

# FFT Monthly Summary: December 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
73	17	2	0	2	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 351**

**Responses: 95**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	73	17	2	0	2	1	95
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>73</b>	<b>17</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>95</b>
<b>Total (%)</b>	<b>77%</b>	<b>18%</b>	<b>2%</b>	<b>0%</b>	<b>2%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

95% 2% 3%

## 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:

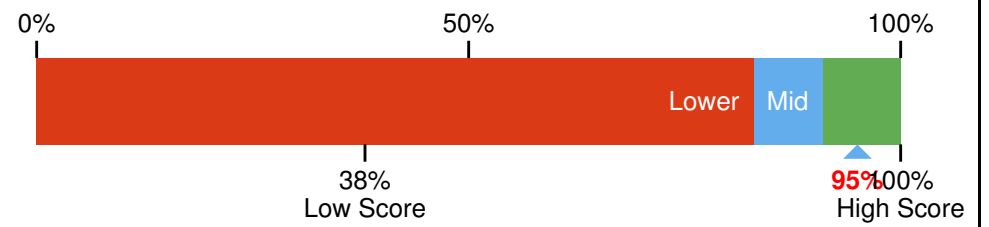
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

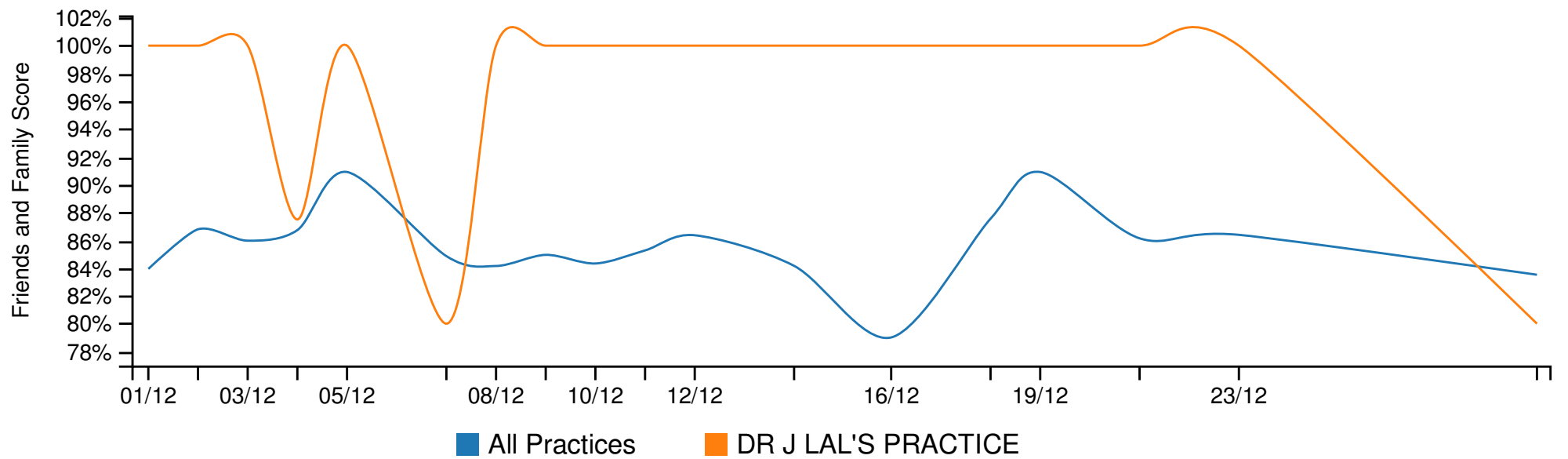
**Your Score:** **95%**

**Percentile Rank:** **90<sup>TH</sup>**



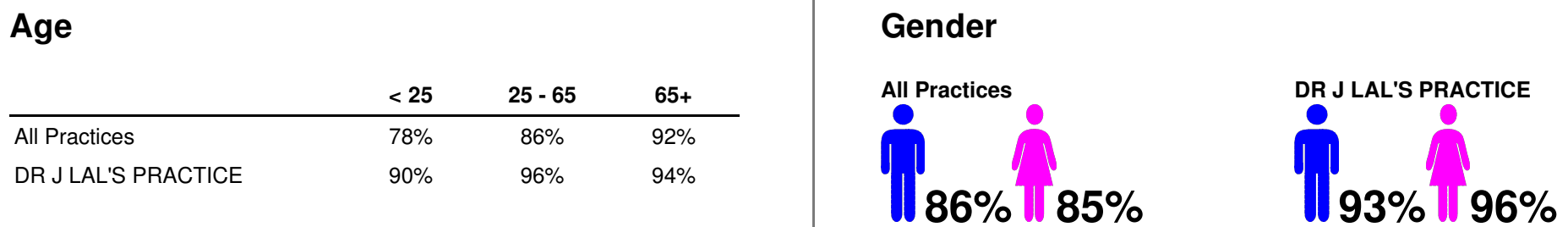
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 90th percentile means your practice scored above 90% of all practices.

### Practice Score: 'Recommended' Comparison



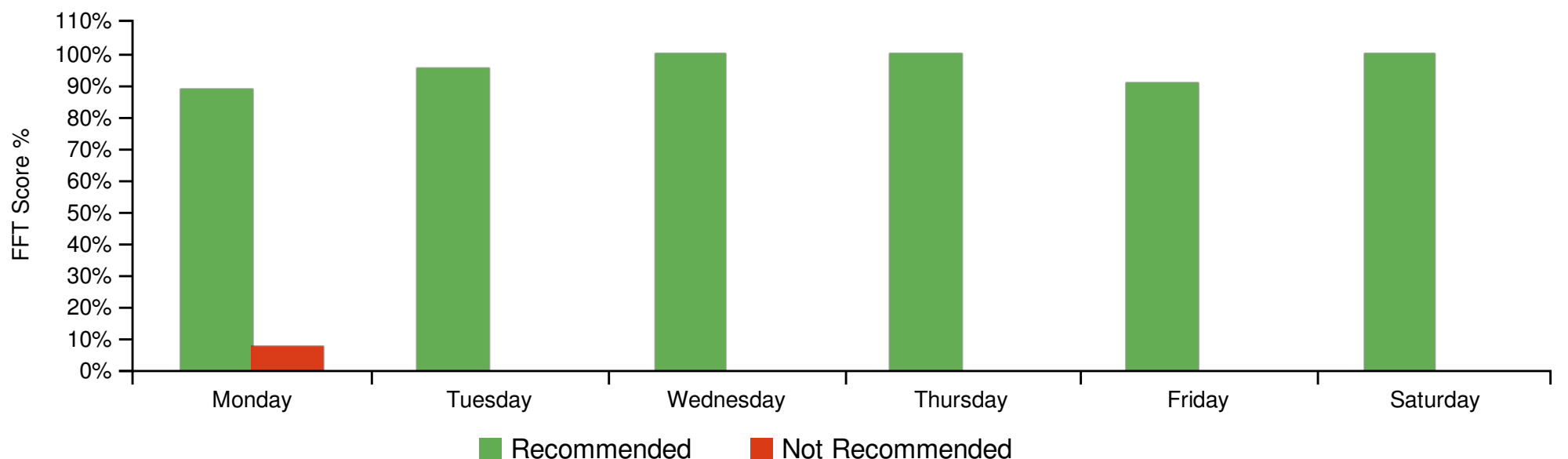
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

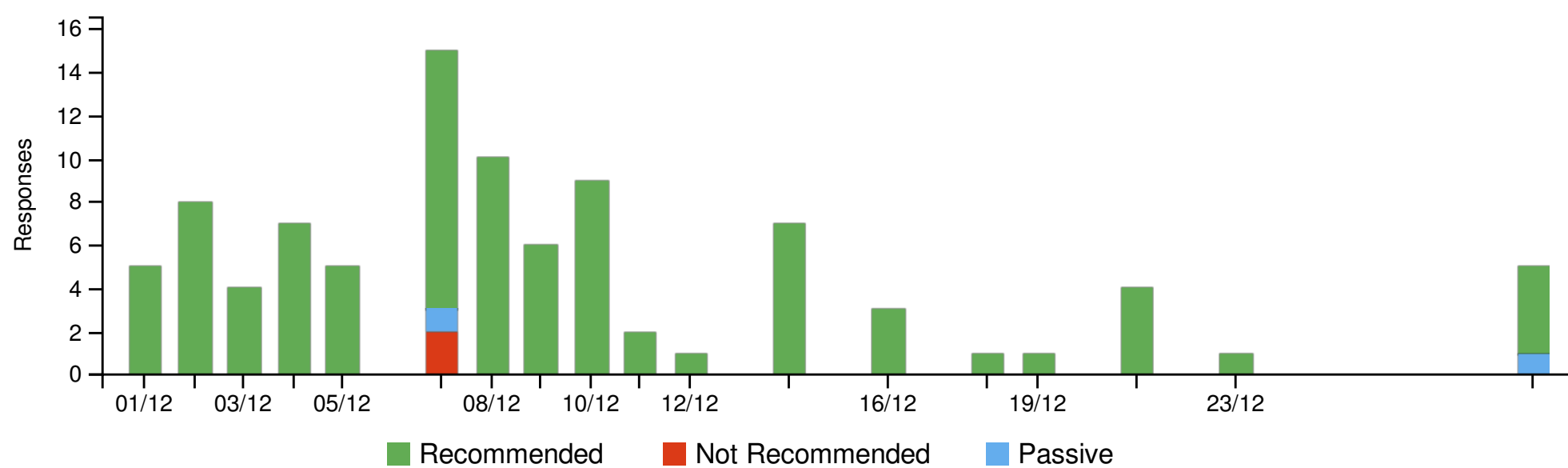
### Practice Score: Day of the Week Analysis



- 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.



- ✓ *Clear professional explanations*
- ✓ *Everyone is always helpful and informative*
- ✓ *Dr Arora polite helpful understanding and very professional during my appointment as always.*
- ✓ *Dr arora is the most trusted dr I've ever met and really cares that you get the help you need.*
- ✓ *Very pleasant Doctors Nurse and staff*
- ✓ *I need to see a doctor more than most people. They the practice, are always there to help me at all times. Great Practice and friendly too.*
- ✓ *Alway experience great service from all staff at the surgery*
- ✓ *Staff friendly and help full and my nurse Vicky always helps explain things*
- ✓ *Very gd service*
- ✓ *Very efficient and professional, friendly receptionists. Dr Arora in particular is an outstanding practitioner*
- ✓ *Because I was listened to and I felt looked after*
- ✓ *Always a good service received 2 polite receptionists out of 3 3 good doctors that we have seen and 2 wonderful nurses very caring*
- ✓ *Excellent service*
- ✓ *Recently I had to go to the surgery every day to have a dressing change its been very good no waiting on time every day excellent service*
- ✓ *Have been a patient of Dr Lal for donkeys years and always had the most excellent service and am sure I always will.*
- ✓ *Since first joining the practice, my family and I have received nothing but first class treatment at all times. They are so thorough and caring, and make you feel that you are important to them. We have never been treated in such a wonderful manner. Dr's Yoga, Arora and Lal are absolutely wonderful, as are the Nurses, and Receptionists Pat and Elaine. Thank you all at Dr Lals Surgery.*
- ✓ *Patient and friendly*
- ✓ *Friendly, efficient receptionists*
- ✗

### **Not Recommended**

- ✓ *No time for patients anymore fogged of with no real examinations so waste of time really*

### **Passive**

- ✓ *I have always had help and consideration and attention to any problem I have had*
- ✓ *At my previous practice the majority of appointments were booked on the day and appointments were available all day. Think the service from the GP's is very good at Thaxted Road but the waiting times are far too long and I don't understand why the surgery is not open all day every day for doctors appointments. More doctors please...*