

# FFT Monthly Summary: March 2017

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
66	21	7	4	1	1	0	0	0	100	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: 323**

**Responses: 100**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	66	21	7	4	1	1	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>66</b>	<b>21</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>100</b>
<b>Total (%)</b>	<b>66%</b>	<b>21%</b>	<b>7%</b>	<b>4%</b>	<b>1%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

 87%  5%  8%

## 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:

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

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

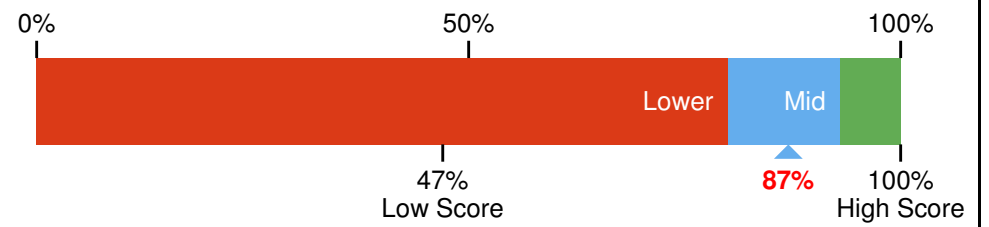
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

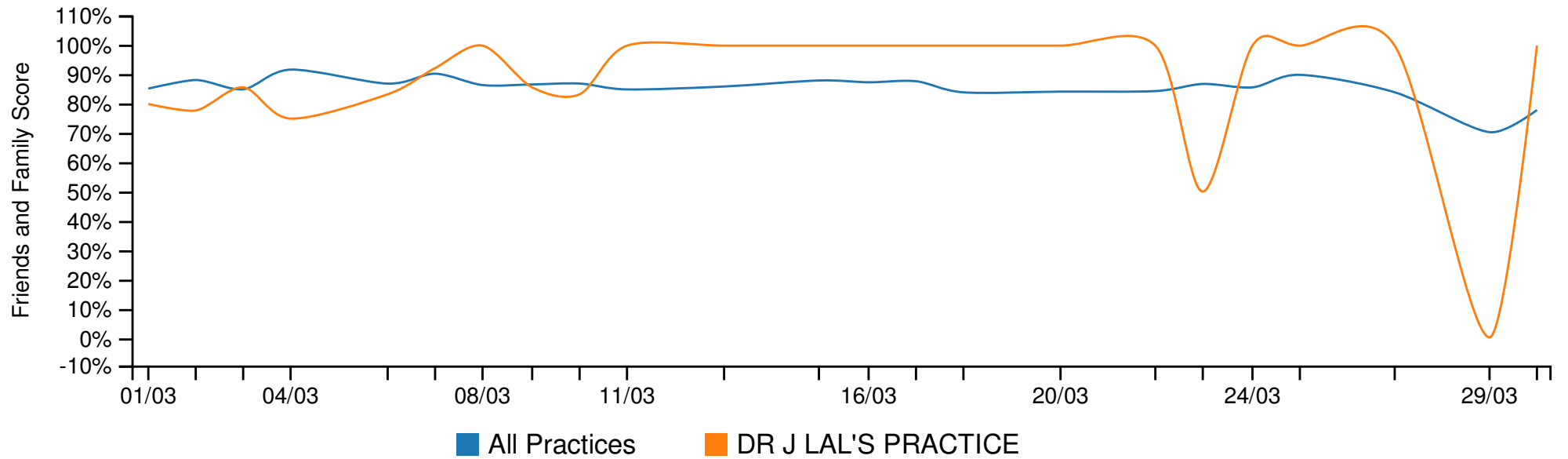
#### Practice Score: 'Recommended' Rank

**Your Score:** 87%  
**Percentile Rank:** 45<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 45th percentile means your practice scored above 45% 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

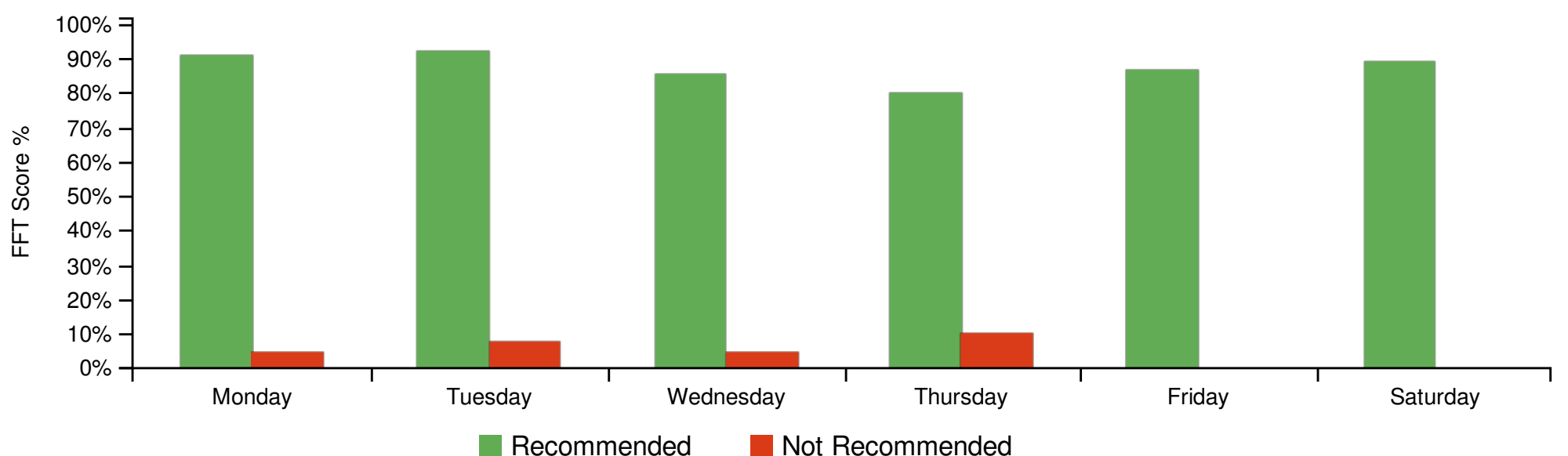
	< 25	25 - 65	65+
All Practices	78%	87%	91%
DR J LAL'S PRACTICE	90%	86%	87%

##### Gender



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

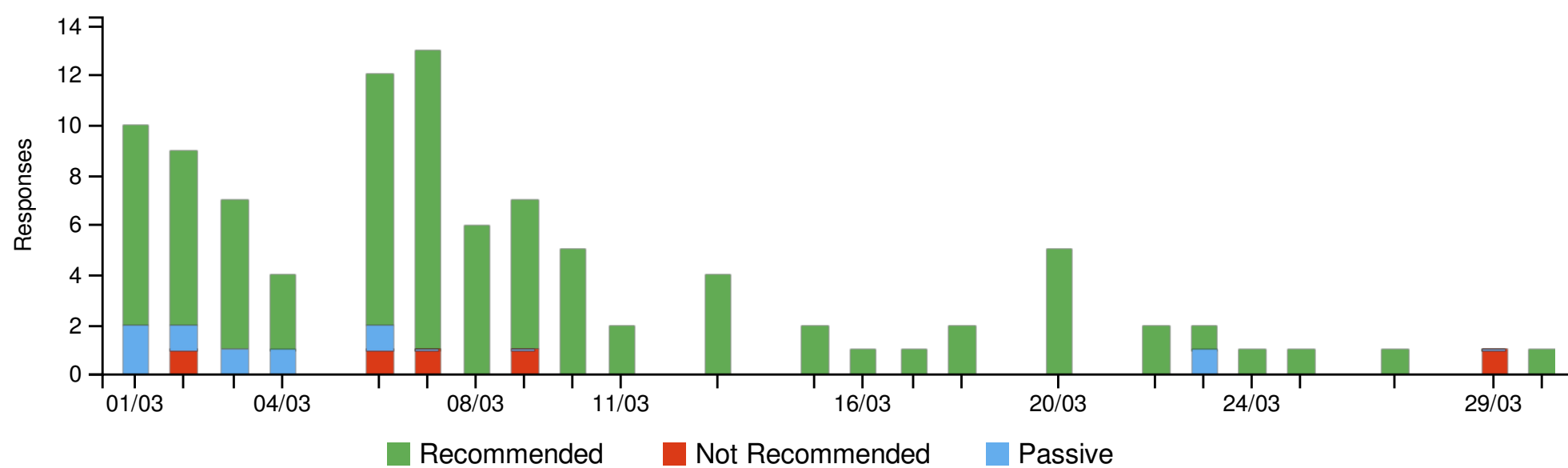
#### Practice Score: Day of the Week Analysis



- 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

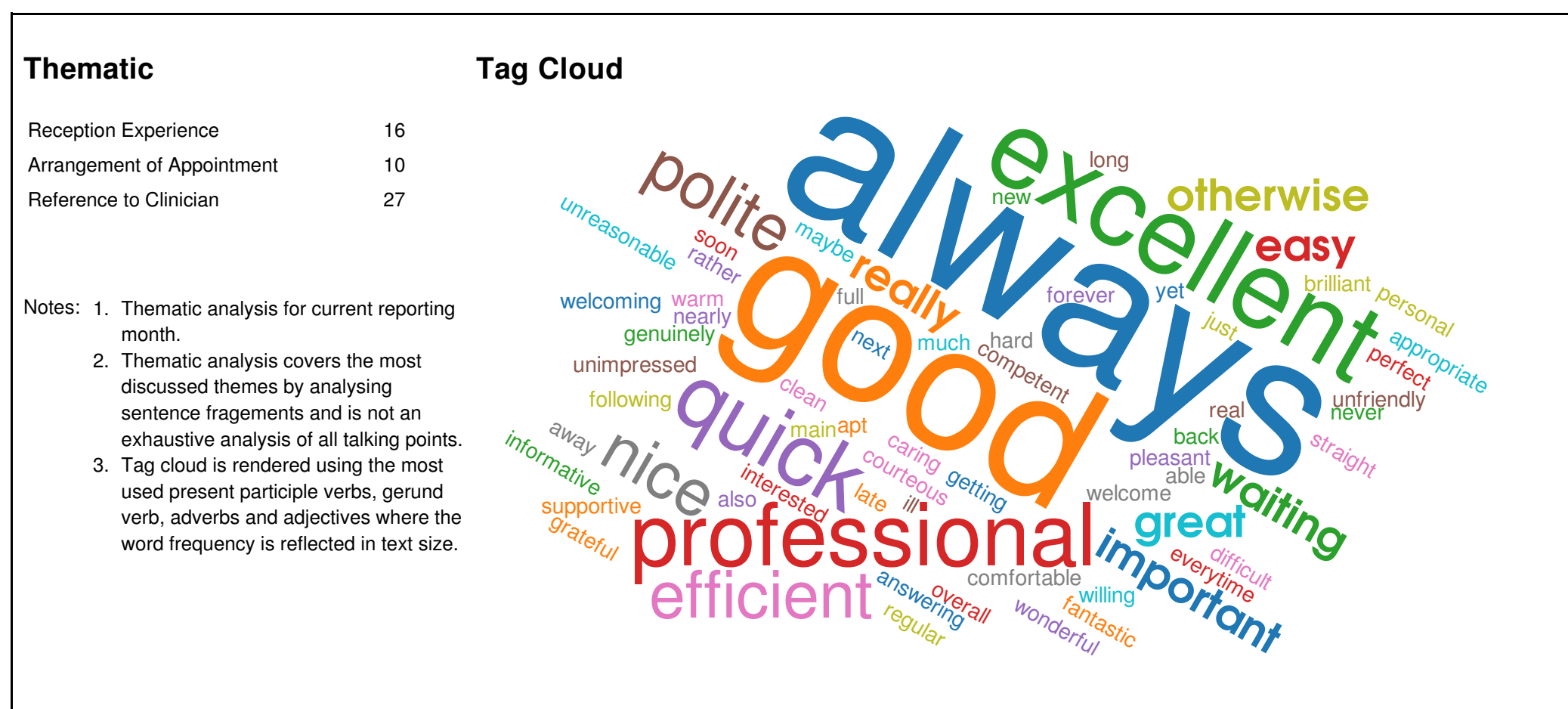
### Patient Responses



- 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.

## 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

- ✓ Wait time for an appointed otherwise very happy with service received today
- ✓ Have bee. At this doctors for nearly twenty years and always get the best care and advice
- ✓ My family and I always receive great treatment, care and consideration from all Doctors and reception etc. We are made to feel important and that the Doctors and staff really care about us.
- ✓ Polite and competent service and treatment. Waiting area clean and comfortable.
- ✓ Staff are Friendly and helpful. I have been with the practice for years and would not change doctors.
- ✓ Efficiency, lack of waiting around.
- ✓ I am with that surgery for several years and i am always happy with my visits.
- ✓ I the main receptionist good some maybe need a course on people skill but others make up for this and getting appointment with Doctor not good but can see nurse who very helpful
- ✓ Happy with my visit
- ✓ Friendly receptionist and good doctor.
- ✓ The apt was on time and the doctor listened to my problems. He seemed genuinely interested and made me feel at ease.
- ✓ The Doctor was very helpful and efficient.
- ✓ Your operatives were courteous and professional.
- ✓ Friendly, helpful consultation
- ✓ Just how much in advance you need to phone to get an appointment
- ✓ Good service
- ✓ Am answering on the practice nurse side very supportive and friendly made me feel at ease.
- ✓ GPs Excellent One of the receptionists is rather unfriendly.
- ✓ Always a warm welcome within the the reception area and very nice gp's.
- ✓ Always helpful
- ✓ Brilliant surgery and doctors, always willing to help.
- ✓ Accessibility of appointments or phone consultations and very professional yet friendly staff.
- ✓ Today we had to wait 30 mins for dr to arrive he was half hour late he was a locum dr but seemed very nice.
- ✓ Friendly and helpful receptionist,, good quality and nice doctors
- ✓ I'm very happy with the doctors , always try to accommodate my family's needs , and staff I find very helpful to me .
- ✓ Great doctors helpful staff
- ✓ Dr Arora
- ✓ Never had a problem and always helpful.
- ✓ Quick and easy to make the appointment and a text to remind me of the appoint was perfect. Thank you
- ✓ Very quick, easy & polite.
- ✓ Prompt service, helpful staff from receptionists to doctors. Quick appointments for children and emergency cases.
- ✓ Good dr seen on time
- ✓ The service and the way people are treated is always excellent
- ✓ Very help full
- ✓ Welcoming attention from the Front Desk to the GP.
- ✓ The surgery and doctors/nurse is fantastic and the as goes above and beyond to help any way they can x
- ✓ The advice I received from the GP today was informative and helpful. The GP took time to listen to my concerns and I did not feel rushed.
- ✓ Was happy overall
- ✓ The doctor was friendly and helpful. I was recommended further investigations and treatment .
- ✓ Quick efficient and polite service
- ✓ Can always get an appointment. Friendly Staff, Drs and Nurses. Also when my baby daughter was ill they saw her straight away the same day

- ✓ *Dr Arora was excellent. He offered me personal advice with my issue and could relate to the problem. He took the appropriate actions to ensure the next steps are planned out. Excellent chap, please pass on my grateful thanks.*
- ✓ *Professional, helpful*
- ✓ *I had seen Dr Yoga this morning about my blood pressure, she wanted me back again because she had to check my plus. as soon as I got there I was seen. she is a very wonderful Doctor and she really assured. Very happy with the care she gives. God bless her.*
- ✓ *Very good staff all round excellent*
- ✓ *Friendly professional service..*
- ✓ *I've not been a patient at the surgery very long. But have found the staff to be very helpful.*
- ✓ *Efficient*
- ✓ *Friendly staff ..*
- ✓ *Happy with all aspects of the service . Thanks*
- X
- X

### **Not Recommended**

- ✓ *It took the GP 4 weeks to register me and my family as new patients and I had to chase it via telephone calls 4 times! Everytime I called the practice I had to wait on the phone for 20 mins!*
- ✓ *Not being able to get an appointment with a regular doctor*
- X

### **Passive**

- ✓ *My appointment was for 10:20 I was seen at 10:40*
- ✓ *Both lady doctors are very good and pleasant will only see them unless a real emergency*
- ✓ *Hard to get appointments feel rushed all the time*
- ✓ *It's very difficult to get appointments*