

FFT Monthly Summary: February 2018

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
75	16	1	3	5	0	0	0	0	100	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:	352						
Responses:	100						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	75	16	1	3	5	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	75	16	1	3	5	0	100
Total (%)	75%	16%	1%	3%	5%	0%	100%

Summary Scores

 **91%**
 **8%**
 **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:

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

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

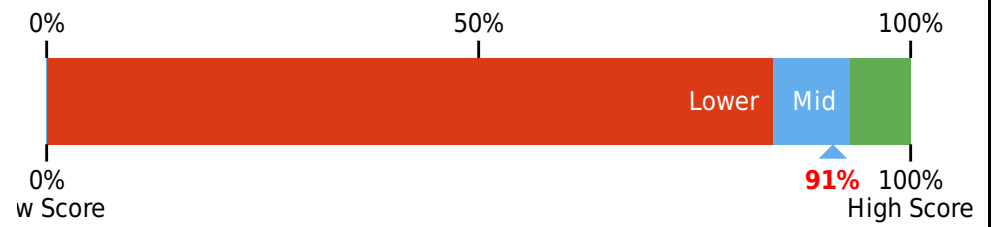
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

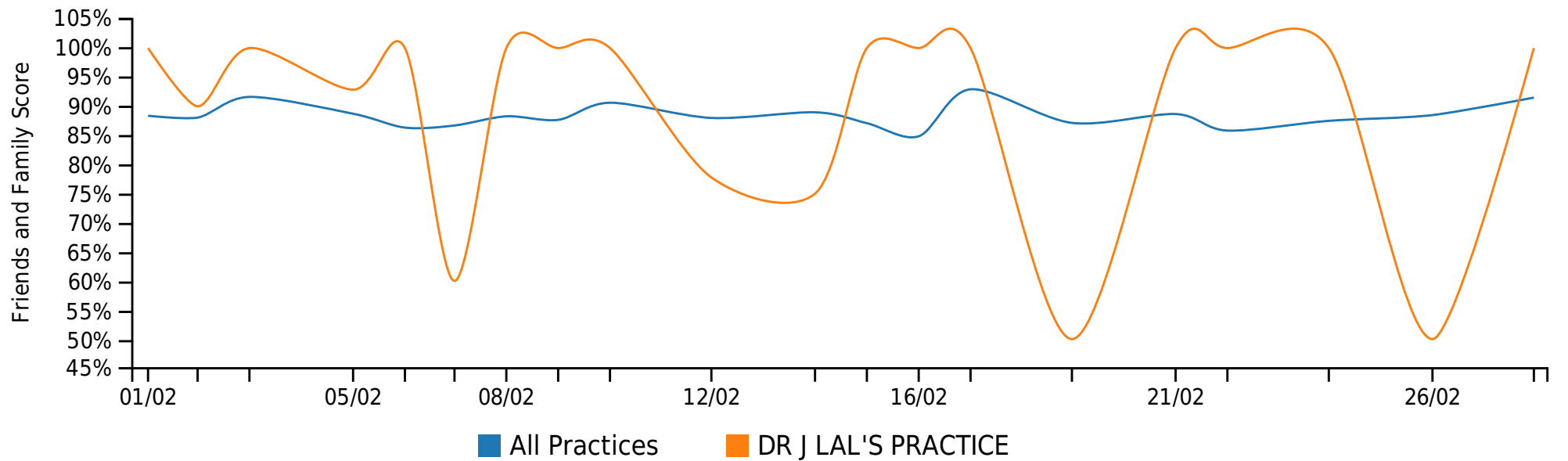
Practice Score: 'Recommended' Rank

Your Score: **91%**
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.

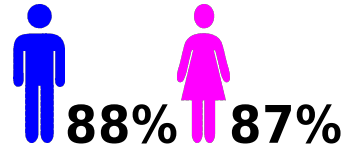
Practice Score: 'Recommended' Demographic Analysis

Age

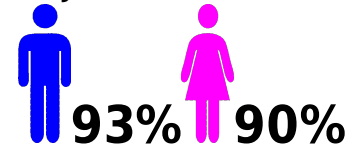
	< 25	25 - 65	65+
All Practices	80%	88%	92%
DR J LAL'S PRACTICE	78%	91%	100%

Gender

All Practices

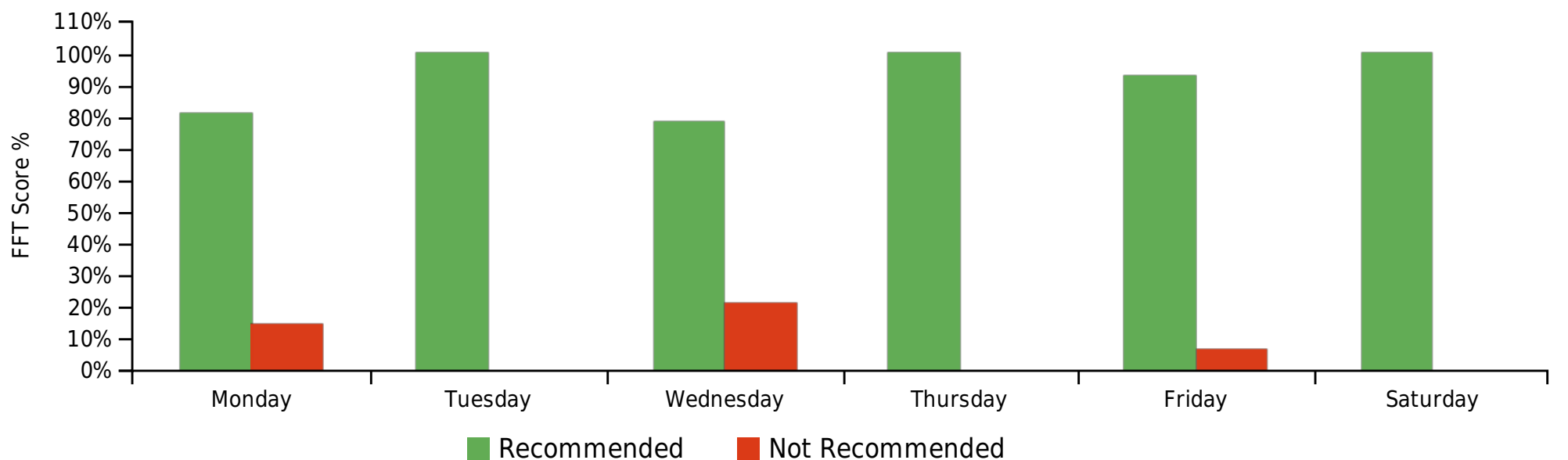


DR J LAL'S PRACTICE



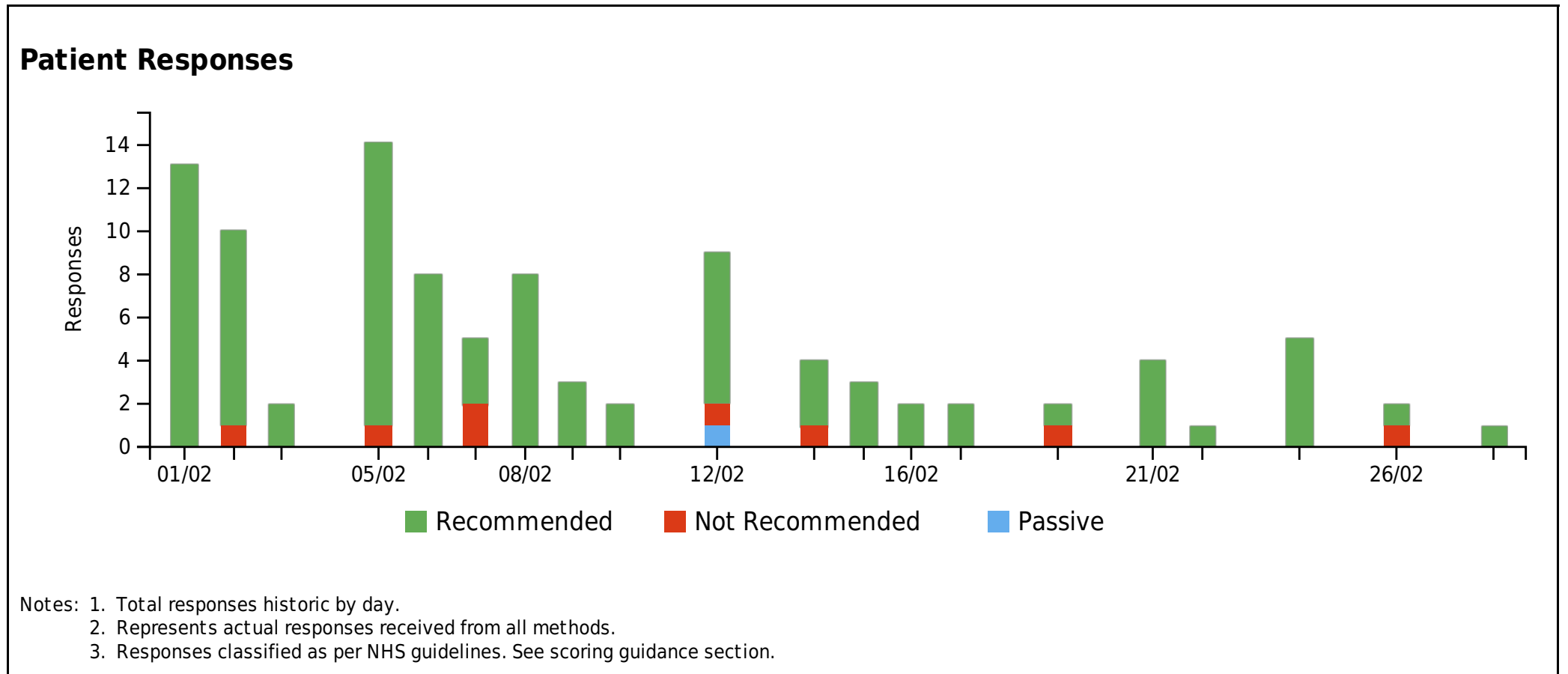
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

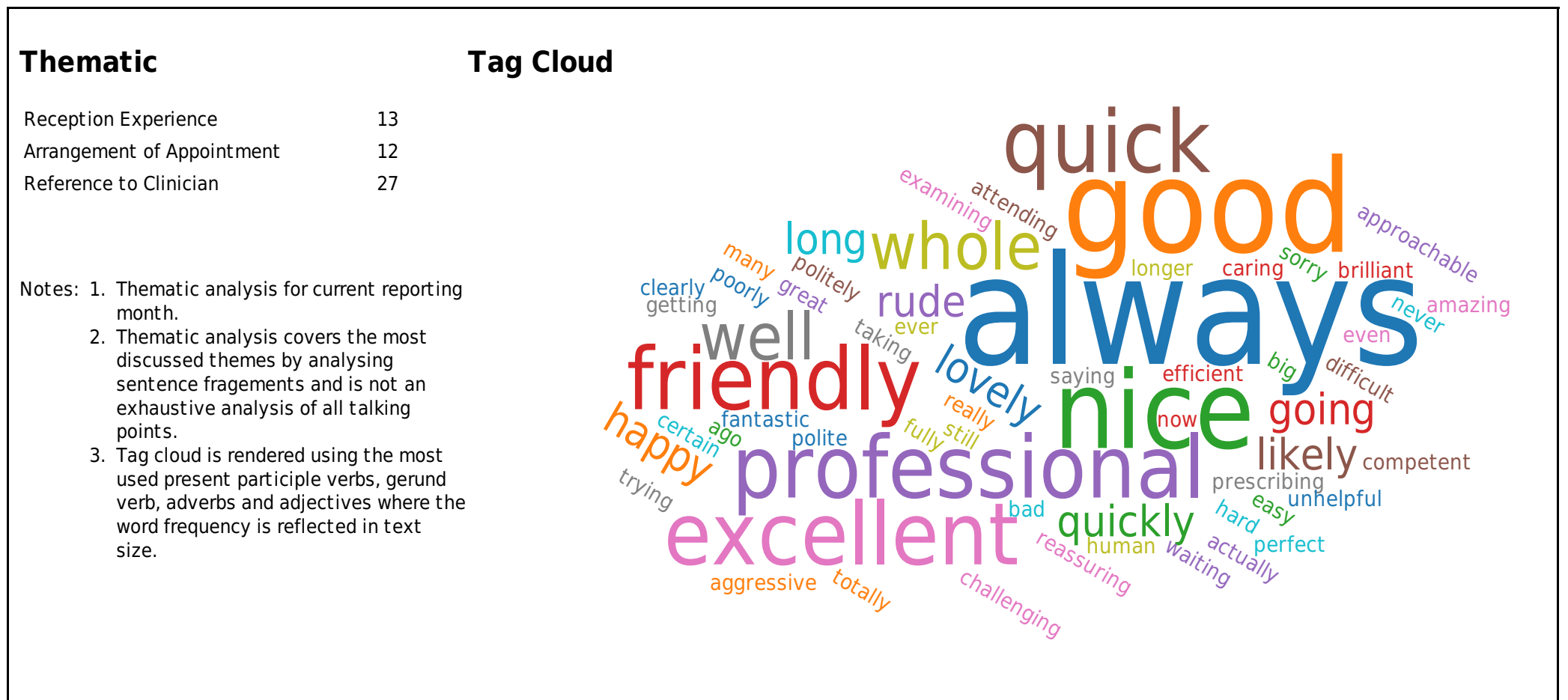


- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ Having a long time relationship with Doctor Dr. Arora
- ✓ The practice called me to make an appointment. I was called in before my appointment time. Dr was very friendly and reassuring
- ✓ I was very satisfied with the service the nurse gave me.
- ✓ Friendly receptionist's, lovely doctors
- ✓ I am satisfied with the service I received
- ✓ Happy with healthwise referral
- ✓ Professional service, time to explain and prompt transfer to other services
- ✓ I got a quick appt when I needed it
- ✓ Dr explained why he was prescribing tablets and how the nhs works and what still needs to be done before a referral to dermatologist can be made. He listened when I said I was not happy with one of the tablets. @ets.
- ✓ Everyone is nice and polite and I always get appointments when I want
- ✓ Very friendly, helpful and punctual
- ✓ Got an appointment for the nurse really quick and easy and the nurse Emma was very efficient, the receptionist was nice
- ✓ Because i feel that Dr Arora actually cares about my welfare.
- ✓ My surgery is excellent.
- ✓ Good receptionist
- ✓ Well Dr Arora is a so good, I wouldn't want any other doctor.
- ✓ Because the doctor took time to talk to me with what my problem was and was so helpful
- ✓ Had phone consultation with gp which suggested attending gp surgery as emergency, where time was taken examining was put on medication. Gp taking time to listen and understand all symptoms. @toms.
- ✓ Nice receptionist for the first time ever and quickly seen
- ✓ Nice helpful people who work there
- ✓ Receptionist and locum Doctor very helpful
- ✓ Locum service
- ✓ Dr Yoga is fantastic at what she does. She totally breaks everything down so we understand it and takes quality time to provide the very best care whenever we have seen her. @her.
- ✓ Ive had a on going problem for months I visited the drs two weekseks ago and was told to do something and then return for a check up th the doctor was very understanding and listened to me she has now solvolved my on going problem which is a great relief to me me
- ✓ Doctor yoga always very helpful and friendly and outs you as ease
- ✓ Good service, politely and professional, all concerns addressed
- ✓ I gave 1 because service once you get in is good, but too challenging trying to get an appt. a weeks wait or longer is bad when your Poorly
- ✓ There are always locom doctors plus most of the receptionists are lovely but there is one very aggressive rude woman
- ✓ Appointment on time, and a helpful GP.
- ✓ Likely
- ✓ Very well treated
- ✓ Sorry i meant 1
- ✓ Ive always had excellent care from the practice, both doctors and nd reception are caring and professional al
- ✓ On the whole the practice is very good the only problem is the waiting time for an appointment
- ✓ Seen on time, nice doctor
- ✓ On time and quick appt
- ✓ i was very pleased with the treatment i recived today
- ✓ excellent service all round.
- ✓ I had to wait two weeks for an appointment
- ✓ Likely
- ✓ they are very helpful and do there best to get you all the help youyou need and care and you don't get that at many doctors these days so so a big thanks to the whole team your brilliant at wot your are doinoin
- ✓ On the whole a very professional practice with approachable receptionist 95% of the time a choice of competent doctors two surgeries to choose from.

- ✓The doctors are amazing
 - ✓Quick service and politeness from reception and doctor
 - ✓Flexibility in getting appointment and human approach of all the doctors I've seen
 - ✓Everything 100% perfect
 - ✓Its because she explain very well to me in a way I can understand very clearly thanks
 - ✓Good service
 - ✓1 excellent treatment and very kind GP and care given by all staff
 - ✓My appointment was on time and the nurse was prepared for my visit
- X

Not Recommended

- ✓Appointments are hard to get.
- ✓I had to wait 45 minutes
- ✓Certain members of your reception staff 1. Being told I need to see a Doctor by the nurse and having to wait 14 days to see one!
- ✓To get Gp's Appointments is always difficult. When you even get through to the receptionist you can not get an appointment for that week , it's always li@ys like 2 week before they can get a date for someone saying they are fully booked for that week. @eek.
- ✓Always on hold for 50 mins Never can get appointment , then when I do it gets cancelled Some reception staff unhelpful and rude Like yesterday !
- ✓It took too long to get an appointment .

Passive