

FFT Monthly Summary: March 2018

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
67	17	5	4	3	1	0	0	0	97	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:	324						
Responses:	97						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	67	17	5	4	3	1	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	67	17	5	4	3	1	97
Total (%)	69%	18%	5%	4%	3%	1%	100%

Summary Scores

 87%
  7%
  6%

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:

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

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

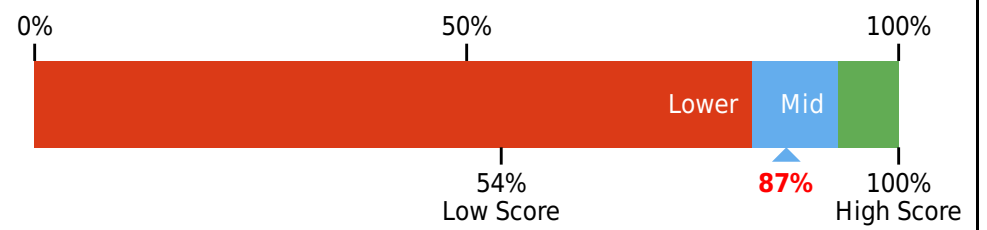
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

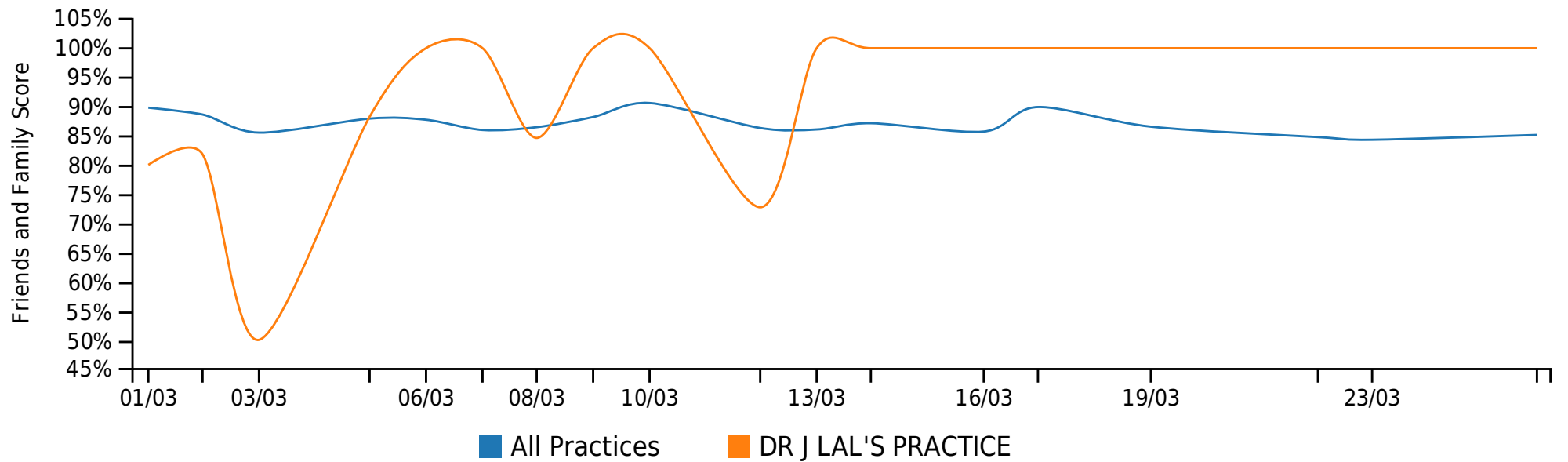
Practice Score: 'Recommended' Rank

Your Score: 87%
Percentile Rank: 40TH



- 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 40th percentile means your practice scored above 40% 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.

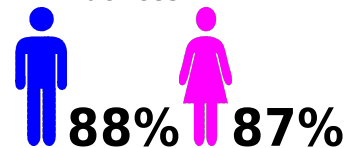
Practice Score: 'Recommended' Demographic Analysis

Age

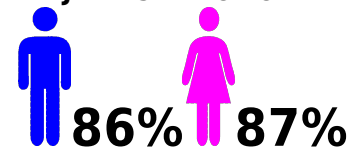
	< 25	25 - 65	65+
All Practices	80%	87%	92%
DR J LAL'S PRACTICE	80%	84%	96%

Gender

All Practices

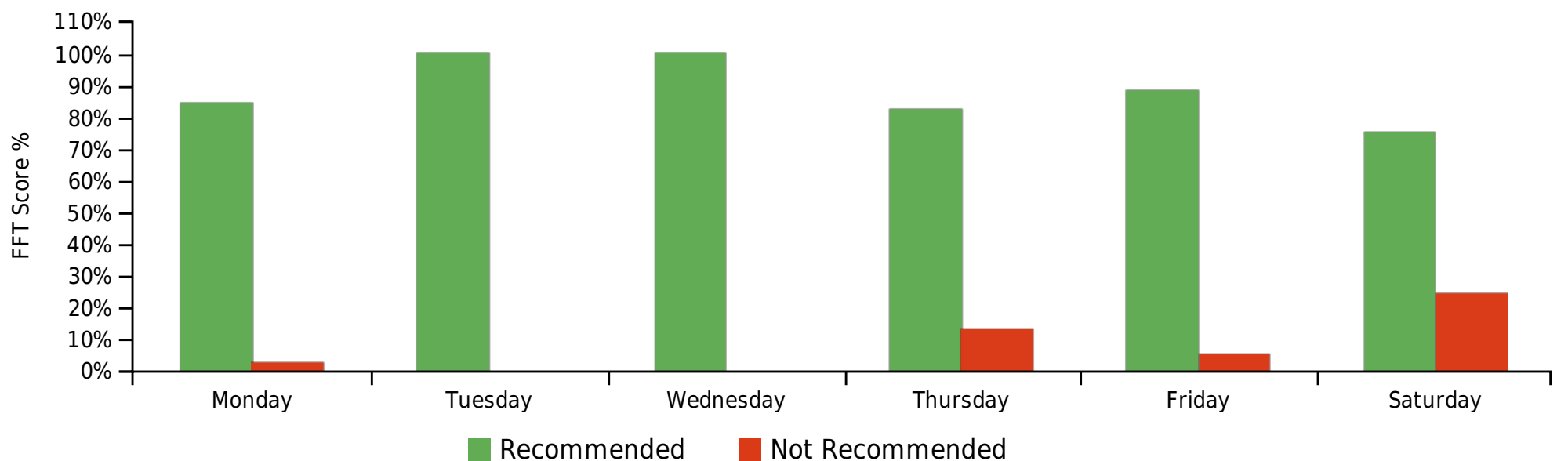


DR J LAL'S PRACTICE



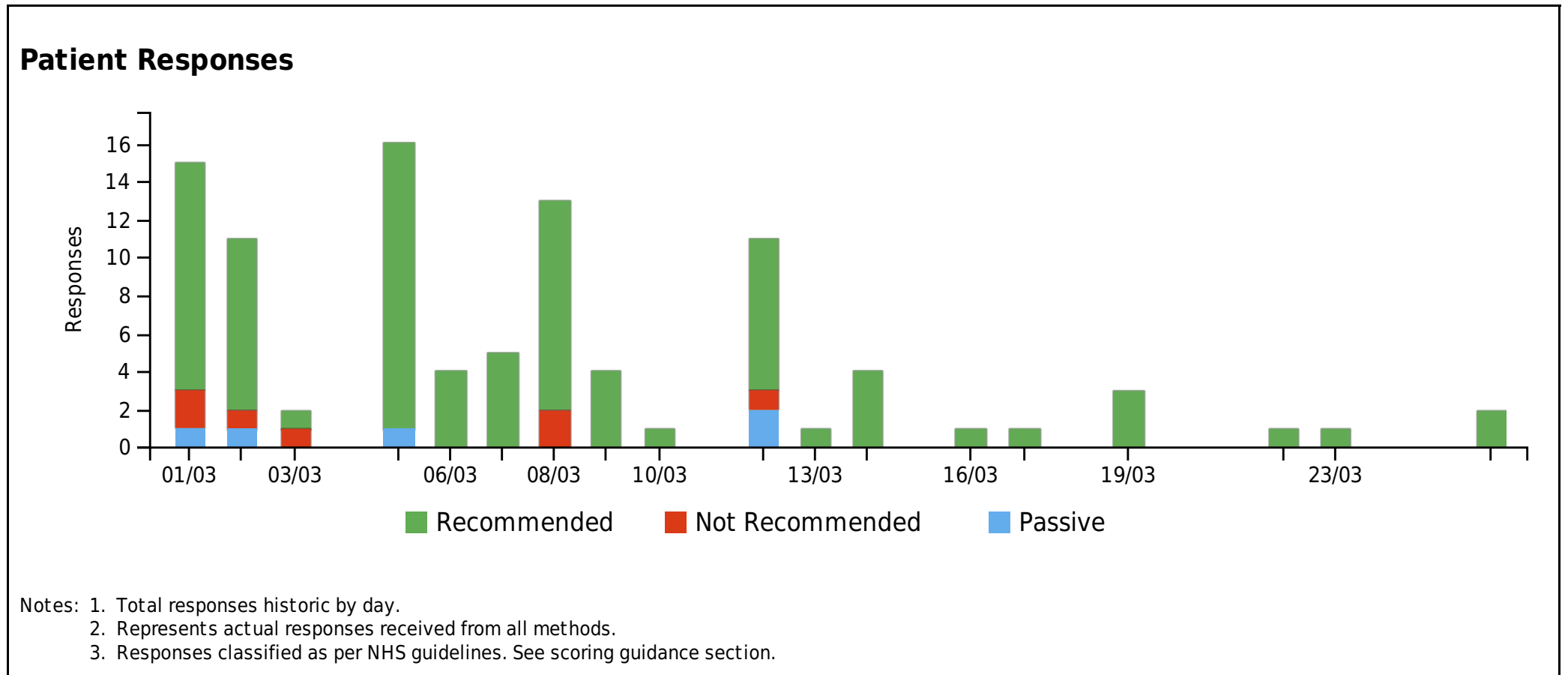
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓ Nurse was very helpful and friendly and so was the receptionist at the time of appointment
 - ✓ Fantastic service as always
 - ✓ Appointment on time. V pleasant staff.
 - ✓ Very friendly and helpful doctor she was
 - ✓ Fast and efficient
 - ✓ Very happy with treatment received from Dr Yoga
 - ✓ Always helpful understanding and patient
- X

Not Recommended

- ✓ I was promised a referral to a specialist which was never made. I had to come back twice to make sure it was done wasting five weeks of time. It was blamed on IT issues which I don't believe.
- ✓ I was on hold for 25 mins being told I was caller number two waiting in line for it to then tell me we can't take your call call back later 25 minutes
- ✓ Excellent care helpful staff and feel comfortable discussing personal concerns
- ✓ Receptionist is sarcastic and rude and you can't get a appointment to see a doctor.. at least a 3 week wait...don't like the fact that you can't see a doctor now to weigh you, measure your height and take your blood pressure. A machine does it. Nurse is very nice and professional
- ✓ Trying to get through on the phone at 8am to get an appointment is almost impossible, as I'm sure you are fully aware. Then when you get through and the receptionist tells you to call back at 2.30pm and go through the same process and then all emergency appointments for that day have gone! It's ridiculous and very frustrating when the appointment is for a sick child. I cannot fault the doctors at all, always very thorough but I can't unfortunately say the same for certain receptionists at the New Eltham Surgery.

Passive

- ✓ People make their own choices
 - ✓ Trying to get through on the phones are terrible and the way we can make appointments. Online, it doesn't update and we can only book a certain weeks in advance.
- X