

FFT Monthly Summary: May 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
56	18	5	4	9	3	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: 370

Responses: 95

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	56	18	5	4	9	3	95
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	56	18	5	4	9	3	95
Total (%)	59%	19%	5%	4%	9%	3%	100%

Summary Scores

 78%  14%  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:

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

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

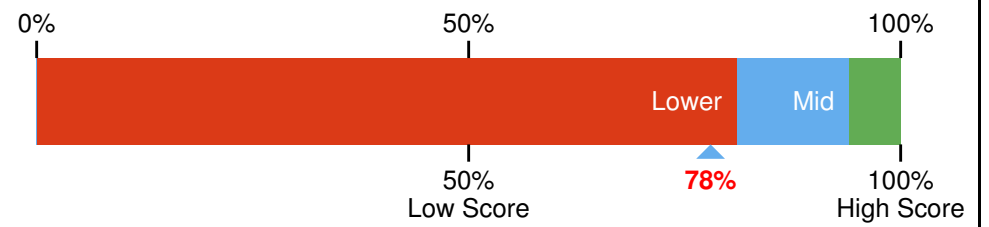
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

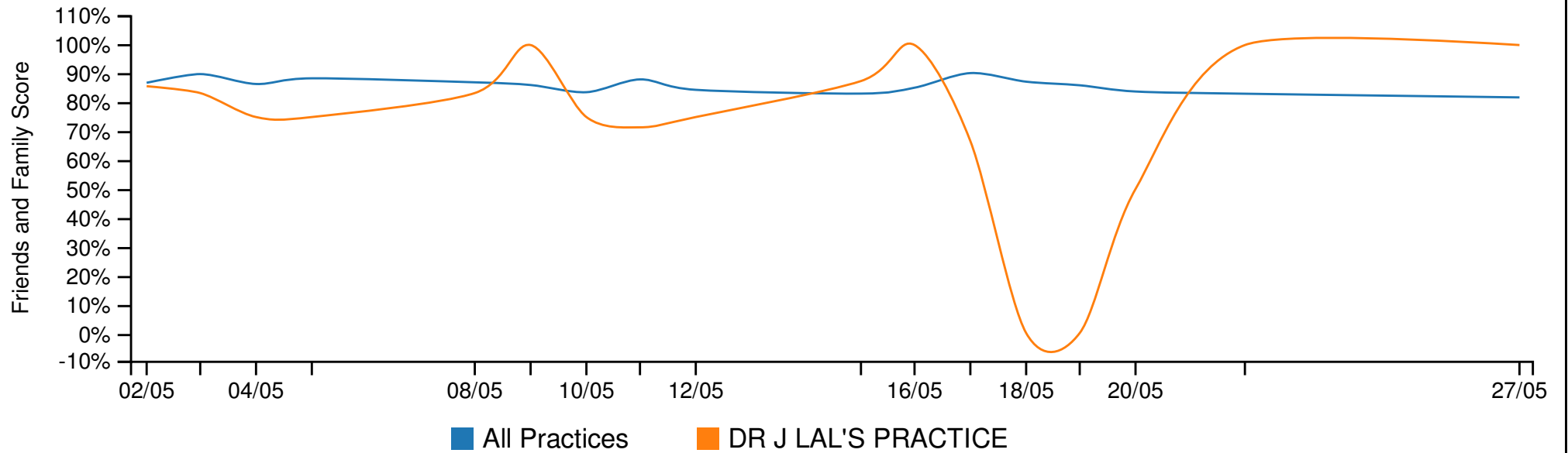
Practice Score: 'Recommended' Rank

Your Score: 78%
Percentile Rank: 20TH



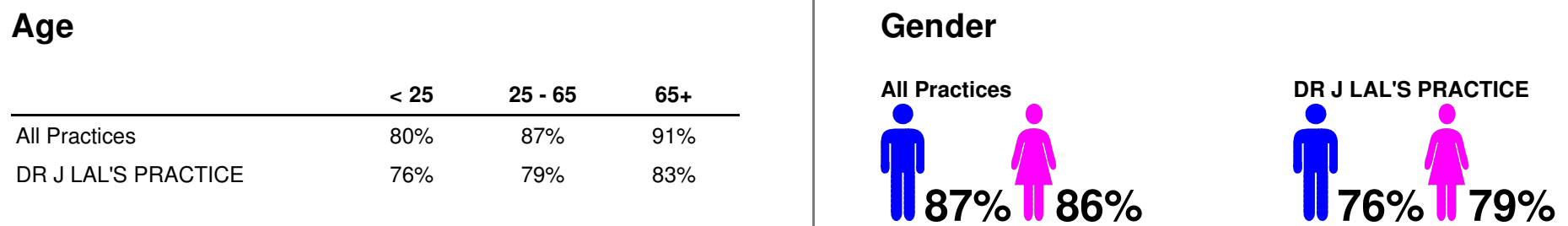
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 20th percentile means your practice scored above 20% of all practices.

Practice Score: 'Recommended' Comparison



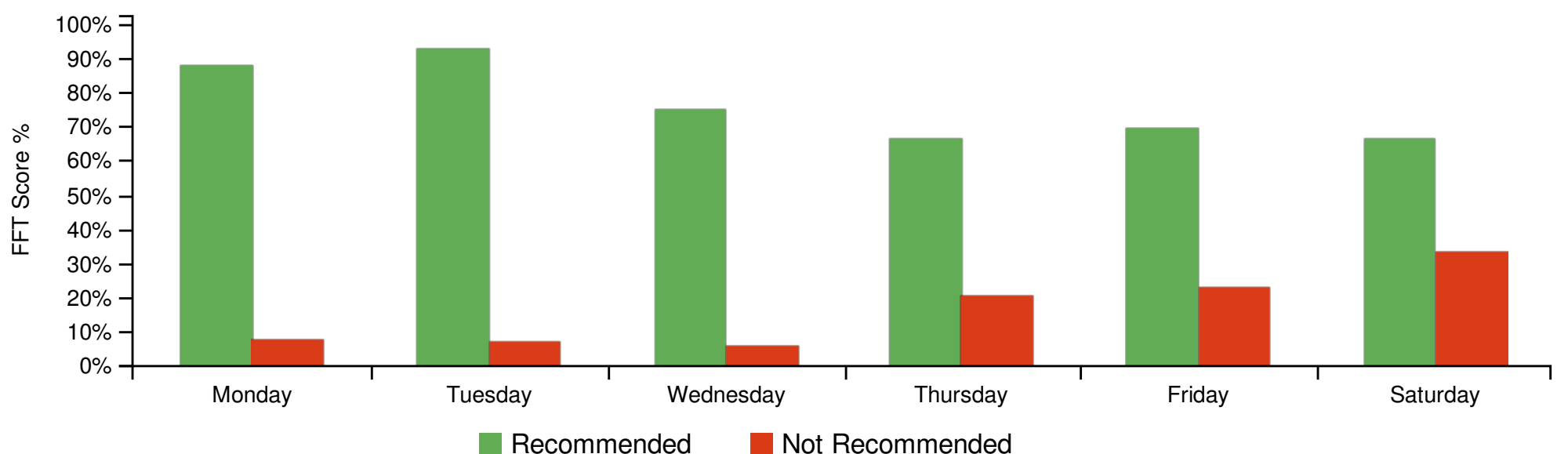
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

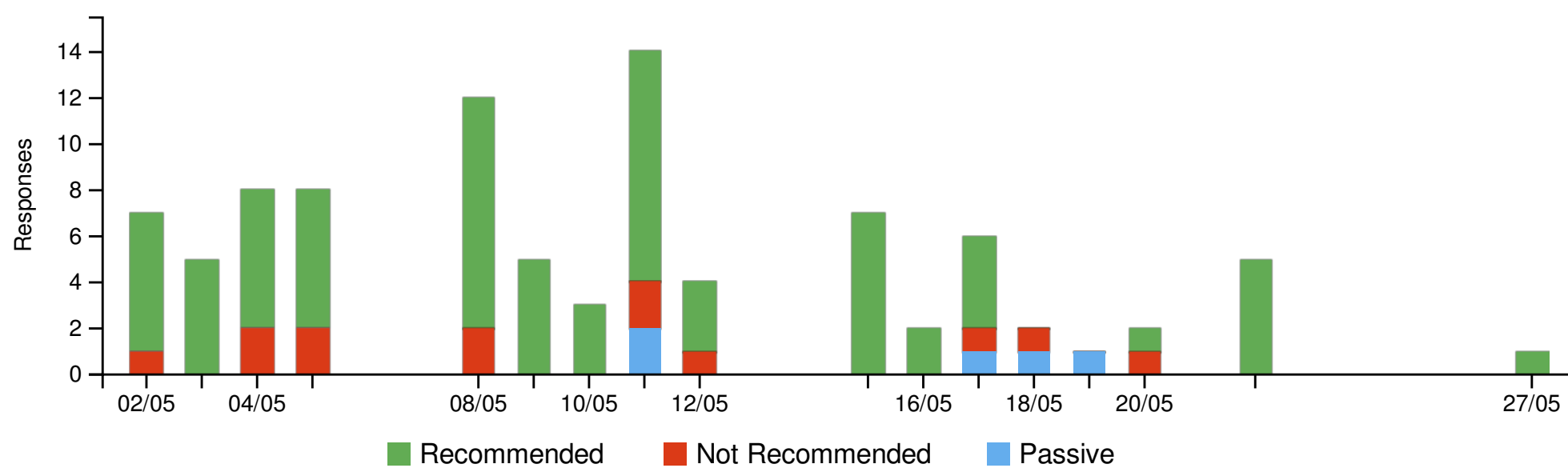
Practice Score: Day of the Week Analysis



- 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.

Not Recommended

- ✓ I live close to the Blackfen surgery however my appointment was at the new eltham clinic there's limited or no parking, and for a 9am appointment my prescription was only available for collection after 12pm as I work in central London it is impossible to collect prescriptions during clinic hours, meaning I have to take a day off work for what was a routine checkup and renewal of my prescription with my previous GP.
- ✓ *I have never known a surgery like this, you cannot rely on them at all even when requesting a call from the doctor, the request was not put forward so I had to wait 3 days as it was bank holiday for a call.*
- ✓ The condition I came in with required regular monitoring via blood tests and weighing at least after 4-5 wks of being on a different dosage, to ascertain progress. At least that's how it was done in 2015/16 by my old doctors at Loampit Vale Surgery in Lewisham. But here none of your doctors offered to weigh me. The only one who did was as my insistence. The few blood tests were at my request, and each time, a doctor would call alarmed at my results, but what if I hadn't known to request the blood tests in the first place.???!!!
- ✓ *Poor advice, knowledge from the doctor. No time to listen with patient. We do expect some guidance or reassurance from a doctor and a nurse*
- ✓ The doctor was very unhelpful and didn't seem to know what he was talking about
- ✓ *Dr's are fantastic but some receptionist staff are unhelpful and you feel like you are putting them out asking a question*
- ✓ I find the receptionists unhelpful I am in extreme nerve pain after operation but find it hard to get an appointment it has gone
- ✓ *It took 3 weeks to get this appointment and I had a lot of hospital results I needed because queen mary's hospital and dartford hospital have not informed me of any results but they have informed you, I think, I did not get much of a chance to find out. I was asked to LEAVE after about 10 mins so you can see the next patient and keep your apparent schedule on time. This is completely unacceptable behaviour from a doctor and medical practice. I never got to complete all my questions and results from the hospital I was not informed at all as to what this means to me. I also was unable to tell him about why if one test says I have a heart TR but another says nothing about it nor what to do about it. Also I have NEVER been able to get any appointment for the same week or to see a specific doctor ever. All my prescriptions are not on my repeat list no matter how much I ask for them to be updated. My old surgery was the surgery 1 alderwood road. It was stated that extra doctors would be available at this practice I have not seen any evidence of this. You need more doctors with more time slots available so more people can get to see a doctor when they are actually sick and not 3 weeks later when the symptoms will be different thus changing the care needed. I now have had to remake another appointment for another 2 weeks time because the doctor told me i had to in order to complete my consultation it's a good thing is the surgery is close to where I live.3 WEEKS FOR AN APPOINTMENT IF IAM LUCKY AND I ASKED FOR DR AROURA AND CAN'T GET TO SEE HIM DESPITE HE SAID I NEED TO SEE HIM AS HE NEEDS TO FOLLOW UP WITH MY CARE DUE TO THE HOSPITAL NOT SENDING ME ANY RESULTS.DO BETTER*
- ✓ The doctor was really kind
- ✓ *Medication stopped, through not having a test....that I can never make because the waiting times are just plain bloody ridiculous!Little or no treatment for a back issue....which after I went to hospital was discovered as 3 yes Three! Slipped discs.*
- ✓ Some doctors really don't try to help cure, but just delay to diagnose the problem. Sometimes feel like a wasted time wait

Passive

- ✓ I attended doctors yesterday after work and was told I have tennis elbow and would require steroid injection and that doctor to do it would be available tomorrow so I booked it although it was during work day I attended doctors to be told I have Tennis elbow I would require a steroid injection which is what I thought I was getting no I have to book another appointment to go back for injection so today a waste of time
- ✓ *Reception staff not very accommodating.Came out of my way today to collect an important prescription for my daughter for an inhaler.Was told it was not signed and wouldn't be available until later,after being told by nurse it would be available thus morning.As a full time working Mum,not very helpful.My daughter now without an inhaler for the weekend.*
- ✓ I would like to see more doctors in the practice and also have a regular doctor