

FFT Monthly Summary: September 2016

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
68	23	1	1	6	0	0	0	0	99	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: 99

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	68	23	1	1	6	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	68	23	1	1	6	0	99
Total (%)	69%	23%	1%	1%	6%	0%	100%

Summary Scores

 92%  7%  1%

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:

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

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

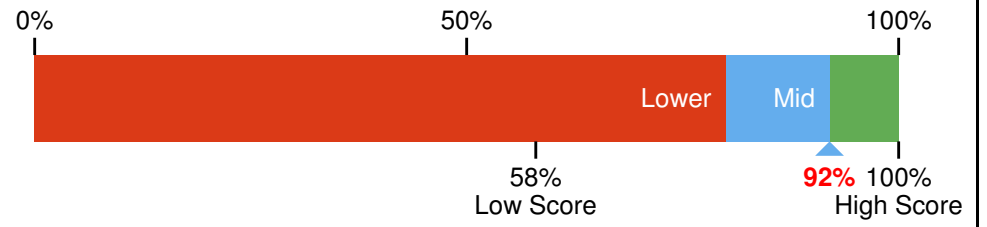
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

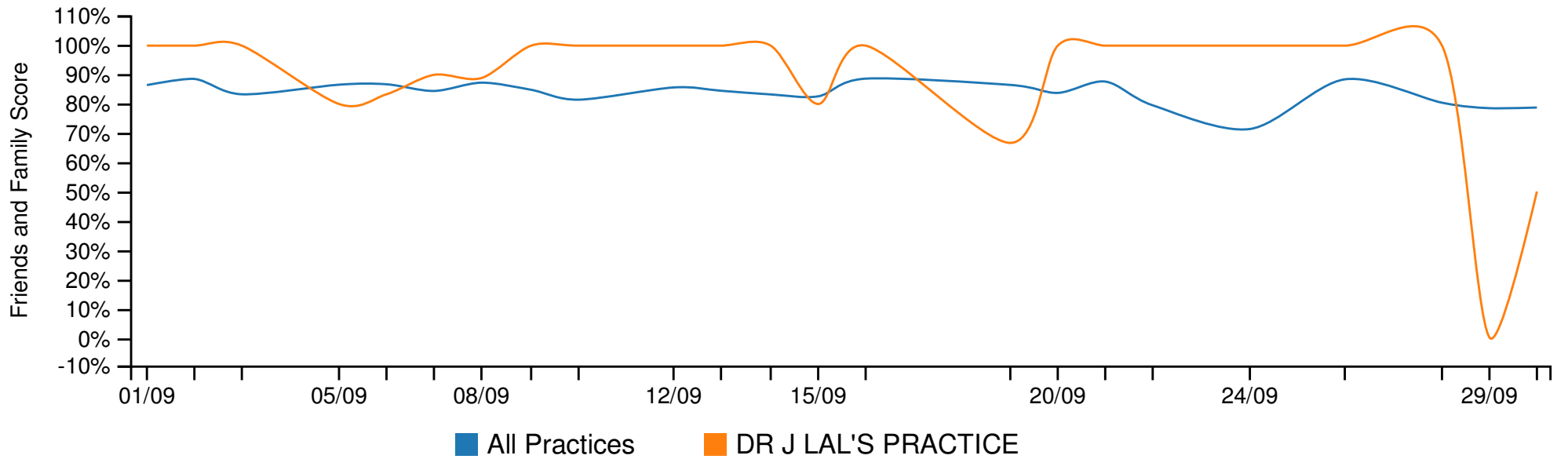
Practice Score: 'Recommended' Rank

Your Score: 92%
Percentile Rank: 80TH



- 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 80th percentile means your practice scored above 80% 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

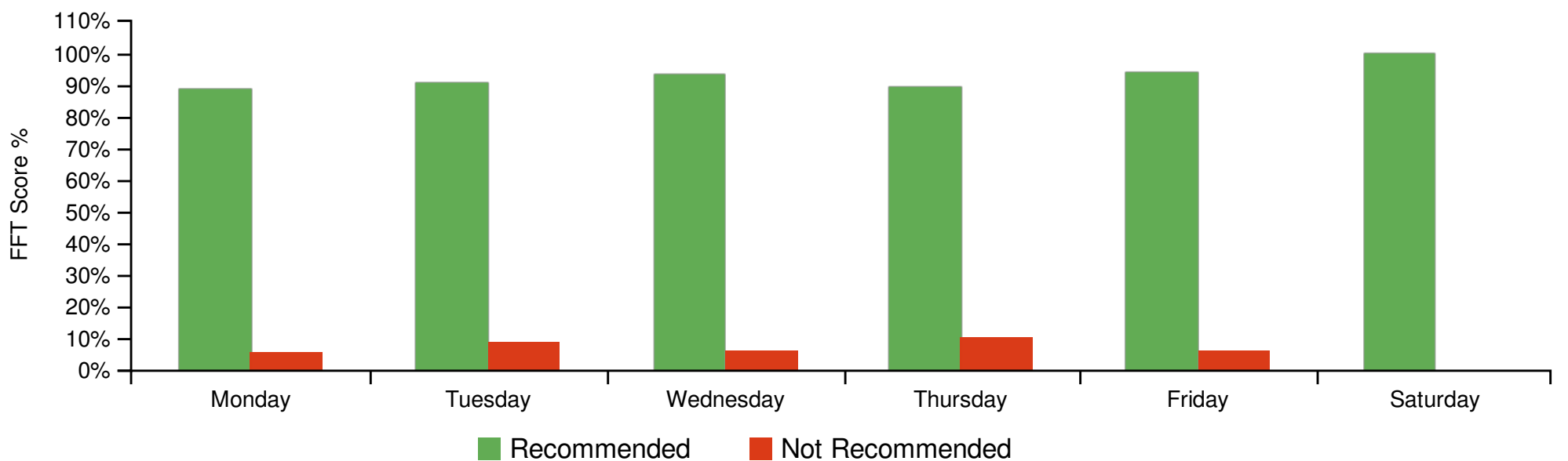
	< 25	25 - 65	65+
All Practices	79%	86%	90%
DR J LAL'S PRACTICE	93%	91%	94%

Gender



- 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

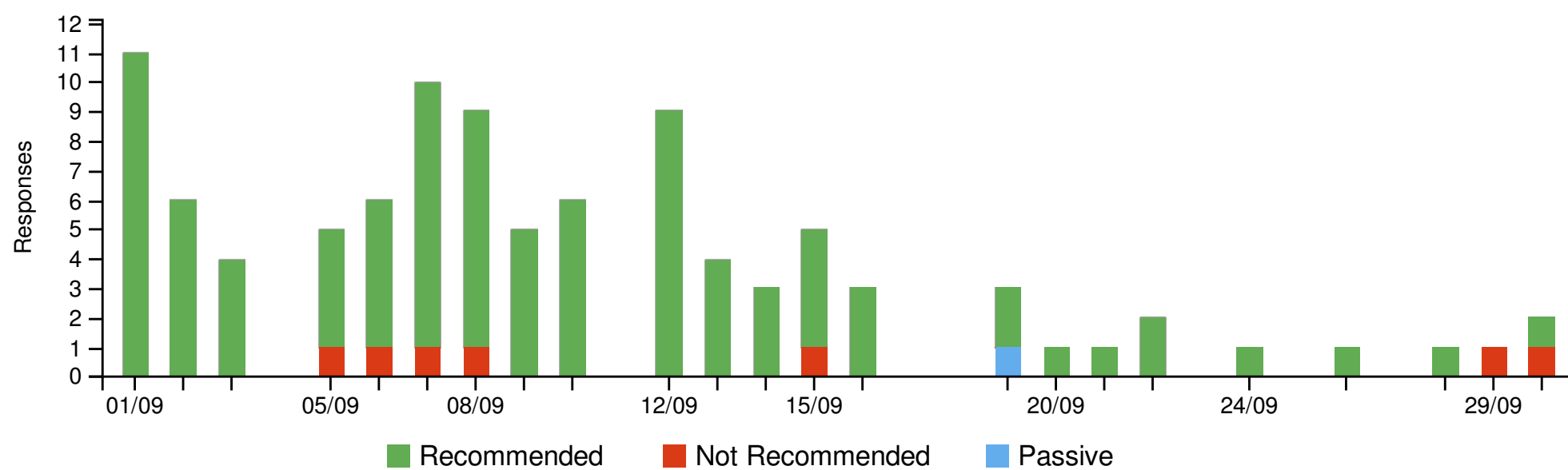


- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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.

- ✓ *Friendly and helpful*
- ✓ *Mostly good Doctors*
- ✓ *Quality of service, proximity to home..Would have been 1 but for waiting times to see Gp/nurse.*
- ✓ *Friendly and extremely helpful*
- ✓ *Nurse was extremely reassuring, patient and thorough.*
- ✓ *Always helpful & interested in their patients.*
- ✓ *The doctor, I saw this afternoon was fantastic , very understanding and made me feel comfortable.*
- ✓ *The doctor my son saw was excellent, so nice, she was thorough, she explained everything clearly and should care and didn't dismiss us*
- ✓ *Helpful GP*
- ✓ *Very friendly and understanding staff.Can always get an appointment and always feel very comfortable talking to doctor as he listens and is very professional at a times. We are a as family very at end snd happy.*
- ✓ *GP and receptionist service, they listen. Receptionist is so helpful different totally from other surgeries I have been to in the past.*
- ✓ *Helpful, patient and thorough*
- ✓ *AlwAys listen to you and give good advise on your well being.*
- ✓ *excellent Family Practice*
- ✓ *Cannot fault the service very happy*
- ✓ *All my queries and requests were dealt with very promptly and professionally*
- ✗

Not Recommended

- ✓ *Not being able to book appointments and not being able to get a coil replaced!*
- ✓ *Huge mix up about a repeat prescription I have had in place for about 10 years has meant I have gone two Day's without my medication*
- ✓ *Always receive an excellent service from Dr Yoga v*

Passive

- ✓ *Very hard to get an appointment sometimes and only one doctor in practice should have at least 2*