

# FFT Monthly Summary: June 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
64	20	4	4	3	1	0	0	0	96	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: 326**

**Responses: 96**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	64	20	4	4	3	1	96
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>64</b>	<b>20</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>96</b>
<b>Total (%)</b>	<b>67%</b>	<b>21%</b>	<b>4%</b>	<b>4%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

 88%  7%  5%

## 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:

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

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

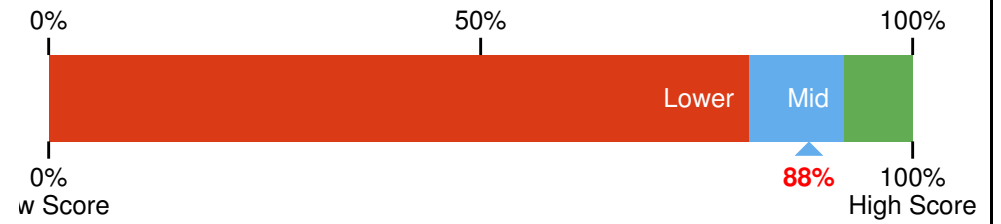
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

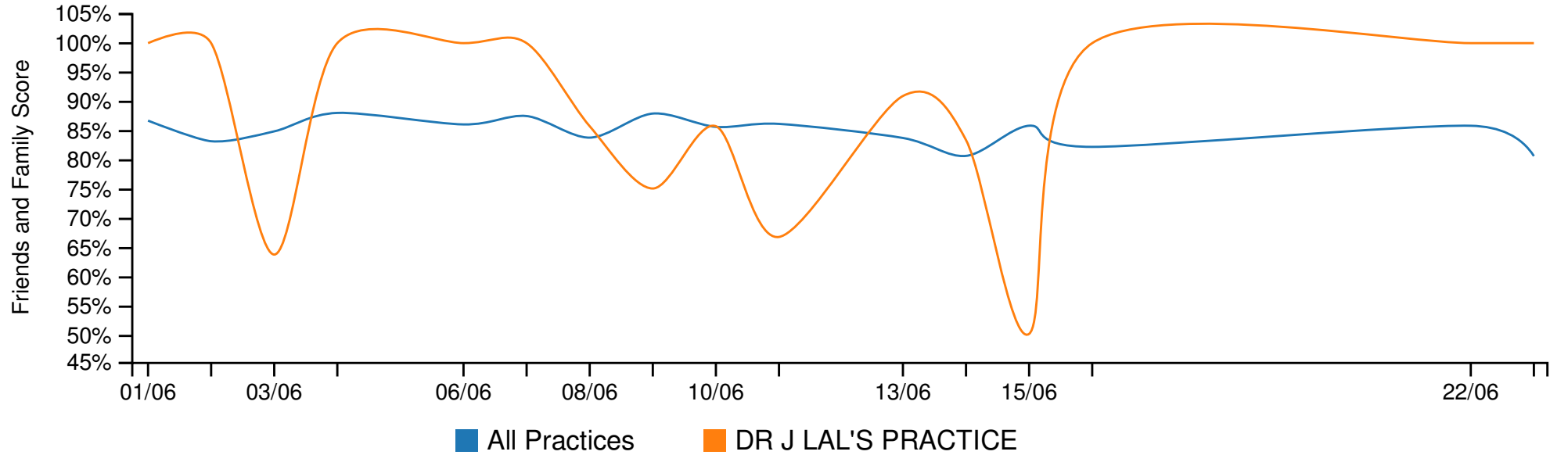
### Practice Score: 'Recommended' Rank

**Your Score:** 88%  
**Percentile Rank:** 65<sup>TH</sup>



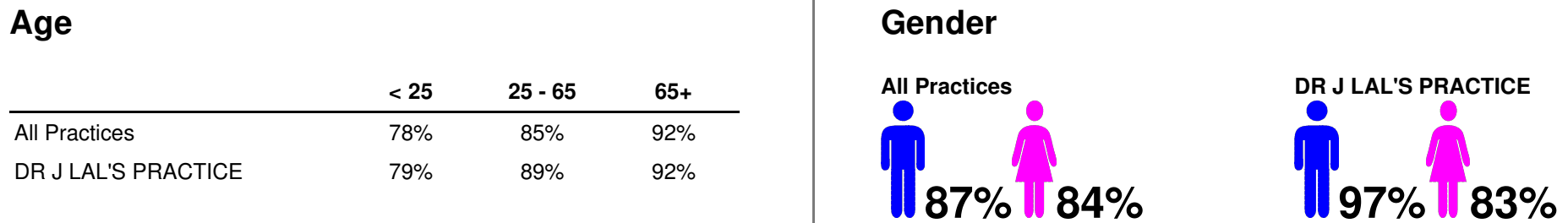
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 65th percentile means your practice scored above 65% of all practices.

### Practice Score: 'Recommended' Comparison



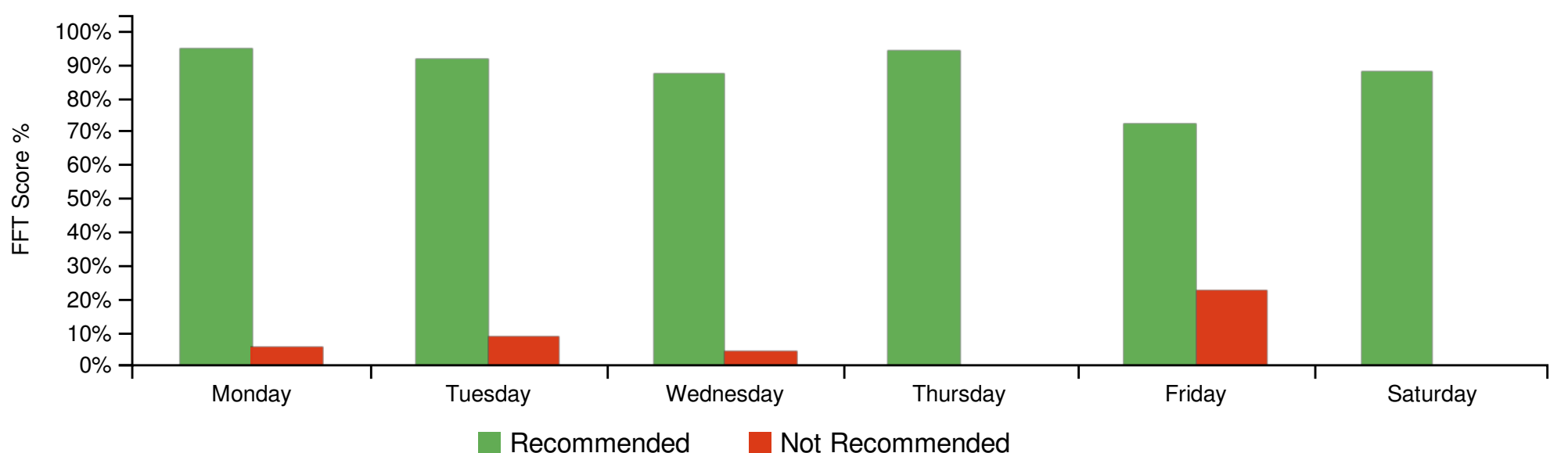
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



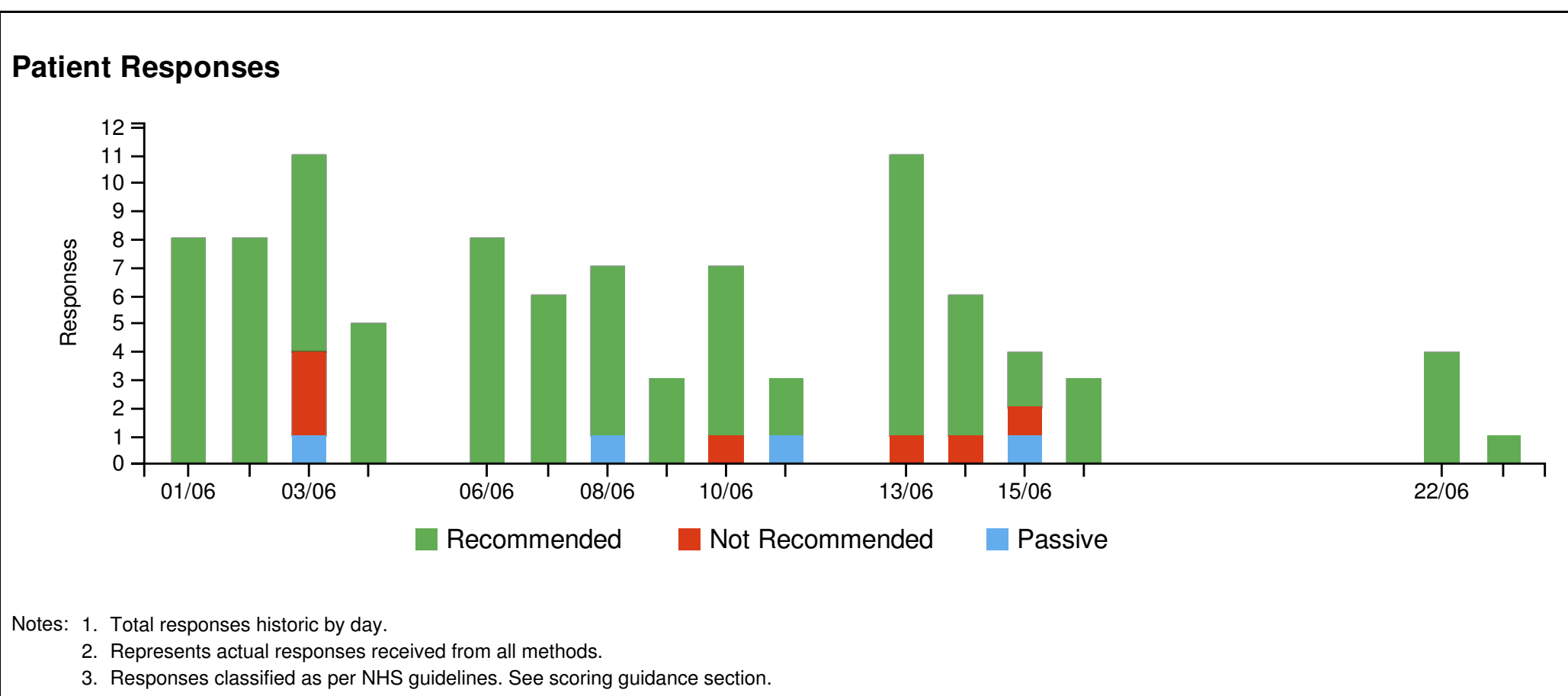
- Notes:
1. Scores for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: Day of the Week Analysis



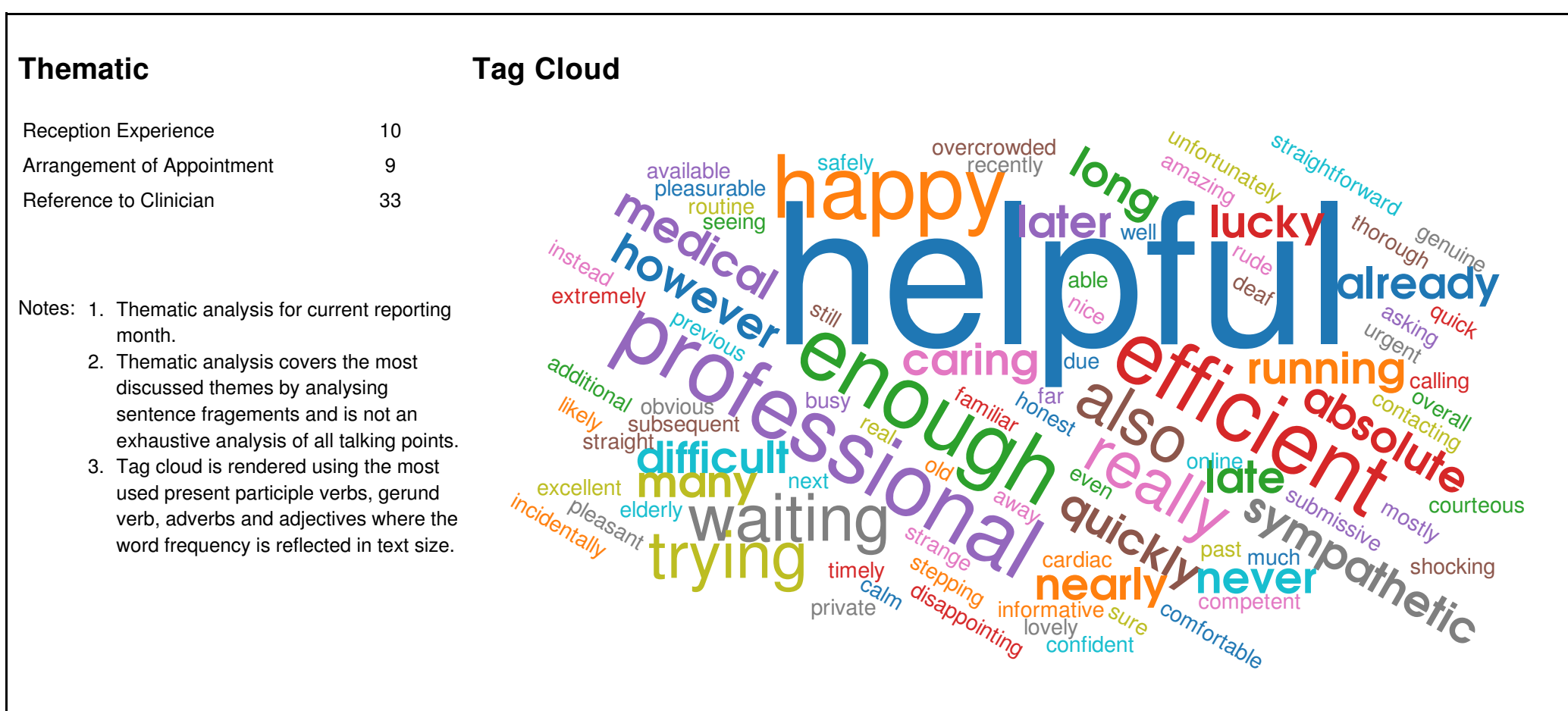
- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
  2. Score calculated as per NHS requirements. See scoring guidance section.

## SECTION 4 Patient Response Analysis



## 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

- ✓ Doctor was very understanding and didn't dismiss my symptoms which are not obvious. However I did have to wait 35minutes past my alloyed appointment time
- ✓ Git a app after being told to ring next day to see a doctor and happy with result of app
- ✓ GP friendly and honest and mater of fact
- ✓ No nonsense approach, gets to the problem and does something about it.
- ✓ Dr is always amazing and they really try and see you if it's urgent
- ✓ Helpful and sorted our problems we had by contacting the pharmacist. Kind and helpful to elderly lady in urn waiting room
- ✓ Service was efficient, friendly and pleasurable from the first step in the surgery through to stepping out.
- ✓ 1.On time2.nurse was very nice3. Very efficient
- ✓ Even though extremely busy, still found the time to help me quickly
- ✓ We are very pleased,with the very caring Doctors, and staff, and the very good service you provide.
- ✓ Competent and friendly staff.
- ✓ Dr is very good at his Job.
- ✓ Helpful advice an service.
- ✓ Prompt sympathetic and answered my questions
- ✓ I have recently transferred to this surgery. Everyone I have encountered has friendly, efficient and very professional. Unfortunately my previous GP practice has not forwarded my records which has implications for the drugs I am prescribed due to my cardiac condition but I have been able to see a doctor and be prescribed the medication I am on in a timely manner.
- ✓ Doctor had empathy and was kind
- ✓ I got an appointment on the same day as asking. I was seen straight away and the doctor was a very pleasant lady.
- ✓ Was booked in, seen quickly and service was excellent
- ✓ I have chosen 1 because I can safely say that over the the many years I have been with Dr Lal's I always receive a friendly and first class service from all the doctors I have seen
- ✓ The service today was calm,informative,and efficient,thankyou
- ✓ Always happy with advice and treatment
- ✓ The staff are all friendly, helpful when booking appointments and waiting in reception area. The GPs are professional and explain any concerns you have to make it you better informed in the situation
- ✓ Care and attention
- ✓ Dr was down to earth' made me laugh
- ✓ I find that my doctor is very helpful I always get an appointment when I need it and my doctor supports me and my family health
- ✓ Extremley happy with the help i needed
- ✓ Mostly seem on time never overcrowded surgery
- ✓ Need to see the doctor and got a cancellation, Dr Raul was very friendly and through
- ✓ Nice friendly service & good doctor
- ✓ Dr patel listened and gave sound advise in a very professional manner
- ✓ Courteous service. Helpful and friendly.
- ✓ Good helpful quick friendly
- ✓ Friendly staf and helpful doctors
- ✓ Very good service and no wait to see doctor.
- ✓ Dr yoga has always been both kind and sympathetic to my medical issues. She puts patients first and shows a genuine interest. A real credit to the practice. Val Stimson
- ✓ Because we have absolute trust and faith in the treatment and advice we have received from the medical staff,nursing staff and receptionists. We consider ourselves very lucky!
- ✓ The doctor and all staff are very kind and patience. Thanks for that
- ✓ Because for over 30 years I've always been treated with care and attention
- ✓ Doctor is friendly and makes you feel relaxed
- ✓ We have been with our doctors for 12 years and have been very happy with the service they have always provided

✓ I feel comfortable with Dr Arora and always find him to be kind in his approach and I trust what he says.

✓ *Good professional service*

✓ They are a really caring practice and very helpful to the patient.

X

X

### Not Recommended

✓ 1) Can't book an app until 2 wks before for scheduled apps such as immunisations. 2) Waited over 35 mins with 8 wk old baby to be seen from app time. No one advised doc running late. 3) Always seeing locums not familiar with any staff. 4) Always very difficult to get an app.

✓ *Cannot get to see a Doctor Today I started my call at 8 o'clock 4 before me got to me got cut off the same again third time lucky 22 minutes later it's a joke*

✓ Never seen at appt time always running late

✓ *My wife was trying to book an appointment for my son and she was put on hold for 27 minutes and cut off from your phone every 10 minutes....my opinion is that you need more staff and doctors to cope with the service you offer....you have far too many people on your books and you can't cope. And every time I try to book a doctor we are always told there is no appointment for over a week or so....it's not good enough...absolute shocking service by your practice*

✓ Long waiting times and rude doctors

X

### Passive

✓ Very submissive. Not thorough enough. Not enough questions asked and not enough advice given.

✓ *It takes over a week to get an appointment. Also when calling for an appointment you can wait 20 or more then get cut off.*

✓ The doctors, nurses and receptionists are all really lovely and I didn't have to wait for my appointment when I was there but I had to ring up 9 times before I got a routine appointment. If there was an online booking system I would much more likely recommend it.

✓ *I wasn't confident in doctor's advice*