

FFT Monthly Summary: April 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
63	24	5	3	4	0	5	0	0	94	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: 382

Responses: 99

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	58	24	5	3	4	0	94
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	5	0	0	0	0	0	5
Total	63	24	5	3	4	0	99
Total (%)	64%	24%	5%	3%	4%	0%	100%

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:

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

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

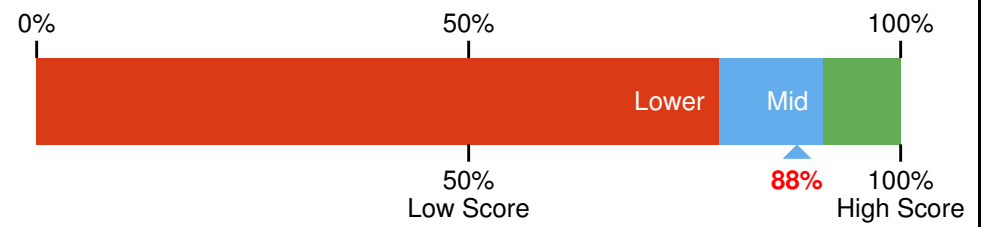
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

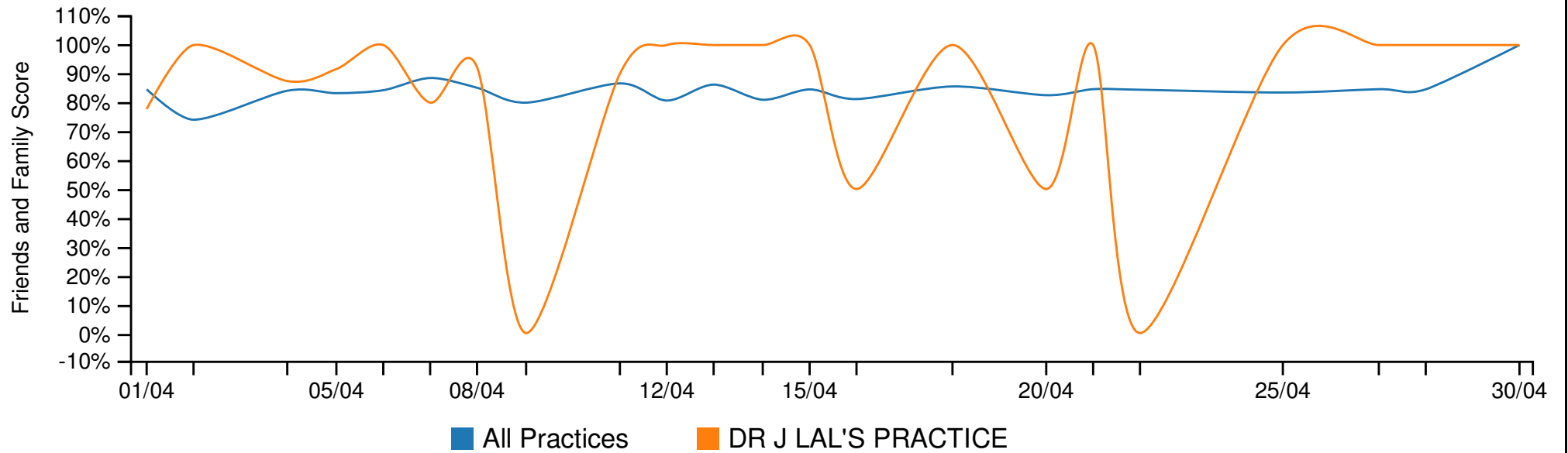
Practice Score: 'Recommended' Rank

Your Score: 88%
Percentile Rank: 65TH



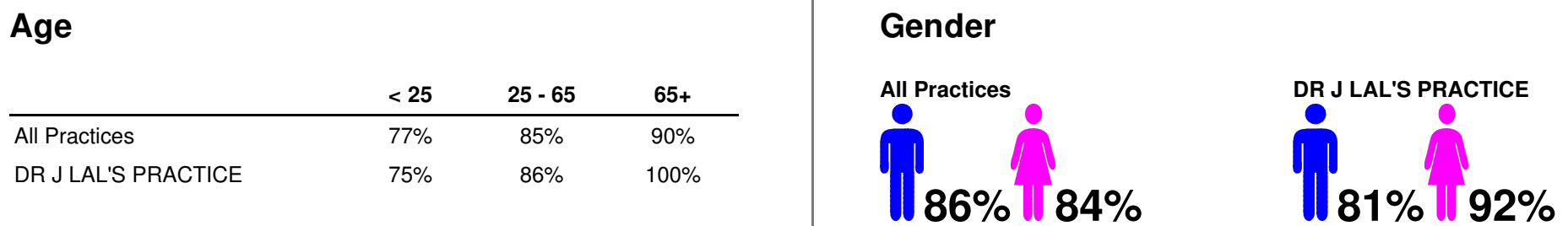
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 65th percentile means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

Practice Score: 'Recommended' Comparison



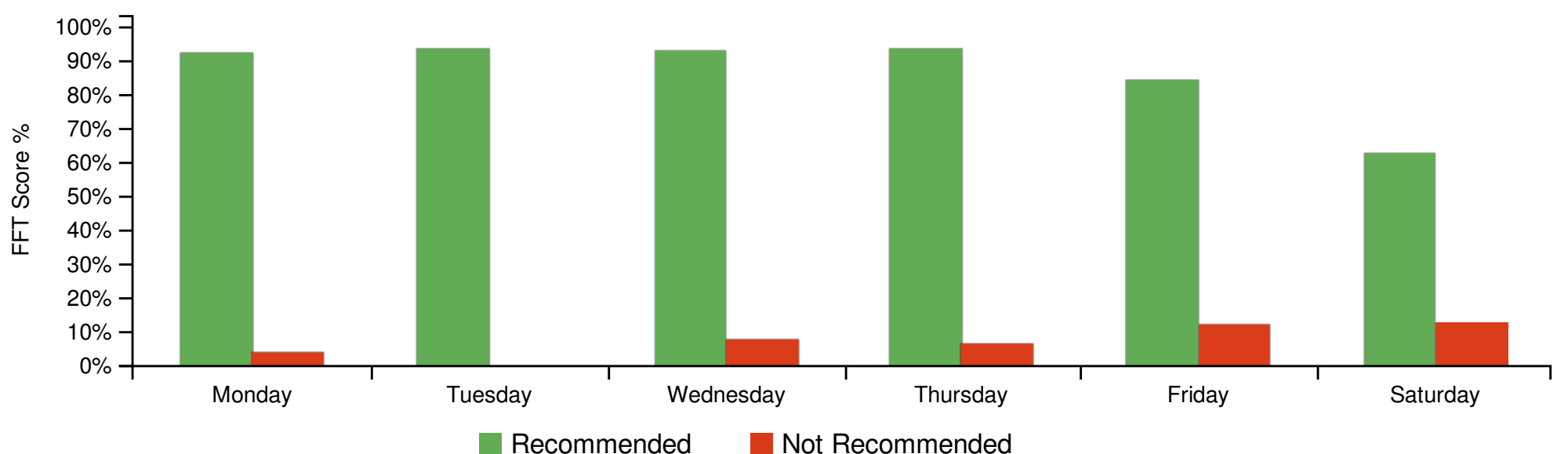
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

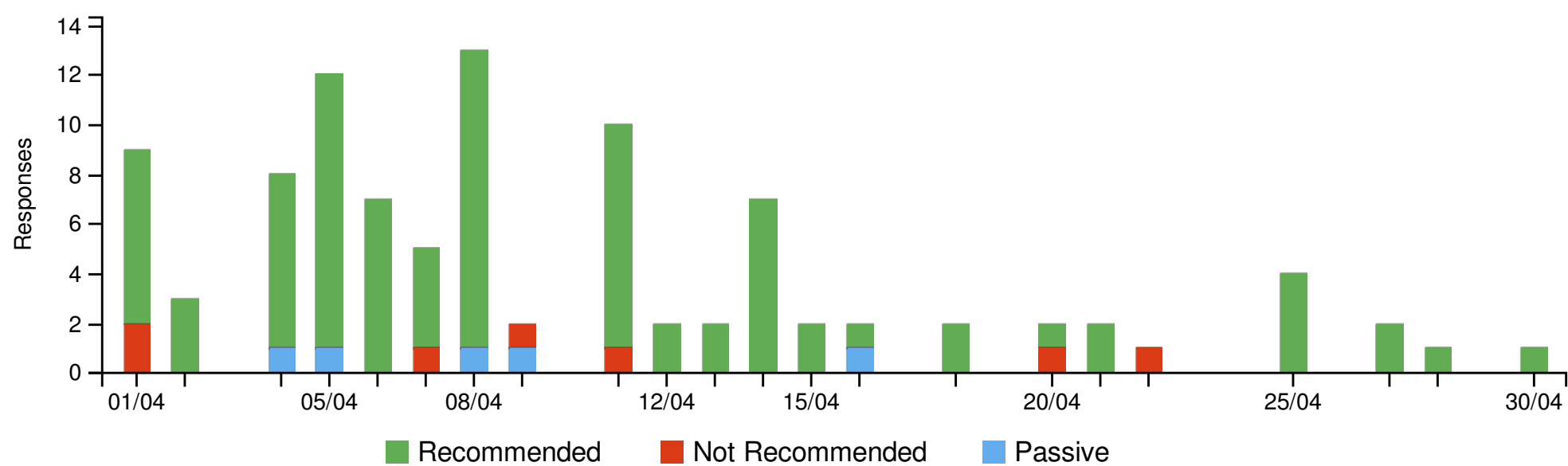
Practice Score: Day of the Week Analysis



- 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

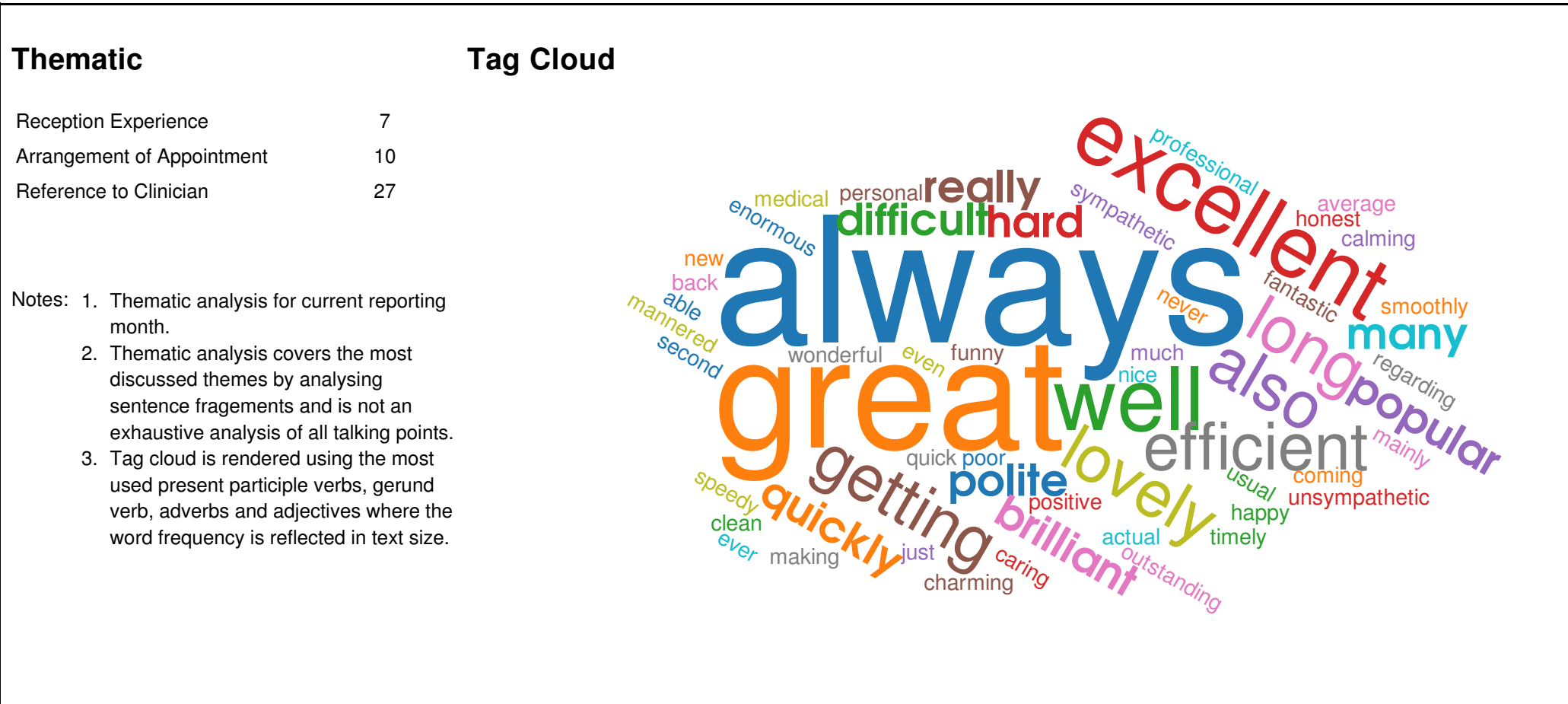
Patient Responses



- 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 had a god advice and well care
- ✓ Quick appointment same morning and excellent Doctor's manner and speedy diagnosis and prescription.
- ✓ Doctor is excellent
- ✓ Advice and guidance but also consideration to patient point of view
- ✓ Excellent response in getting an appointment and for the care and attention to detail from the lady doctor and to Dr Lals surgery and all the staff Many thanks
- ✓ Staff wether it be doctors nurses or receptionist always polite & friendly always explains things don't have to wait too long to get an appointment
- ✓ Because it would have been nice to have been offered an app in the first place. Although i appreciate gps r under enormous pressure
- ✓ Great service
- ✓ It's a great doctors surgery
- ✓ Positive sympathetic and helpful experience with a charming doctor.
- ✓ The Dr phoned me back quickly after the receptionist said I would receive a call this morning
- ✓ Good service.
- ✓ Efficient process and I felt included in the decision making progress about my treatment.
- ✓ I was told after an outpatients visit to hospital I needed to see my Doctor ASAP - he saw me even though it was lunch time!
- ✓ Helpful,friendly and efficient
- ✓ Can't always get an appointment when needed and problems getting through on the phone. Placed in queue then cuts off
- ✓ Understanding, professional & friendly
- ✓ Very helpful
- ✓ Good doctor commitment to my problem
- ✓ Prompt friendly surgery xx
- ✓ Normaly would have gone number 1 which i have in passed, but because of changes, ie: not being able to make appoiments probley, also the new phone system, been cut off so many times when reached number one.
- ✓ Practice is clean. Nurse was very good.
- ✓ Was seen very quickly. Doctor and receptionist always very polite and caring.
- ✓ the friendyness and the closeness to where i live
- ✓ Just a great doctor, very personal to my needs
- ✓ Appointments are difficult to get a long wait .
- ✓ The doctor is lovely and so helpful
- ✓ This surgery is very good. Doctors/Nurses
- ✓ Lovely Practice always's treated very well but very hard to get appointment the Practice is so popular
- ✓ Lovely Practice always's treated very well but very hard to get appointment the Practice is so popular
- ✓ I am very please I joined this surgery, I have always received great service and have been treatd very well
- ✓ Mainly I feel my Doctor listens to me and I trust him to make the right decisions regarding my medical care
- ✓ Dr Yoga is very efficient a very good doctor
- ✓ It was my 1st visit everything ran smoothly and appointment was timely.
- ✓ The doctor couldn't be more helpful. Great to have her to talk to. She is very honest and calming.
- ✓ Friendly and funny doctor.
- ✓ Dr Yoga has provided me with outstanding service.
- ✓ Wonderful nurse and dr aurora is excellent
- ✓ Both doctor and nurse take the time to listen and are really friendly and good mannered
- ✓ You are alwaysd very helpfull and careing
- ✓ Vicky is so brilliant and once again my guardian angel! Ever since the surgery have looked after Me And my family we have had nothing but second to none care from the practice. Thank you! Rachel

- ✓ *I have been coming to DR Lal practice for over 25yrs . I have always been happy with the service , the receptionists are always friendly & very helpful . Same for all the doctors too.*
- ✓ *I always get great service from Dr arora most of the receptionist are helpful although I find leena unsympathetic at times and doesn't seem to help as much as the others do*
- ✓ *This practice is fantastic. When you see the doctor or nurse they really listen to your concerns. Reception brilliant also.*
- ✓ *DR Arora has always been a great support for me and my family*
- ✓ *Good promp service from raceptions and doctor*
- ✓ *Good service*
- ✓ *Close to my house*

Not Recommended

- ✓ *Poor service and administration.*

Passive

- ✓ *You have to wait too long for appointments in 24 years of being at the practice this has never been usual*
- ✓ *Service as expected*
- ✓ *Actual appointment got seen on time,getting the appointment was more difficult*
- ✓ *Average service. Had to wait 45 mins, so could be better!*