

# FFT Monthly Summary: September 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
76	16	9	2	2	2	8	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 317**

**Responses: 107**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	68	16	9	2	2	2	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	8	0	0	0	0	0	8
<b>Total</b>	<b>76</b>	<b>16</b>	<b>9</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>107</b>
<b>Total (%)</b>	<b>71%</b>	<b>15%</b>	<b>8%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>100%</b>

### Summary Scores

86% 4% 10%

## 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:

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

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

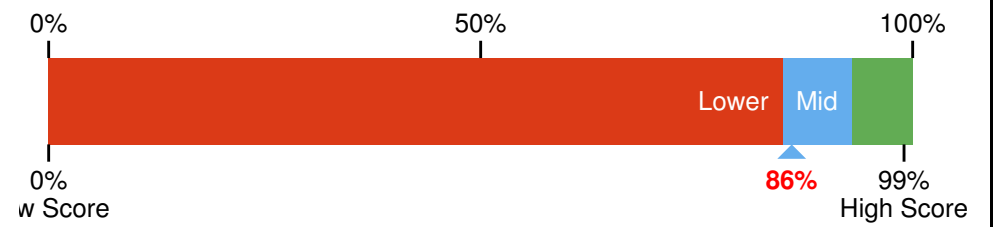
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

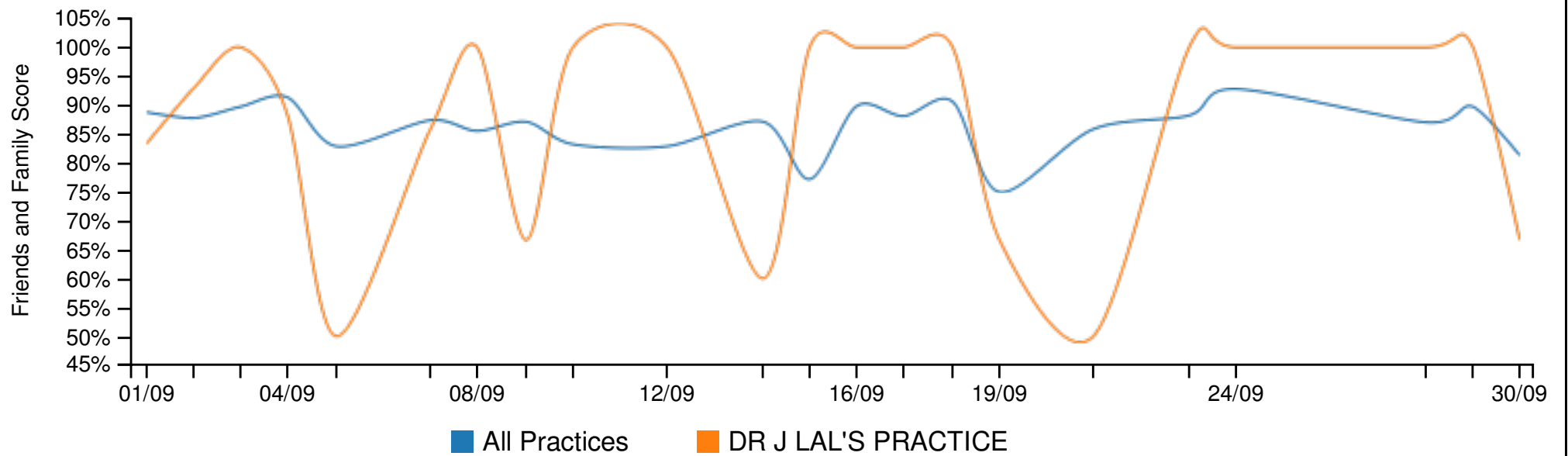
### Practice Score: 'Recommended' Rank

**Your Score:** **86%**  
**Percentile Rank:** **35<sup>TH</sup>**



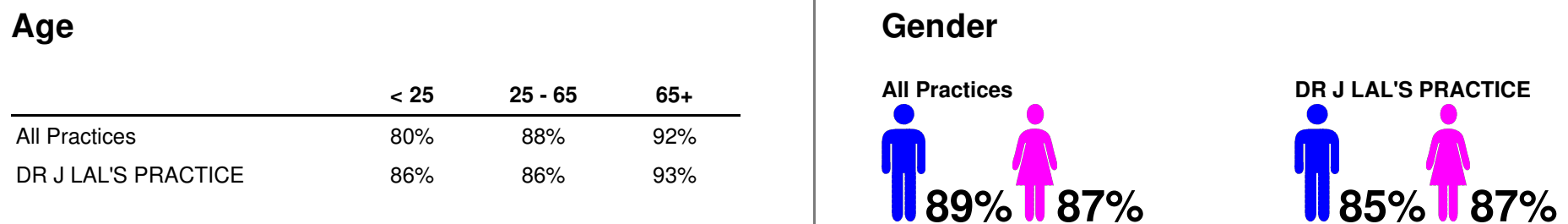
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 35th percentile means your practice scored above 35% of all practices.

### Practice Score: 'Recommended' Comparison



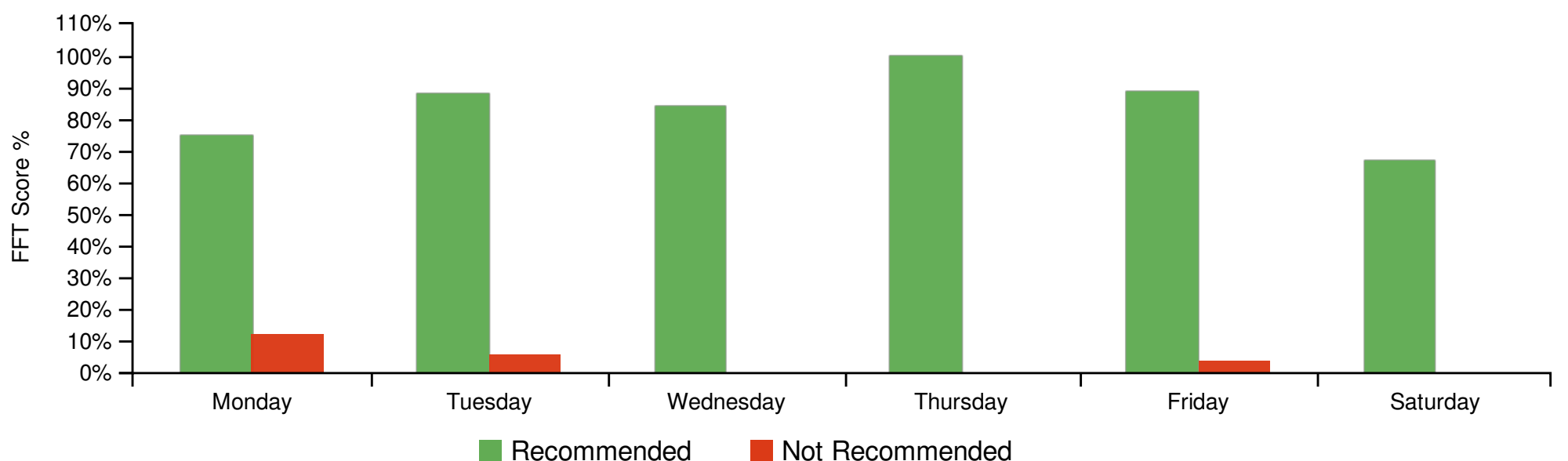
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

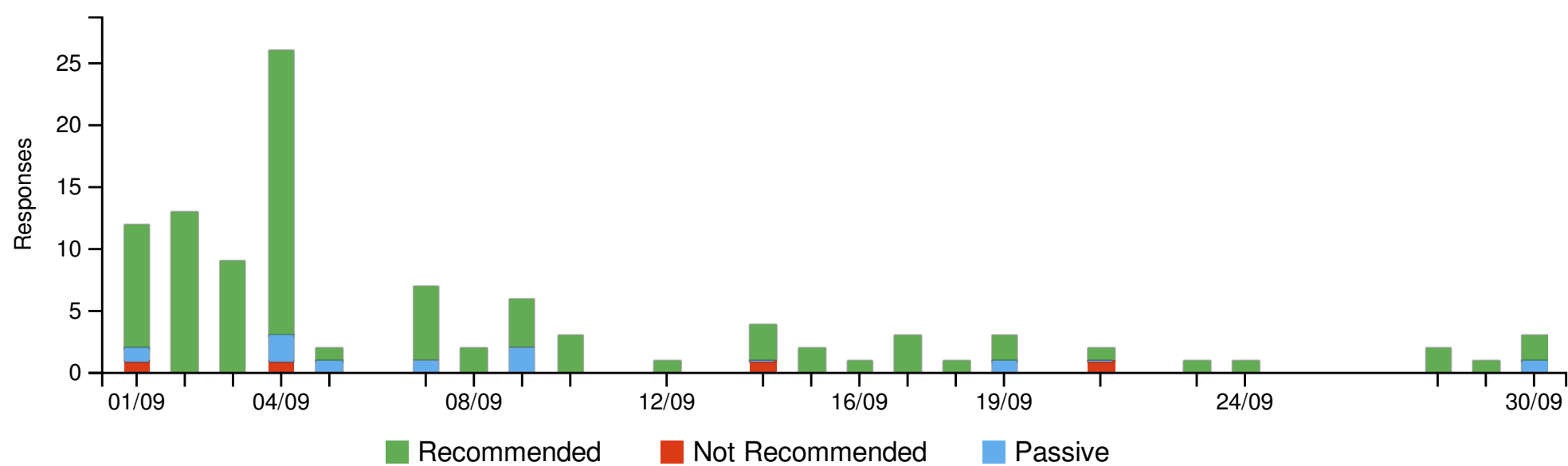
### Practice Score: Day of the Week Analysis



- 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.



- ✓ Doctor checked everything i asked him throughly
- ✓ *Happy with the service*
- ✓ High standard of care
- ✓ *I feel my family & myself are very very well looked after.*
- ✓ Very friendly and professional service
- ✓ *Personal attention and help from Nick and return phone calls to check on my wellbeing.*
- ✓ Local and good service.
- ✓ *Confident in GP. Helpful & welcoming reception staff.*
- ✓ The doctor I was today was very nice and kind.
- ✓ *It would have been number 3 but one of the receptionist's is very rude whilst the other 3 are really nice and very helpful.*
- ✓ I have always found the surgery to be competent and helpful to my needs. As long as I explain symptoms accurately, diagnosis is usually swift and conclusive.
- ✓ *Only had a visit so far*

### **Not Recommended**

- ✓ **Doctors are too focussed on keeping to time than treating patients. No empathy or even proper diagnostics. Diagnosing from the chair without interaction is not diagnosis**

### **Passive**

- ✓ Had a few problems with receptionist and nurse at blackfen surgery but new eltham surgery is much better
- ✓ *Because as usual the doctor got my name wrong & don't feel I have his full attention*
- ✓ Because the doctor didn't looked at my problem. Just send me to have exams. Maybe next appointment will be with more details
- ✓ *Appointment twenty minutes late. Receptionist unhelpful as to estimated wait time. Nothing to entertain children whilst waiting unlike every other surgery I've ever been to. Happy with doctor seen. Kind, helpful etc. If patients could be informed about roughly how far behind schedule things are running this would allow for informed decisions re waiting eg i could have taken my restless children for a walk.*
- ✓ Previous poor service and staff are not always professional. I was misdiagnosed for over a year which lead to me being in intensive care.