vicki is always friendly and helpful.*
- ✓ *Always had excellent service*
- ✓ *The doctor I saw was very kind, caring and understanding*

### **Not Recommended**

### **Passive**

- ✓ *Difficult to make an appointment on the same day or even the next day.*
- ✗