

FFT Monthly Summary: August 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
75	11	0	3	3	1	0	0	0	93	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: 337

Responses: 93

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	75	11	0	3	3	1	93
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	75	11	0	3	3	1	93
Total (%)	81%	12%	0%	3%	3%	1%	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:

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

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

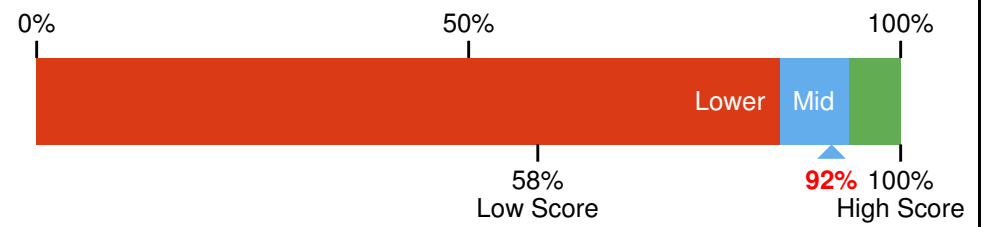
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

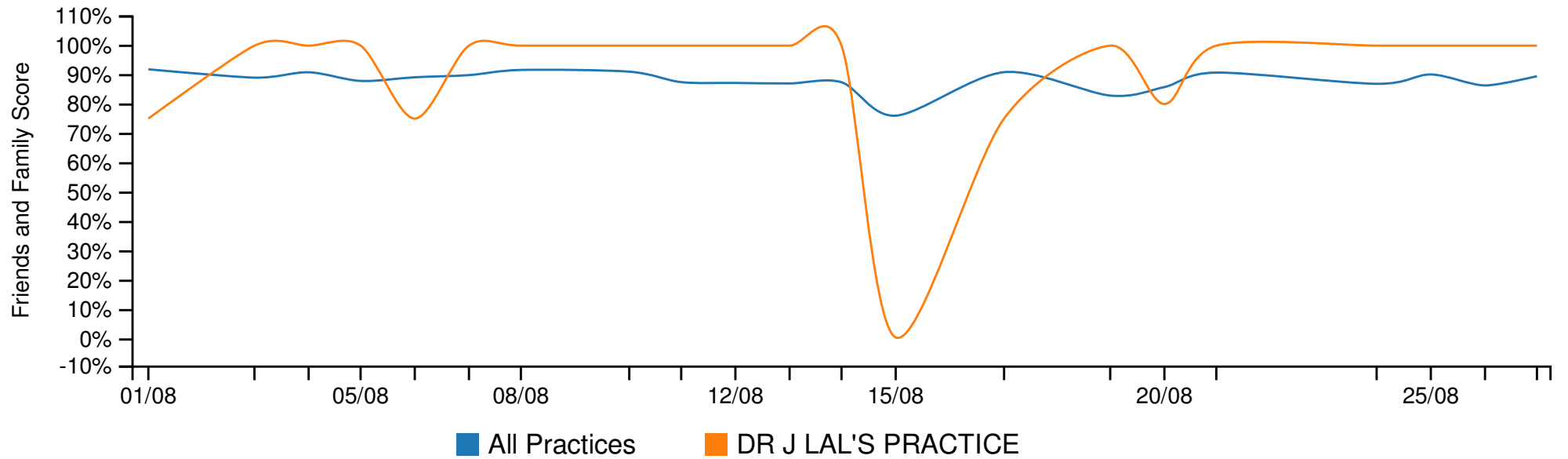
Practice Score: 'Recommended' Rank

Your Score: 92%
Percentile Rank: 65TH



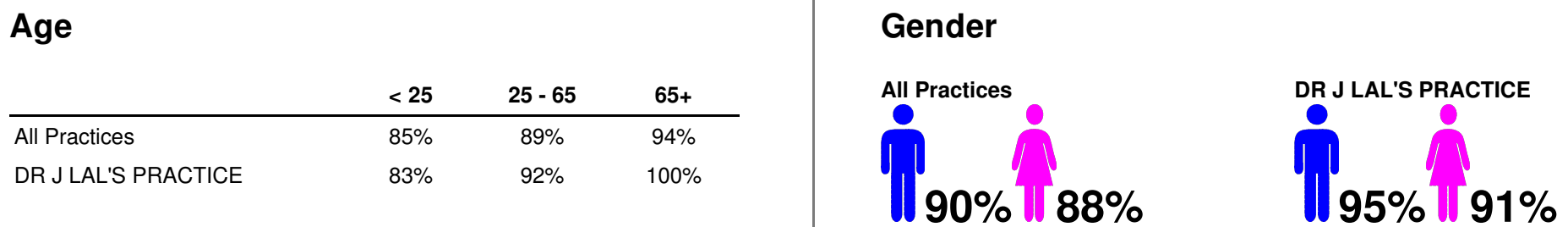
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison



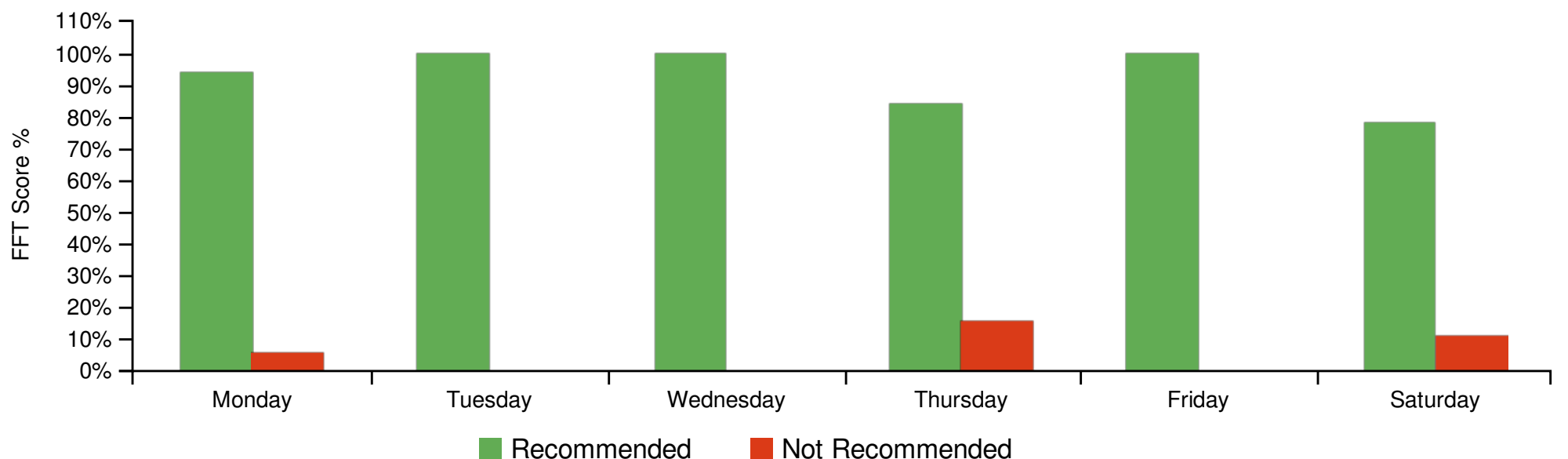
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

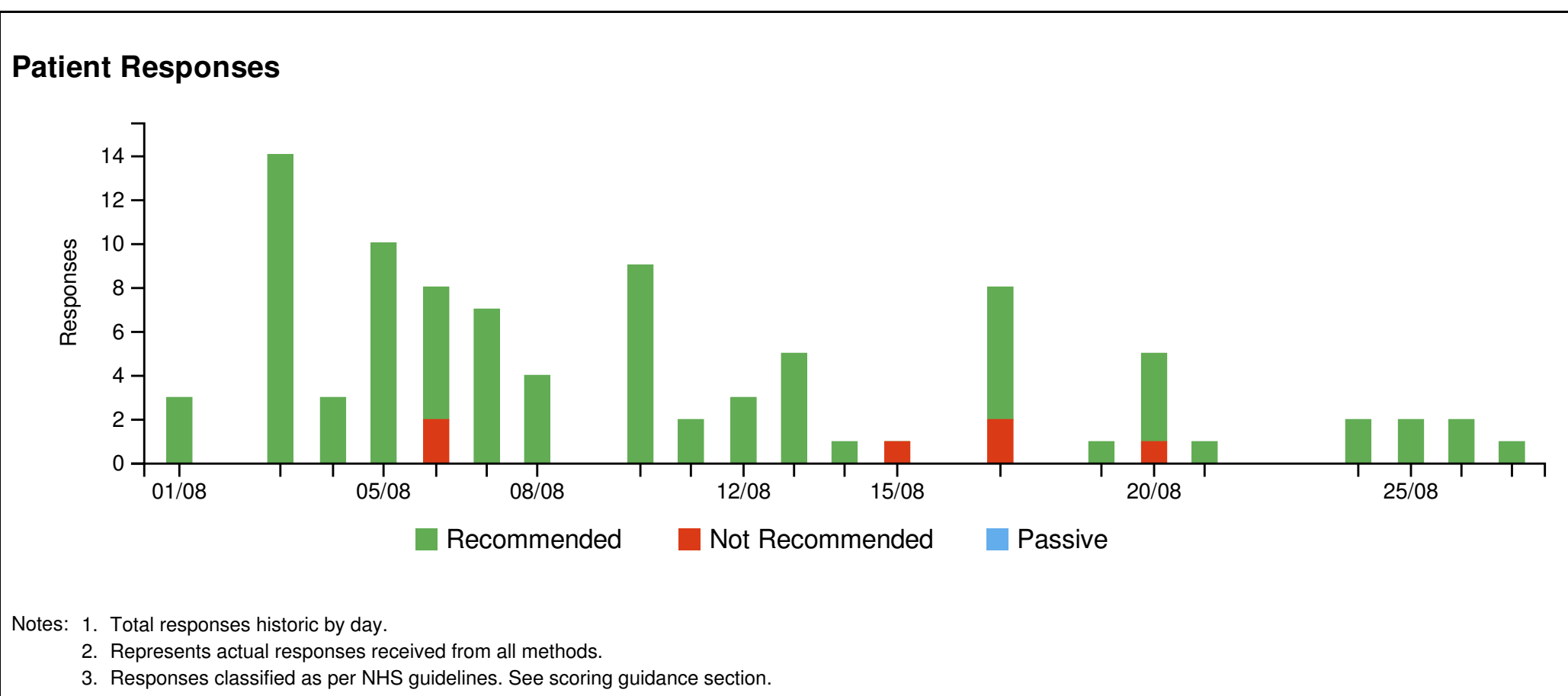
Practice Score: Day of the Week Analysis



- 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.

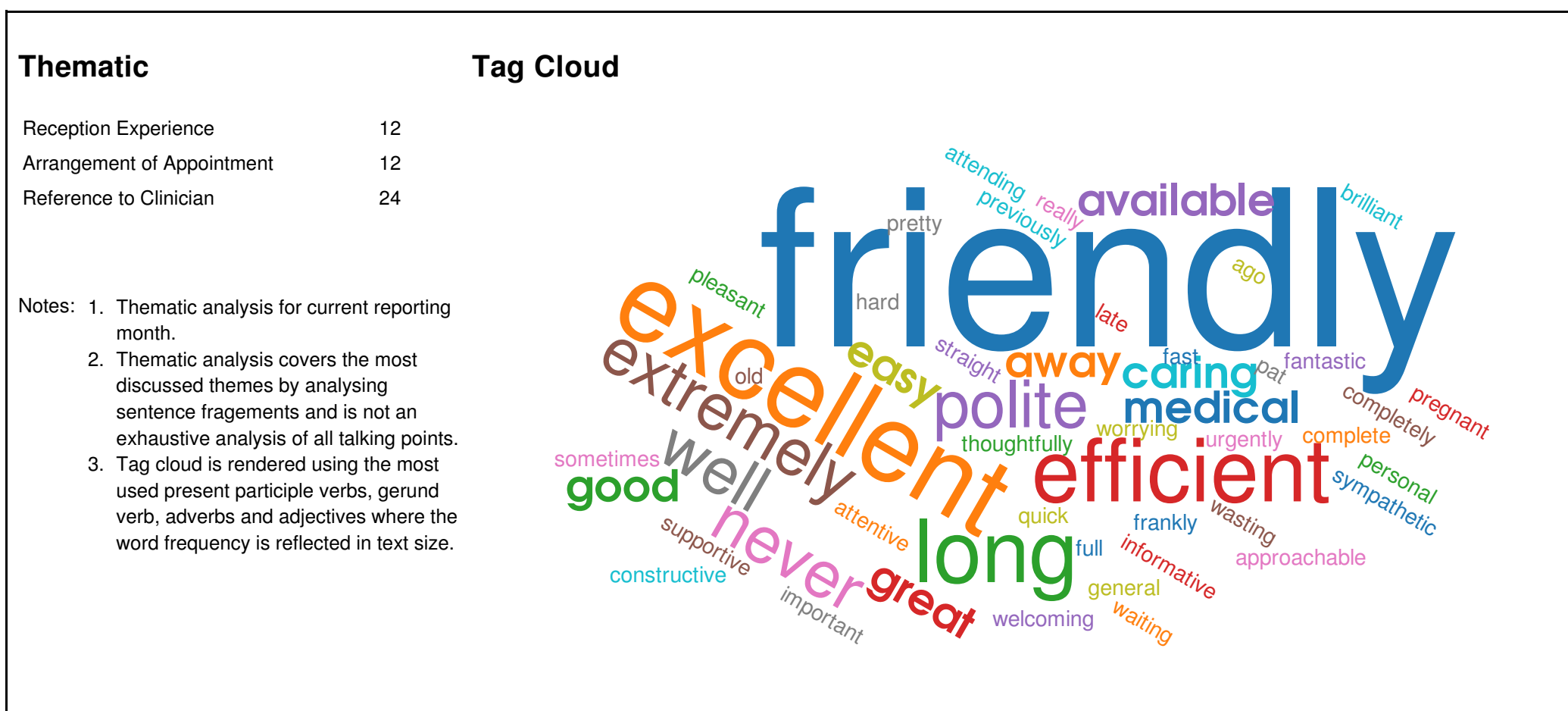
SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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

- ✓ Doctors and staff very helpful and supportive. Easy to get an appointment when urgently needed. Thank you.
- ✓ Drs approachability is very important and Dr Arora is very helpful and understanding.
- ✓ Dr Lal and Aurora are excellent doctors and gentlemen. The ladies in reception are very polite, professional and helpful always.
- ✓ Quick appointment for baby
- ✓ The service I receive from the team.
- ✓ As I previously mentioned: The doctor was extremely friendly, professional and frankly excellent.
- ✓ I thought the doctor was attentive caring and thoughtfully and listened.
- ✓ I have always managed to book an appt around my work schedule and found that nurse Vicky will always put her patient welfare 1st
- ✓ The medical surgery has late appointments after 5 and I get seen straight away
- ✓ GP care
- ✓ It is a good service, booking easy, reception staff very friendly and helpful, medical staff very professional
- ✓ The receptionists are always polite and helpful. The doctors are friendly and professional. Manage to get appointments when needed.
- ✓ I didnt wait to long to see dr aurora he who's helpfull
- ✓ Always had a great service from this surgery
- ✓ Dr Auroa is very patient and never makes us feel we are wasting his time
- ✓ A friendly and very efficient service from both the GP and reception
- ✓ Extremely friendly and approachable nurse.
- ✓ I have always had excellent service from the Doctors and Elaine and Pat, have never had to wait too long for an appt and I have found everyone to b very friendly, which helps when we have a worrying health issue.
- ✓ Friendly and constructive advice.
- ✓ You were so fast, patient and professional. Thank you
- ✓ Excellent service from doctors and staff.
- ✓ Complete service satisfaction and appointment on time.
- ✓ Efficient, professional, prompt, polite service, pleasant surroundings.
- ✓ Dr Nurpur is very helpful and informative.
- ✓ Helpful advice, appointment wasn't available when I wanted it, but the receptionist helped me find an available appointment.
- ✓ Very professional and punctual whilst being very welcoming.
- ✓ Satisfied with appointment and staff
- ✓ Dr Arora explains everything so well, always Leave completely understanding of condition and put my mind at rest, Not rushed appointment
- ✓ Staff sit and listen with a caring bedside manner
- ✓ Staff & Doctors r always friendly & helpful with all problems, sometimes u have 2 wait 4an appointment, I believe that's pretty general with all doctors,
- ✓ Been family doctor for 42 years always brilliant service and very sympathetic to all our family's needs over the years ..
- ✓ I always get a good response/ treatment plan
- ✓ Excellent care provided no waiting time x
- ✓ Efficient and personable.
- ✓ Very. Friendly. And trusted. Staff
- ✓ I've always been well looked after. Thank you
- ✓ I have never been given cause to complain about the services provided or the treatment given by staff.
- ✓ The Dr who I saw today was extremely helpful. She was relatable, friendly, efficient and made me feel better about some personal issues that I'm having at work whilst being pregnant.
- ✓ was impressed didn.t have to wait long to c doctor
- ✓ Doctor was fantastic with my 1 year old, listened to all my concerns and gave great advice. Really pleased with the time and care I received for my daughter
- ✓ Helpful all round but very hard to get appointments. It wasn't like that years ago

✓ *Satisfied when attending the clinic x*

✓ *The doctor listened to my concerns, carried out a full examination and reassured me.*

Not Recommended

✓ *Because a lot of the diagnosis is based on guesswork you wait a long time for an appointment and when you come away you are no better off so makes you think why bother there are no follow up services offered I know I'm not well so I feel I will have to try and self treat*

✓ *I had to wait 30minutes for my appointment and then felt rushed whilst in with the Dr*

Passive