

FFT Monthly Summary: February 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
66	21	4	3	5	0	0	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: 276

Responses: 99

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	66	21	4	3	5	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	66	21	4	3	5	0	99
Total (%)	67%	21%	4%	3%	5%	0%	100%

Summary Scores

88% 8% 4%

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:

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

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

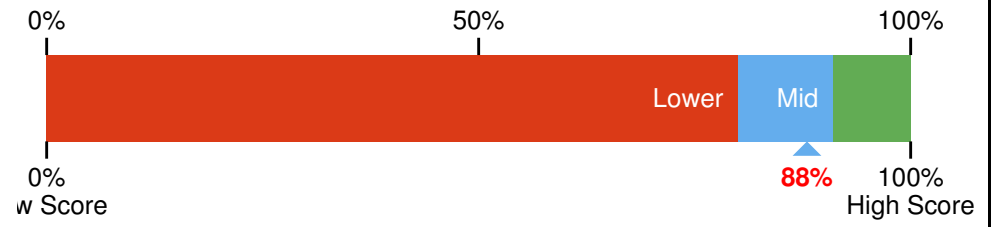
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

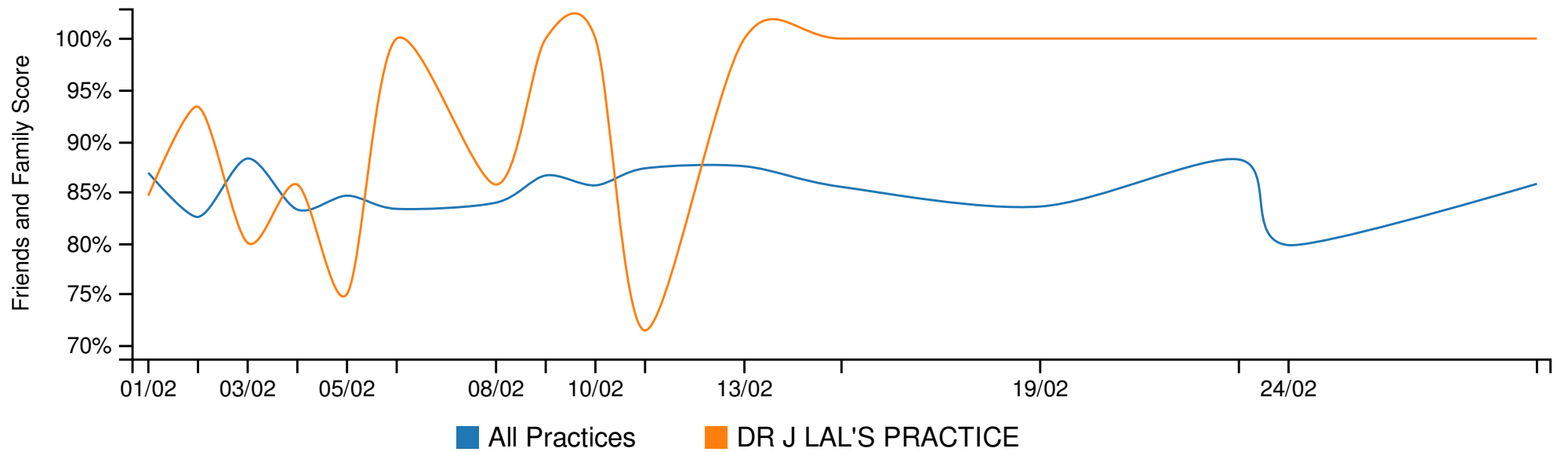
Practice Score: 'Recommended' Rank

Your Score: 88%
Percentile Rank: 60TH



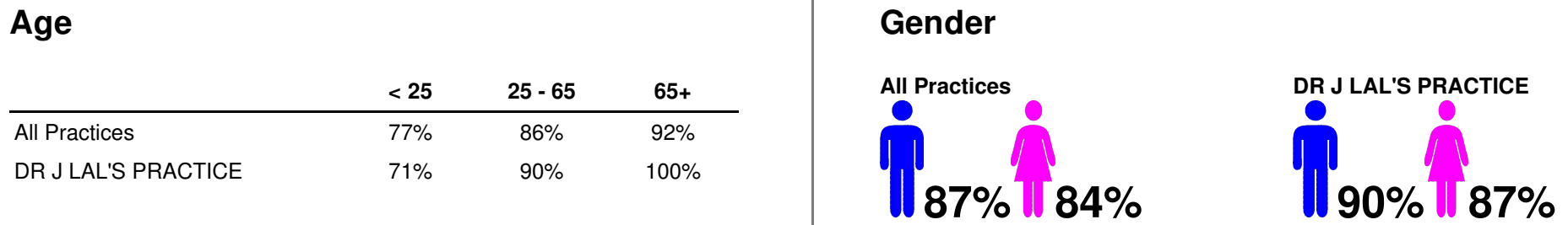
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



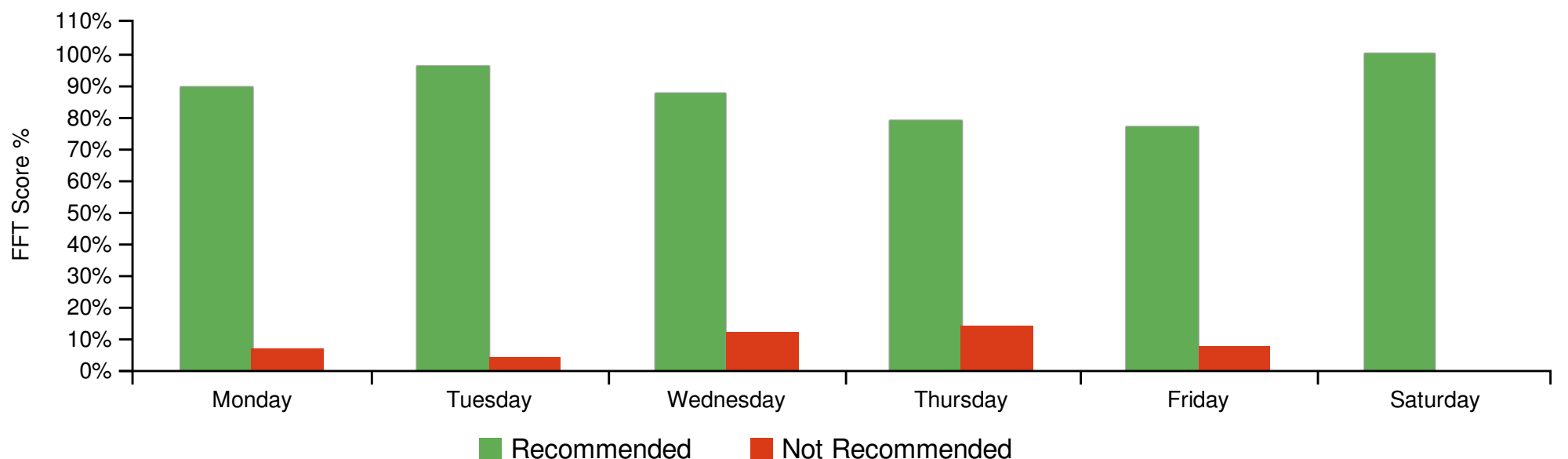
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

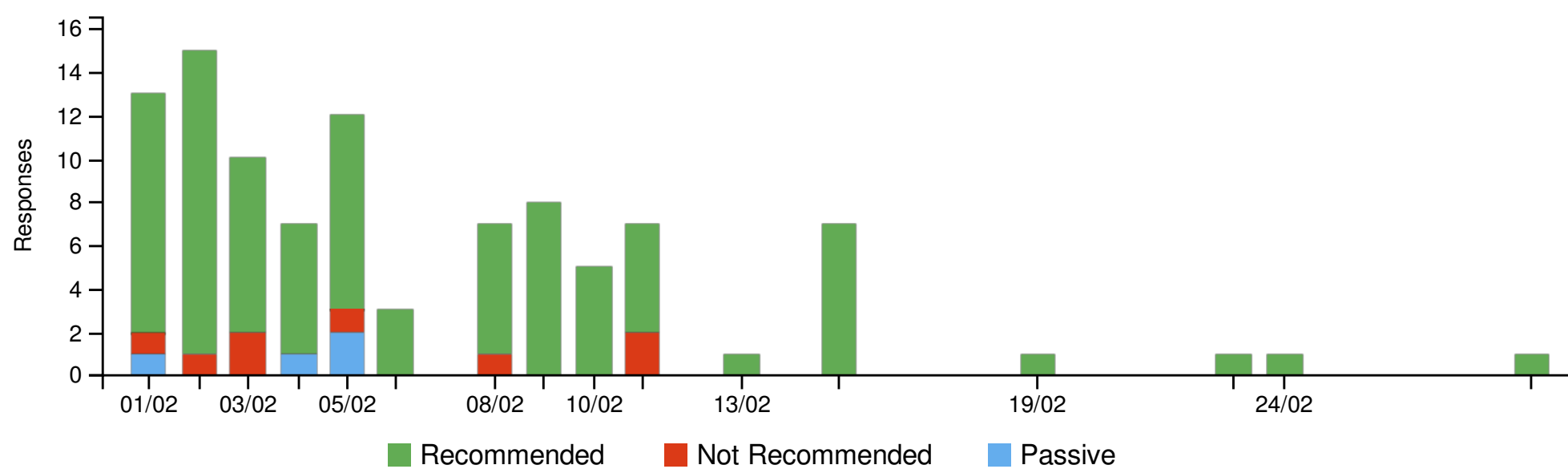
Practice Score: Day of the Week Analysis



- 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.

- ✓ Because I found everyone very helpful and friendly.
- ✓ Patient care
- ✓ Dr Lal and all he's colleagues are very helpful and thorough,

Not Recommended

- ✓ Reception service is very poor. Today icantspeak to my doctor because the receptionist wrote my number down incorrectly.
- ✓ rude/unhelpful receptionist
- ✓ I have always received exceptionally service from this medical centre, however the last two times the gp has been more than half hour late and I was late to a company meeting because of this. Otherwise, pleasant reception staff and a good gp.
- ✓ Takes ages for an appointment and appointment never on time
- ✓ Attitude of the GP was unbelievable. He was rude, indifferent and extremely unprofessional. My first visit but I won't be coming back
- ✓ I left feeling frustrated and like the doctor was not willing to help us

Passive

- ✓ I wanted a coil fitted but your surgery doesnt do this.