

FFT Monthly Summary: January 2017

Dr G. Suleiman practice
Code: F85666

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
28	12	0	3	2	1	0	0	0	46	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: 168

Responses: 46

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	28	12	0	3	2	1	46
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	28	12	0	3	2	1	46
Total (%)	61%	26%	0%	7%	4%	2%	100%

Summary Scores

 87%  11%  2%

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:

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

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

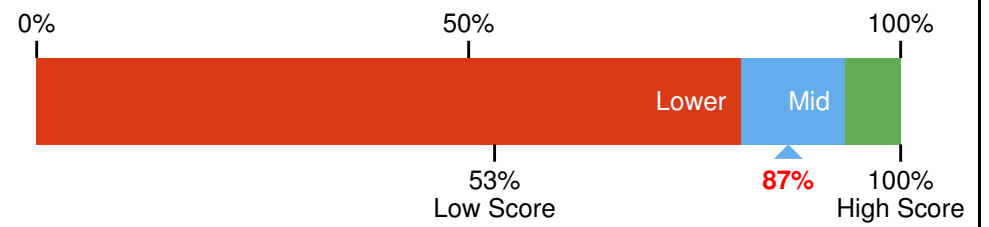
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

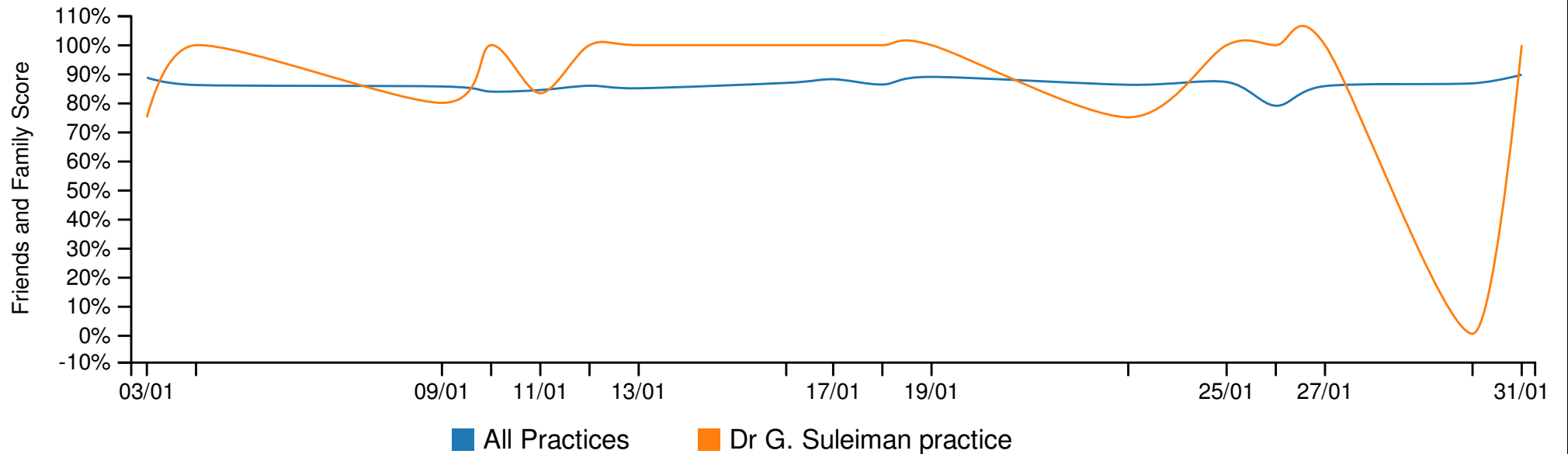
Practice Score: 'Recommended' Rank

Your Score: 87%
Percentile Rank: 50TH



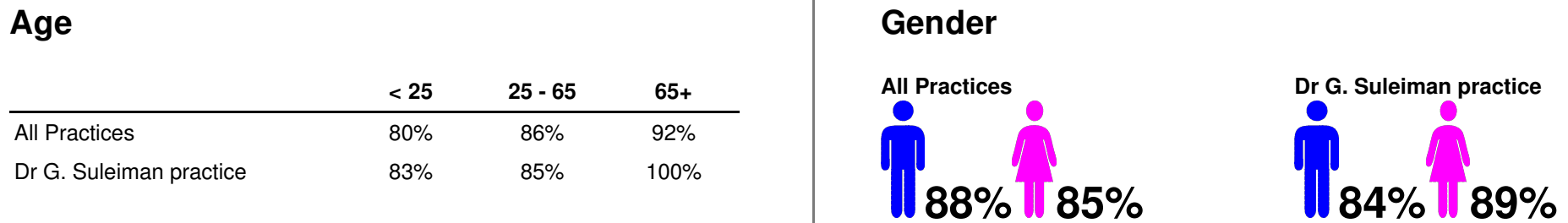
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



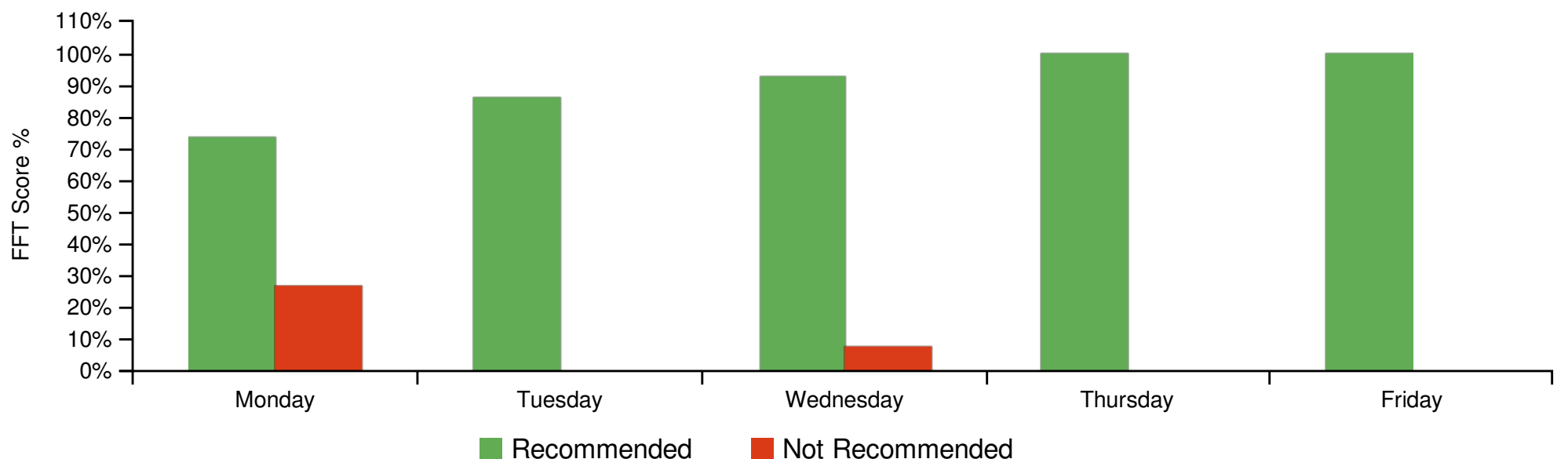
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

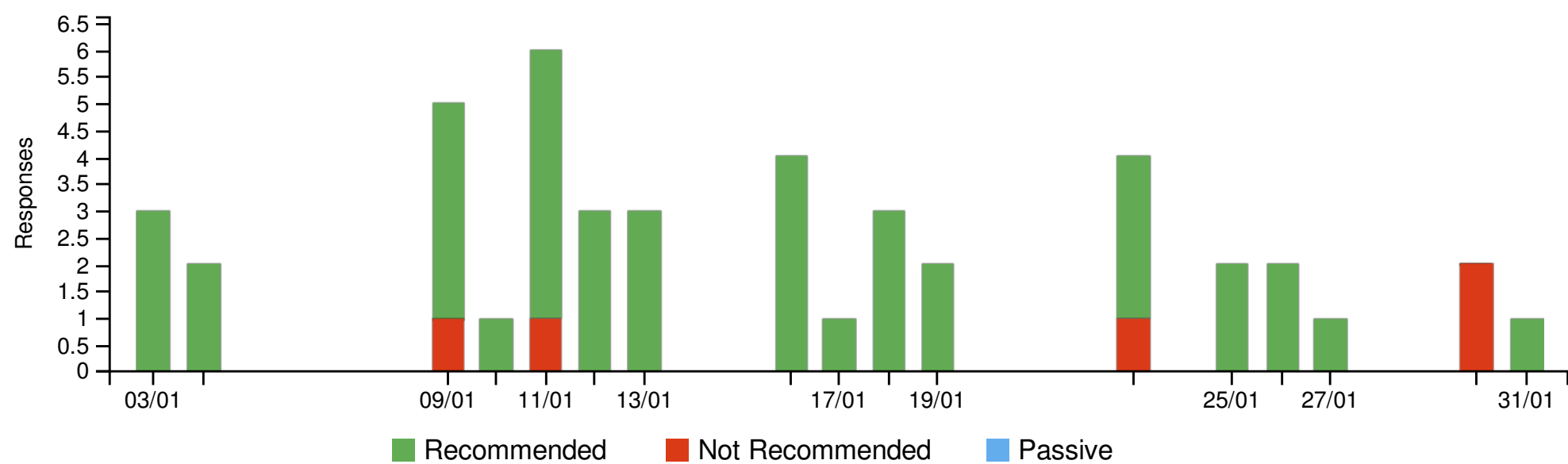
Practice Score: Day of the Week Analysis



- 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

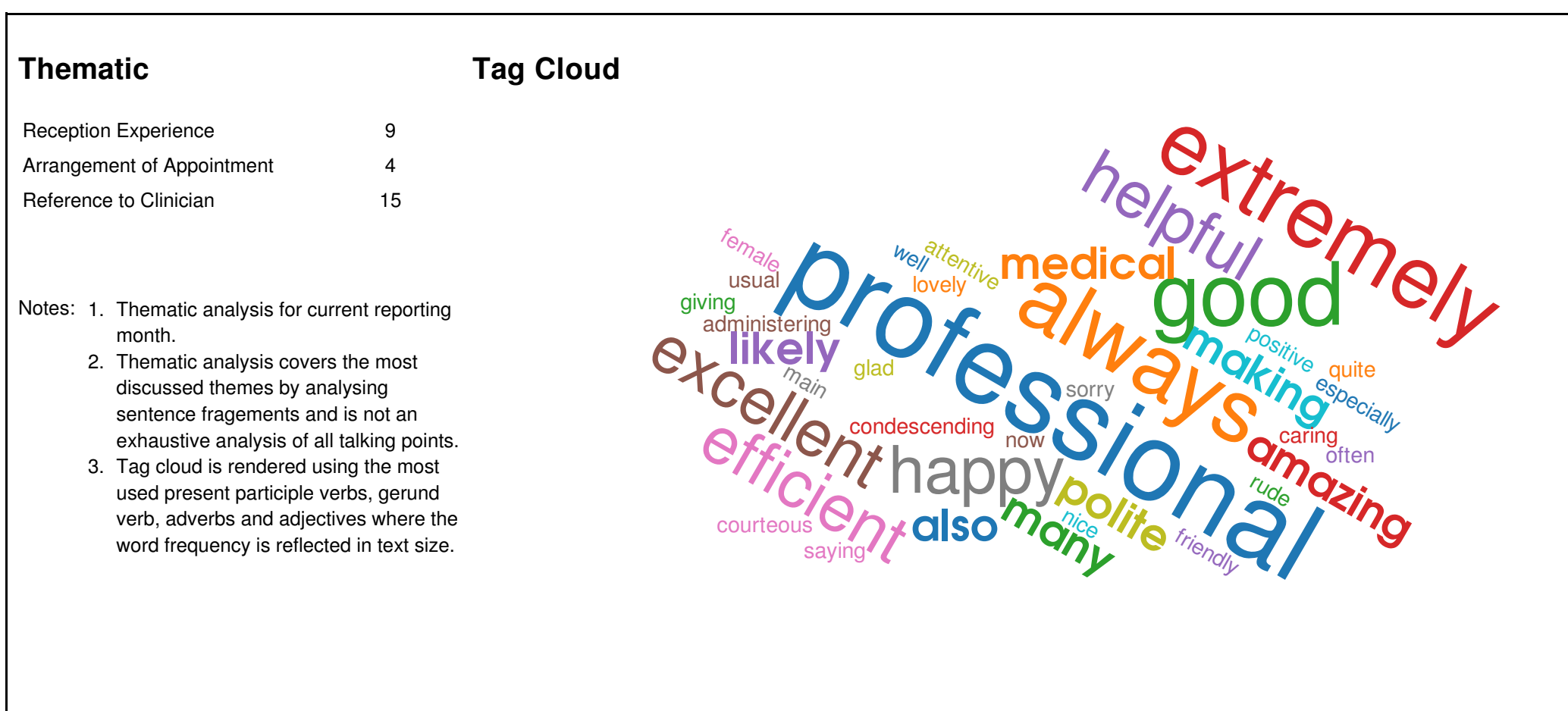
Patient Responses



- 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

- ✓ The ease of making an appointment
- ✓ Because he takes the time to hear what you have to say then tries to find a way to help you deal with it before administering drugs. "And then only if needed"
- ✓ Dr Suleiman & the other GPs are excellent doctors. The reception staff are efficient & courteous. I would not want to change surgery.
- ✓ The main reason I have chosen, it's the professional job doctor Suleiman done. I am also happy to all staff. I feel confidence and privacy. I am so glad to be part of Edmonton Medical Centre 234 Fore Street London N18 2LY
- ✓ No rush today and was at ease
- ✓ G.P polite and understanding. Attitude of Receptionists have improved
- ✓ there has been many times where I couldn't get an emergency appointment . On a positive - the doctors are amazing- especially Dr Suleiman
- ✓ The practice nurse was lovely and patience
- ✓ I found the service and the team very efficient.
- ✓ Dr. Suleiman is very good in giving care to his patient.
- ✓ Dr Suleiman is extremely caring, kind and very professional. Staff are helpful and friendly
- ✓ Over 47 yrs of excellent service with Drs Silver Sen Jnr and now Suleiman
- ✓ Good medical care
- ✓ Staff are efficient and Doctor Suleiman always gives an in depth explanation.
- ✓ Dr Suleiman is always taken time to listen when you are with him, or also he has a way of making you feel better. So that my reason for saying extremely likely.
- ✓ Excellent service!
- ✓ My family and I are very pleased with the service and the staff. We can get appointment same day when we call. The doctors/nurses are very attentive and staff are always happy to help.
- ✓ Very good and professional doctor
- ✓ Amazing doctor and kept to time
- ✓ Everyone is so professional and extremely helpful. Many thanks
- ✓ Everything was explained well
- ✓ Good service very professional
- ✗ Extremely likely
- ✗ Should my friends and family need GP I will recommend
- ✗ Nice and quick service

Not Recommended

- ✓ Sorry that should have been a 2
- ✓ The reception staff can be quite rude in how they speak to patients, the condescending tone often used. As usual, the female GP did not examine.
- ✓ I was very happy for the reception

Passive