

FFT Monthly Summary: November 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
65	26	1	4	5	0	2	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: 348

Responses: 101

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	63	26	1	4	5	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	2	0	0	0	0	0	2
Total	65	26	1	4	5	0	101
Total (%)	64%	26%	1%	4%	5%	0%	100%

Summary Scores

90% 9% 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:

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

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

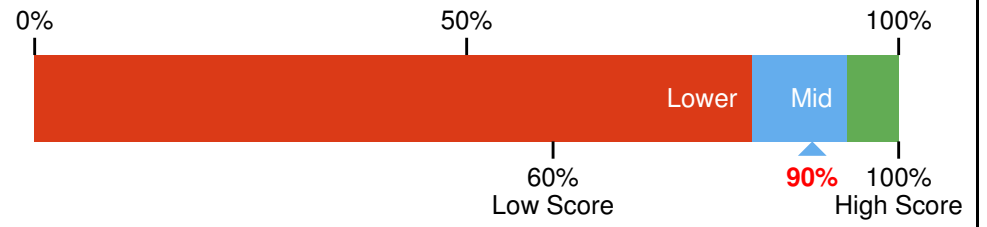
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

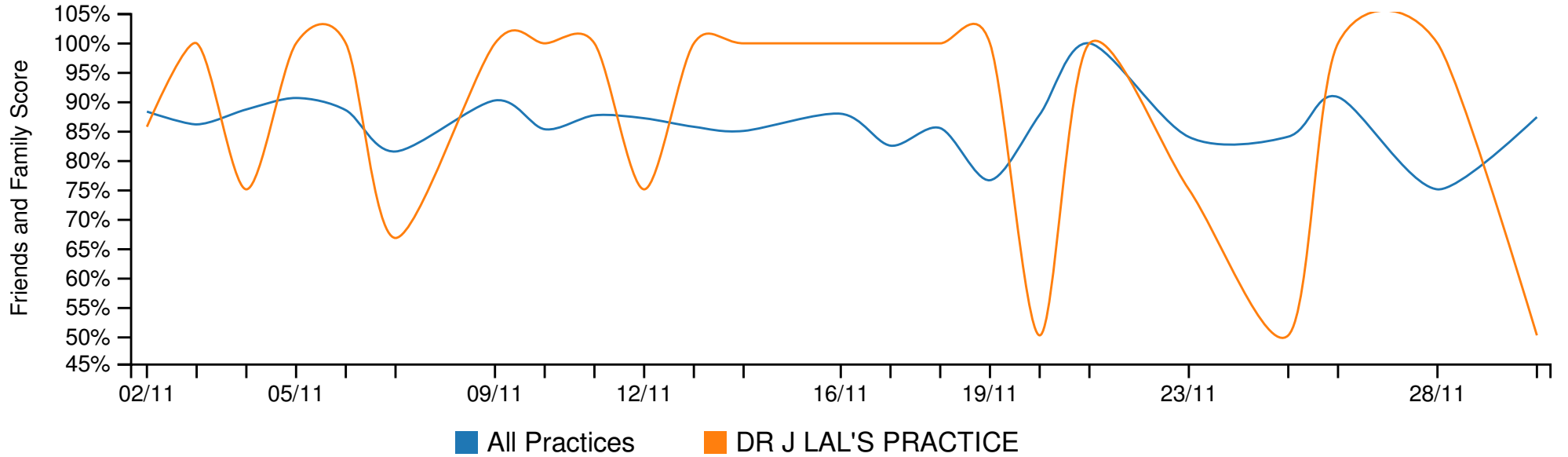
Practice Score: 'Recommended' Rank

Your Score: 90%
Percentile Rank: 55TH



- 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 55th percentile means your practice scored above 55% 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

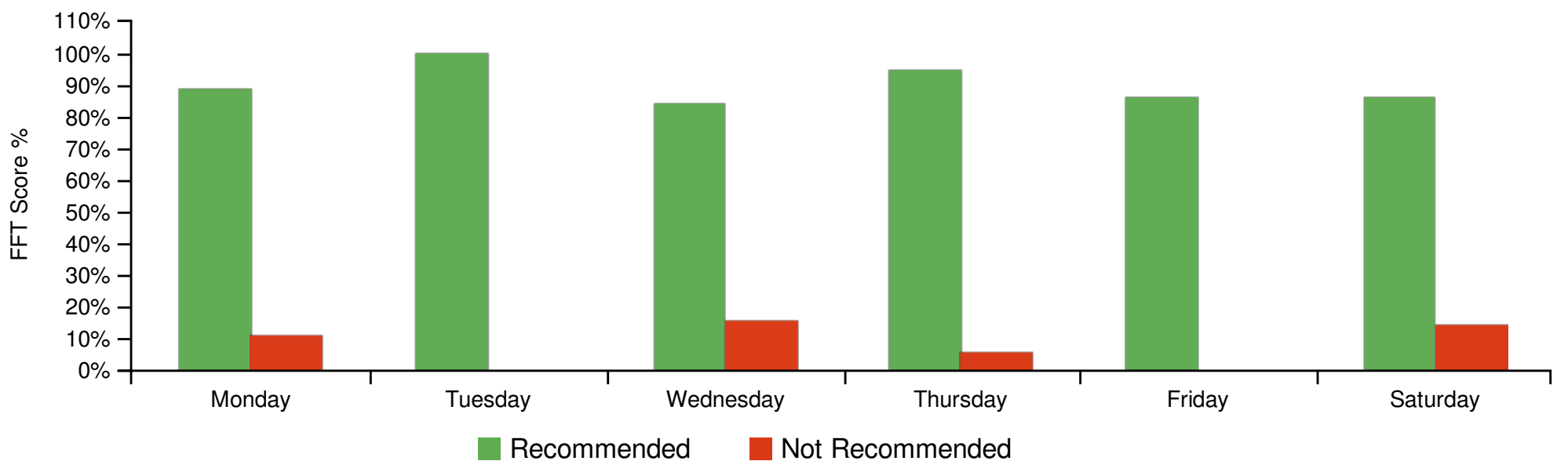
	< 25	25 - 65	65+
All Practices	82%	87%	94%
DR J LAL'S PRACTICE	94%	92%	94%

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

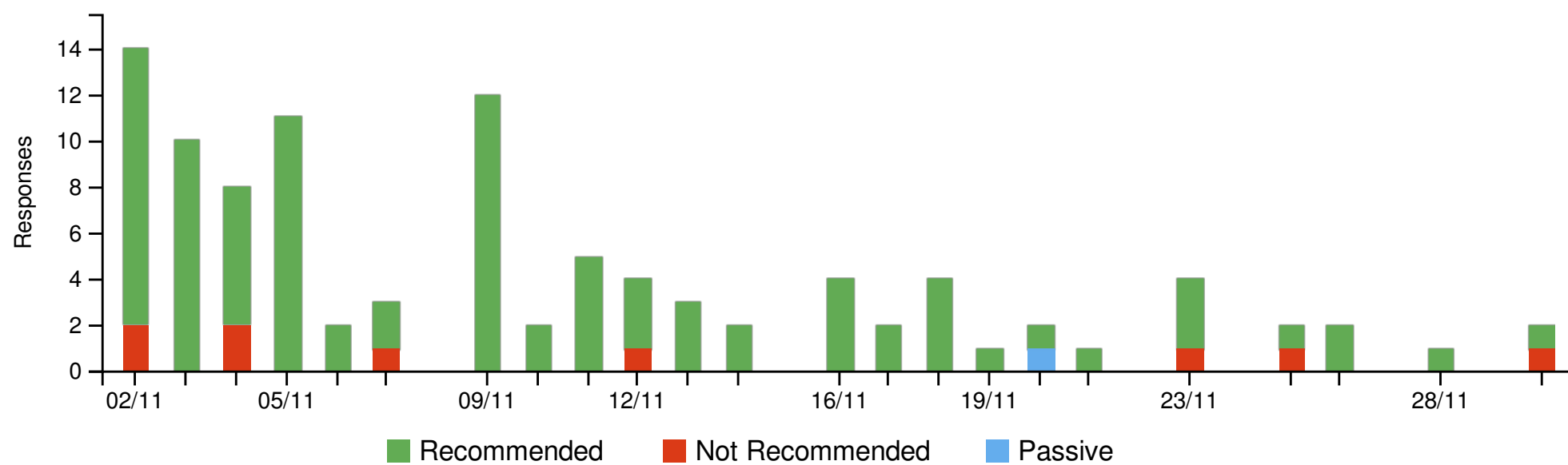


- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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.

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

- ✓ I think the doctor.s are so helpful and the reception .s are lovely
- ✓ Very helpful doctor
- ✓ It was all good from the app and the dr.
- ✓ Professional, speedy, friendly service.
- ✓ Long waiting times for appointment and difficulty getting an appointment within a week
- ✓ Quick and efficient
- ✓ Good friendly service plus a good doc
- ✓ Dr Arora is the best, most caring, he listens and gives excellent advice
- ✓ Receptionist are always friendly and helpful, don't have to wait too long for an appointment and doctors take time to listen
- ✓ I think Dr Arora is the best dr I've ever seen. He is very friendly and thorough and takes any matter seriously. The receptionists are sleazy very friendly and helpful. Think it's a great surgery. One problem is it can take too long to get an appointment for when you need it
- ✓ Satisfied with my treatment today . Prompt and courteous with helpful receptionist.
- ✓ Vicky the nurse is very personable and easy to speak with
- ✓ Fast, efficient and friendly service.
- ✓ Excellent doctors and practice nurse.
- ✓ Friendly practice and don't have to wait ages for an appointment
- ✓ Very helpful receptionist and doctor who listened and I had complete confidence in
- ✓ Always happy with the service of your doctors. however often I find it difficult getting late appointments as I'm self employed this can cause me problems
- ✓ Wonderful staff
- ✓ Very professional surgery. Most helpful.
- ✓ Always have a good service, and gps don't get enough credit for the hard work they do
- ✓ Victoria was friendly and efficient
- ✓ Excellent service from dr Lal and he always has time for all patients
- ✓ Efficiency, politeness and helpfulness.
- ✓ Friendly service and a very good doctor.
- ✓ Always satisfied with service
- ✓ With me for 15 years Dr nurse they been very good and help me all the time
- ✓ The doctor I saw was attentive, sympathetic and took action that he explained should address the issues I raised.
- ✓ Very first class service well done tops
- ✓ The nurse is very pleasant and makes you feel
- ✓ The doctor was approachable, attentive and did everything she could to help and make me feel at ease
- ✓ Friendly , attentive but professional service
- ✓ Dr Lal has always been an exceptional family doctor for generations to our family.
- ✓ Reliability and supportive,
- ✓ Happy with the service
- ✓ We went to see the nurse she was very helpful as always, you always feel that the staff care for your welfare I.
- ✓ Dr Arora is approachable, he listens and asks considerable questions/treats me as a whole.
- ✓ I always receive the very best of care at this GP Practice. Blackfen surgery. They listen and treat one with care and understanding. All Doctors at the Blackfen surgery are really great and I am so pleased to be a patient there.
- ✓ Because of the helpful and understanding service which I get from the staff
- ✓ Great service
- ✓ Minimal waiting time. Problem dealt with
- ✓ Very helpful receptionist this morning gave me an appointment for this evening urgent problem dealt with promptly

- ✓ *Dr Arora listened to me and I am hoping he will solve my problems*
- ✓ *Because I can always get through on the phone, my doctor is very helpful and makes sure I'm always referred when I need to be. Surgery was behind but only by half an hour which is a lot less than I used to wait at my other surgery.*
- ✓ *The efficient and informative response.*
- ✓ *I've always been seen very quick, and been well looked after*
- ✓ *For today's experience. Receptionist lady is nice and doctor always nice and helpful and was also seen on time.*
- ✓ *Friendly staff*
- ✓ *Dr Arora took some time to ask me abt myself and he was very kind in his manner. I felt he was bothered although I'm sure he cdn't possibly be in his busy work schedule!*
- ✓ *The staff and doctors do there very best never had a promlem woud recomend freinds and family best wishes*
- ✓ *Despite my appointment time being changed by circumstances your end you found a equally convenient replacement and supplied your usual efficient service with no fuss and sensitivity.*
- ✓ *I have been coming to this GP practice for 12 years and I'm very happy with the service I get. My appointment today was on time and I was looked after very well.*
- ✓ *Very good nurse*
- ✓ *The doctor is really nice and friendly and makes you feel relaxed*
- ✓ *I was dealt with correctly.*
- ✓ *Never have to wait too long for an appointment. When you don't feel well you want to be seen straightaway not the following week. Helpful staff.*
- ✓ *Quick and efficient service from both clinical and administrative staff.*
- ✓ *First point of contact reception, they are always helpful and pleasant, doctors always seem to be listening to what you are saying, which does put you at ease.*
- ✓ *Vicky in incredible. Second to none! Thank you.*
- ✓ *Dr Yoga was very thorough avid the receptionist was friendly and efficient in finding a cancelled slot at very short notice.*
- ✓ *Friendly service*

Not Recommended

- ✓ *Lack of 'customer service' and not enough reception staff. Also basic points such as sensitively to patients are usually not a priority. In contrast to my last two surgeries the whole place feels slow and negative!*
- ✓ *Doctor unable to give a diagnosis without our promt*
- ✓ *Poor service all the time from Medical centre at Blackfen.*

Passive