

FFT Monthly Summary: May 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
70	13	2	3	2	0	0	0	0	90	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: 342

Responses: 90

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	70	13	2	3	2	0	90
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	70	13	2	3	2	0	90
Total (%)	78%	14%	2%	3%	2%	0%	100%

Summary Scores

92% 6% 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:

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

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

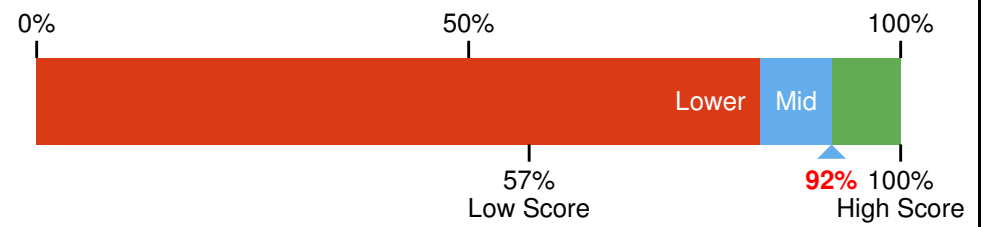
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

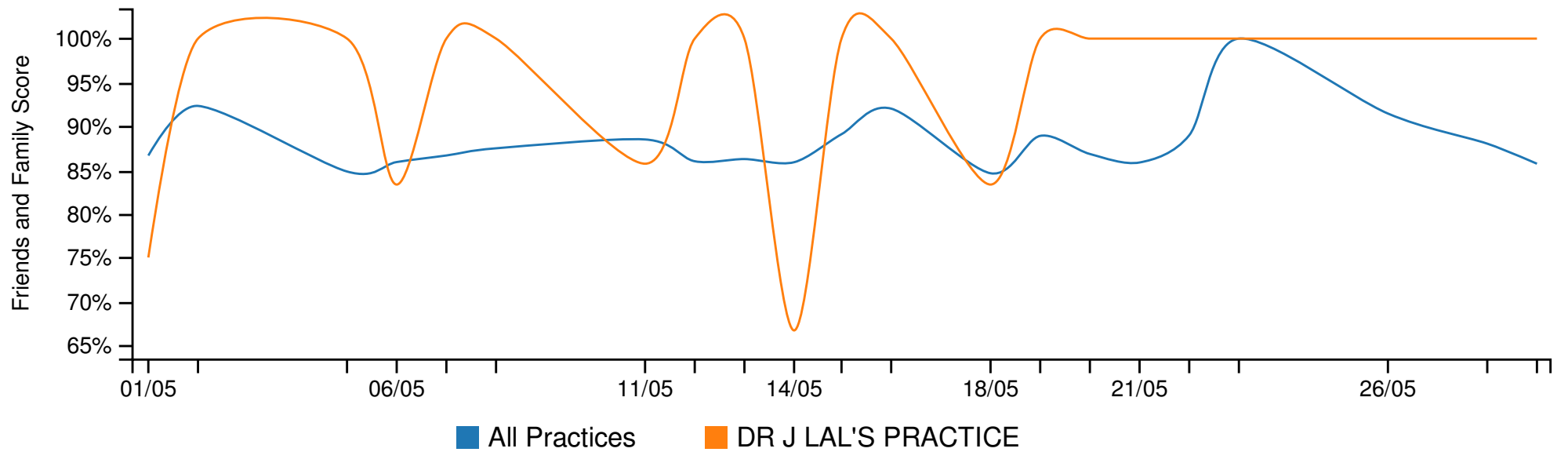
Practice Score: 'Recommended' Rank

Your Score: 92%
Percentile Rank: 75TH



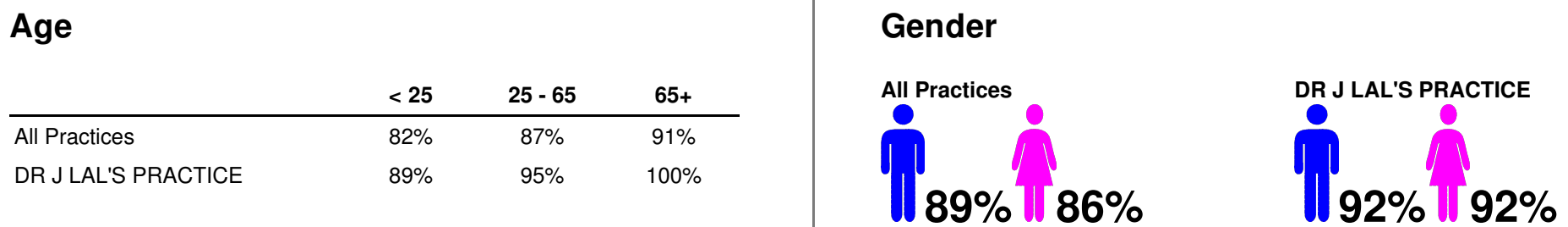
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



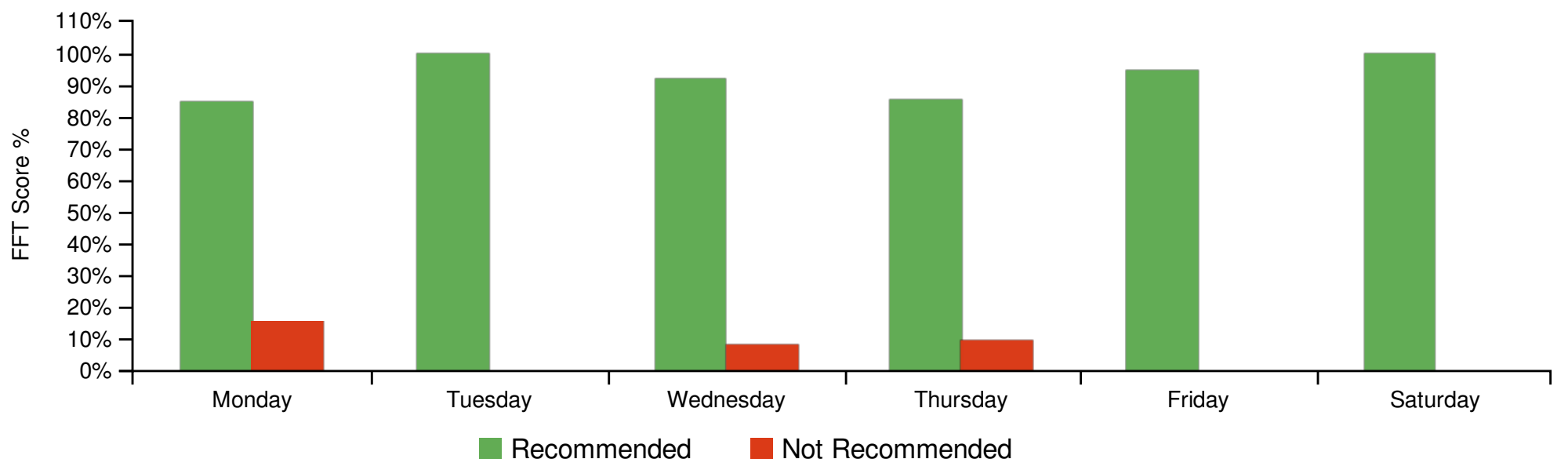
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

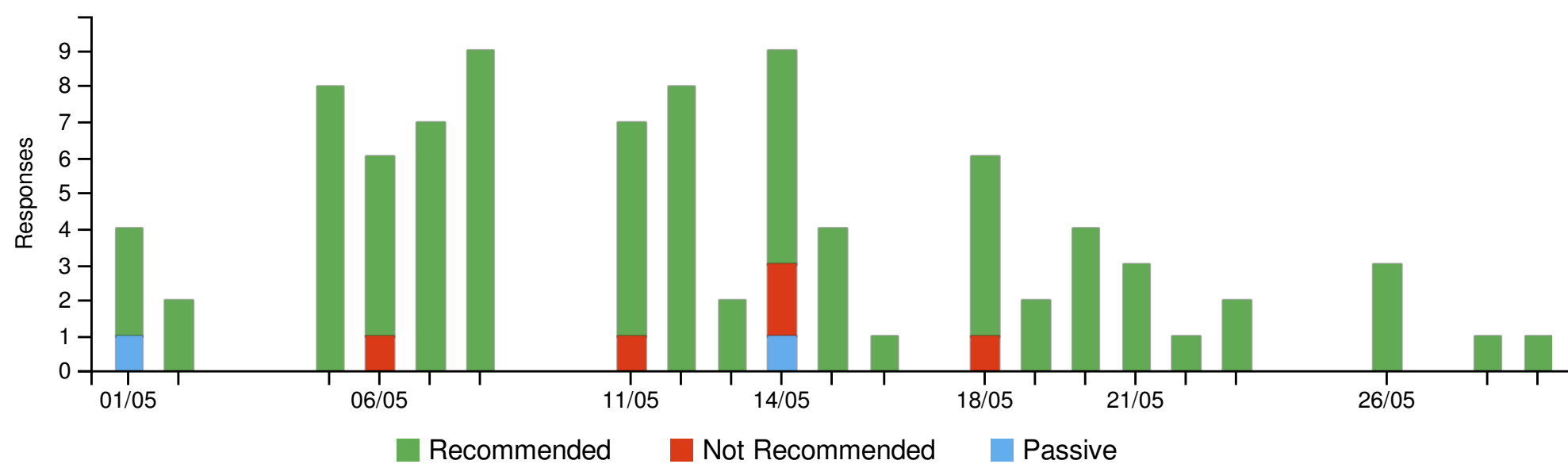
Practice Score: Day of the Week Analysis



- 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

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

Thematic

Reception Experience	11
Arrangement of Appointment	6
Reference to Clinician	30

Tag Cloud



- Notes:
1. Thematic analysis for current reporting month.
 2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

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

- ✓ We are very happy because Dr Aurora is very kind and understanding
- ✓ The nurse I saw made me feel comfortable with something that otherwise would makes me very nervous.
- ✓ The doctors never rush you, they listen, are polite and friendly and treat you like an actual person.
- ✓ Usually get an appointment. Friendly service
- ✓ Helpful, polite, caring
- ✓ The Doctors there are really good, the receptionists are are very helpful.
- ✓ Drs listen to you and are helpful
- ✓ Friendly and caring doctor
- ✓ The dr was caring and didn't make you feel like I was wasting his time
- ✓ I had right advise from her. She is very caring. I also conformable with lady doctor
- ✓ I like the practice and have always had decent care in the three years I've lived here. In reality though none of my friends and family live nearby so there wouldn't be any point recommending it. But you do a good job, and I appreciate it.
- ✓ Because you listen and put patient at ease
- ✓ The dr was really helpful & explained everything fully to me
- ✓ Doc Arora very approachable. Very supportive and knowledge able. Commendable
- ✓ The doctors have helped me amazingly since an operation I had recently. I have been with this surgery for many years and would never change surgeries.
- ✓ I like the doctor's & receptionist they r all very kind xx
- ✓ Good service
- ✓ Extremely helpful and professional doctor, very kind, very good with children. Pleasant experience and is the second time we saw this Dr. Very polite and helpful reception staff.
- ✓ Always helpful, kind and efficient. Thank you
- ✓ Nice greeting from receptionist, doctor saw me on time and was very thorough.
- ✓ Friendly Surgery
- ✓ Always satisfied with care and services provided.
- ✓ Getting an appointment or even getting through on the phone to make an appointment can be very difficult.
- ✓ Good happy service
- ✓ I have just met a new doctor for the first time this evening, I have always been very happy with Dr lals surgery over the past years
- ✓ Vicki did more than take my blood pressure she helped me see how the other issues I had may have been caused bringing light to my confusion!
- ✓ Reception staff always friendly and i feel very confident in dr lal
- ✓ Excellent service - friendly, approachable receptionist, appointment was on time and the doctor's manner was calm and reassuring. Gave me great confidence.
- ✓ Nurse very pleasant and professional
- ✓ Always well looked after .
- ✓ Everyone is always extremely helpful always help the children when sick. Very personal service.
- ✓ Good service, friendly and helpful.
- ✓ Always friendly staff, always see or speak to the doctor of your couch, great doctors and nurses who treat you well
- ✓ Friendly and efficient reception and doctors
- ✓ Friendly staff and environment
- ✓ My husband John and i very much appreciate the excellant care we have received over the last 25years.
- ✓ Because all staff work very hard +doctors.
- ✓ I'm happy with the service
- ✓ Dr was very helpful and listen to my reason for being there and acting on them promptly also help me by seeking information from the nurse
- ✓ Waiting time is short the Doctor time time to go through my blood test results and even take time to listen to a personal issues and give me the necessary support/advice
- ✓ Friendly personal attention
- ✓ Always had 1st class service from reception staff / nurses / & the DR

✓ Always gets right treatment with care.

Not Recommended

✓ General couldn't care less attitude of doctor, unprofessional attire

✓ *The Doctor acted as if we were a bother to him, as if he was upset for are questions. I will be looking for a different or ask to see another doctor.*

Passive

✓ The waiting time was 40 mins when I arrived for my appointment!!

✓ *Had to wait for a week to get an appointment. Appointment was for 1740. Didn't see doctor until 1820!*