

FFT Monthly Summary: December 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	17	6	6	2	1	0	0	0	98	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:	326						
Responses:	98						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	66	17	6	6	2	1	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	66	17	6	6	2	1	98
Total (%)	67%	17%	6%	6%	2%	1%	100%

Summary Scores

 85%
  8%
  7%

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:

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

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

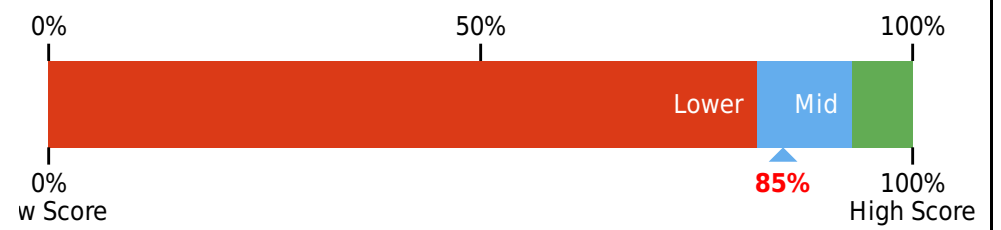
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

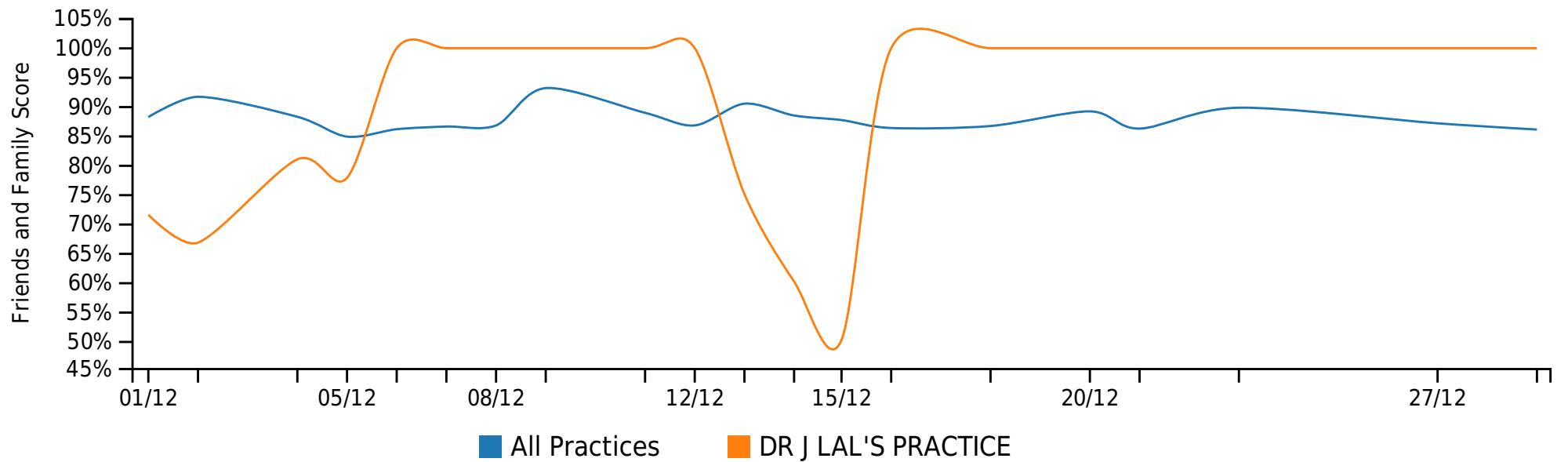
Practice Score: 'Recommended' Rank

Your Score: 85%
Percentile Rank: 35TH



- 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 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison



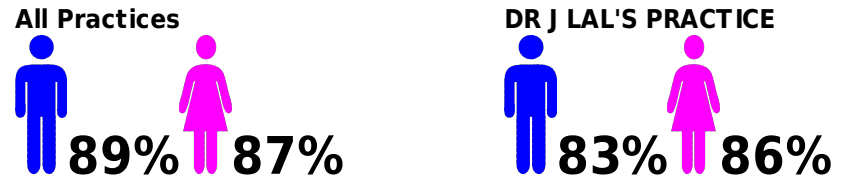
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

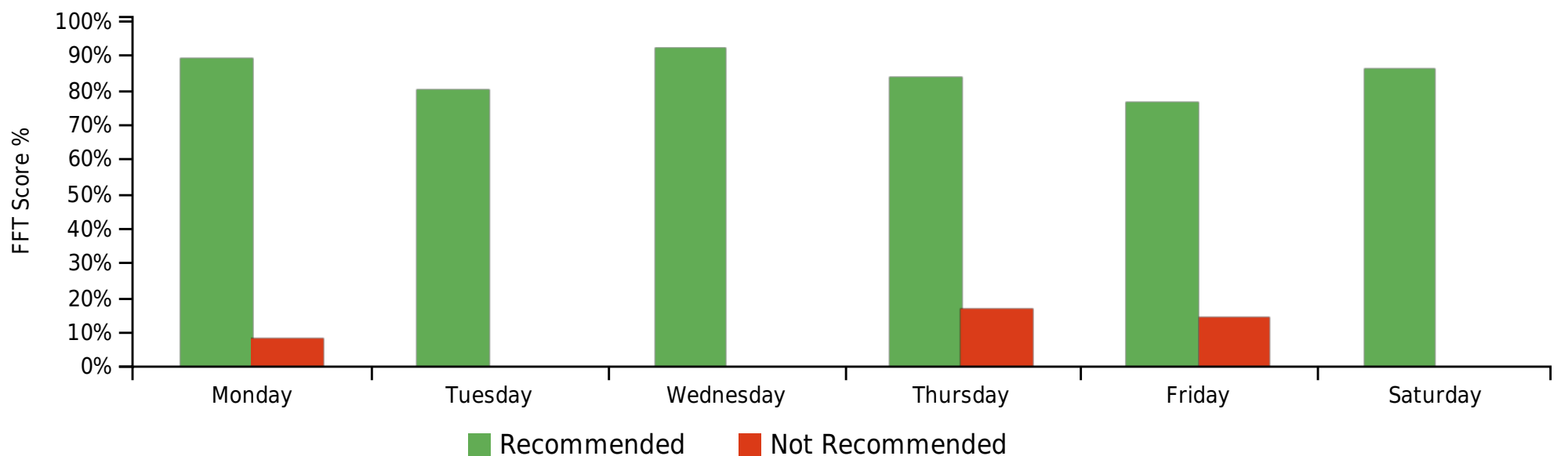
	< 25	25 - 65	65+
All Practices	80%	88%	92%
DR J LAL'S PRACTICE	62%	87%	94%

Gender



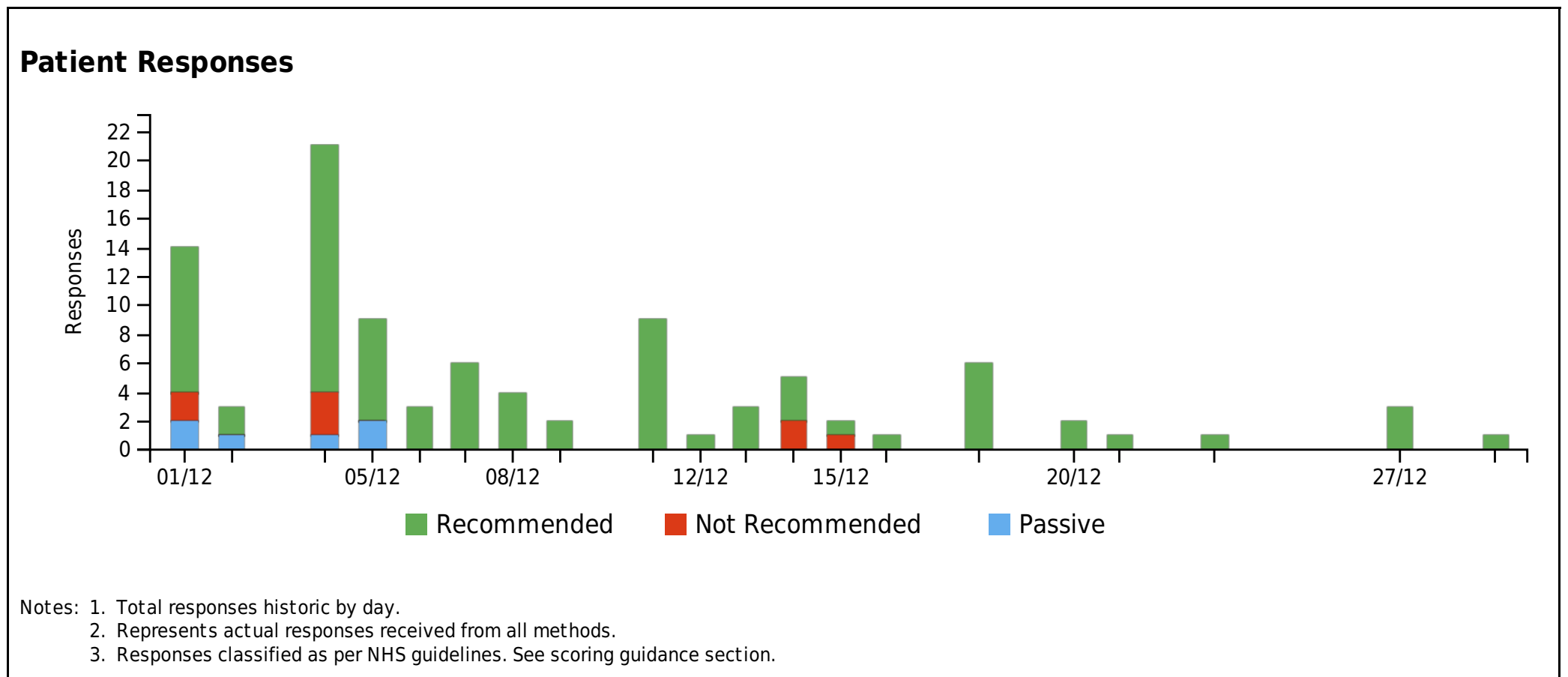
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓ *Getting to the root of problems*
- ✓ *Because you know what your doing and you listen to people very well. You are very understanding and smile.*
- ✓ *Lovely staff*
- ✓ *Friendly and helpful reception now! Don't have to wait too long for an appointment. Doctors mske yiu feel un rusded.*

Not Recommended

- ✓ *Waited almost two weeks for an appointment. Couldnt get what I wanwanted from the doctor. The doctors and staff do notCare about me me*
- ✓ *Waitin 2 weks 2 get an apt is extremely stressful. Also had 2 see 3 drs before a promised referal was made. It has 2 many patients sinbe takin over the alderwood practise.*
- ✓ *The reception staff with the exception of Bernie are the most miserserable people I have ever known! They are blunt, make you feel that et everything is an effort, hate to think outside the box to provide a a solution just generally very unhelpful. Last week even I had waiteited in the queue system for 20 mins only to get to number 1 hear someoneones voice and receiver goes down!! Also I have recently left seveeveral messages for Dr Arora to call me back and these messages were ne not passed on!! So despite blackfen being my local doctor I now use se the New Eltham centre as there staff are lovely and helpful and at at least show a bit of compassion and will pass messages on! You reallally need to do something about them at blackfen perhaps send them to to a charm school or something as I cannot be the only person who has as given feedback about them?? ??*
- ✓ *The appoint prior to my last one (in October). The doctor took a call in the middle of the appointment*

Passive

- ✓ *It took many calls to get appointment,& only after coming to surgery twice on same day then got appointment*
- ✓ *Been to the surgery only twice first time the lady doctor was amazing. Last time I went the male doctor didn't seem to be that bothered and was rushing.*
- ✓ *I don't think any one would have same health problem.*