

# FFT Monthly Summary: February 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
43	3	2	0	1	0	0	0	0	49	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: 123**

**Responses: 49**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	43	3	2	0	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>43</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>49</b>
<b>Total (%)</b>	<b>88%</b>	<b>6%</b>	<b>4%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 94%  2%  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:

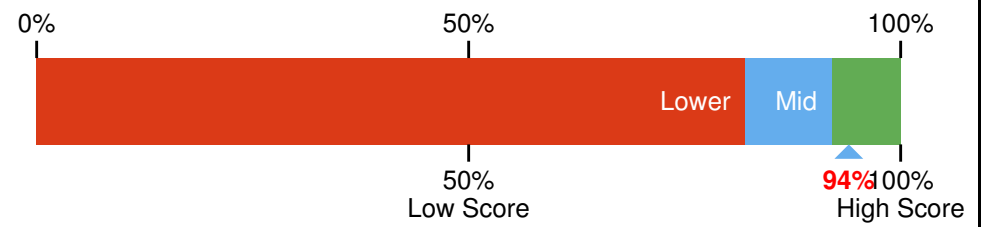
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

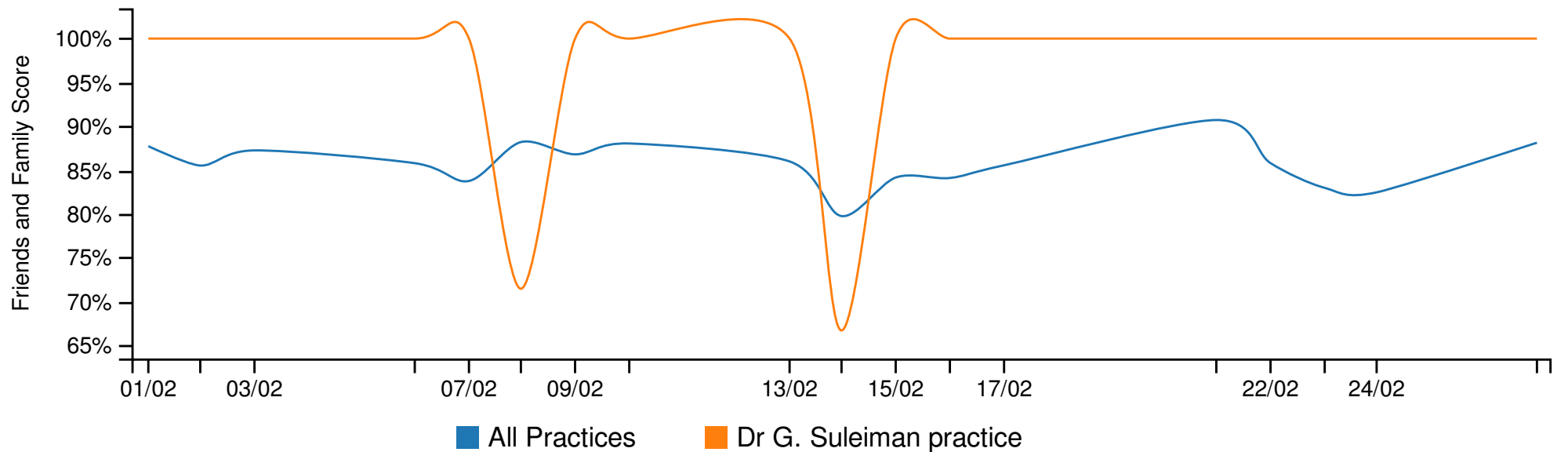
**Your Score:** **94%**

**Percentile Rank:** **85<sup>TH</sup>**



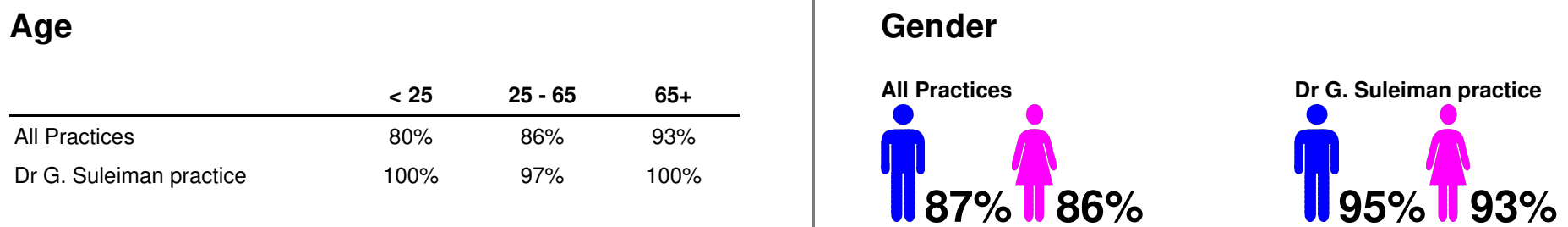
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile means your practice scored above 85% of all practices.

### Practice Score: 'Recommended' Comparison



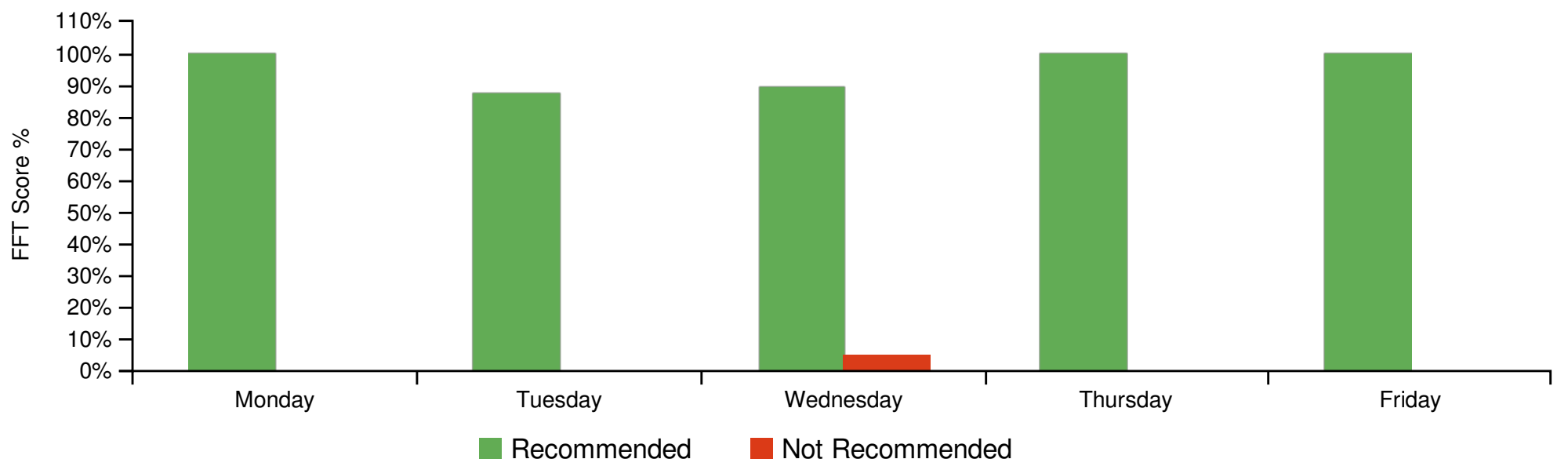
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

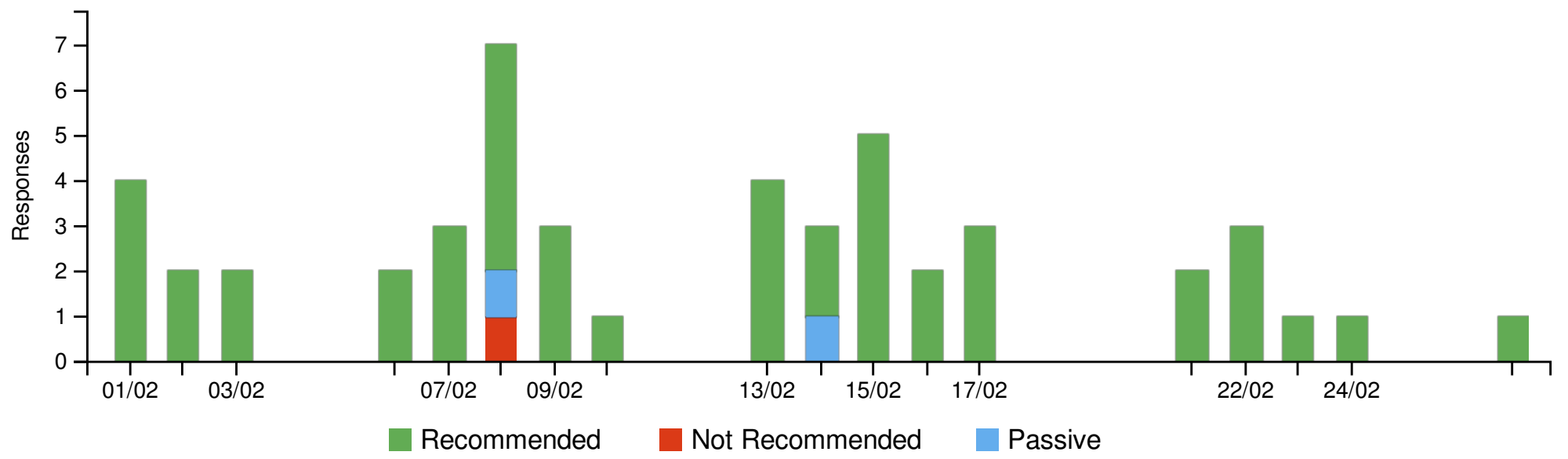
### Practice Score: Day of the Week Analysis



- 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 have never encountered any problems or difficulties using the service. Secondly the staff is very helpful and knowledgeable.
- ✓ The doctors are really good
- ✓ I have been very ill. The practice has really looked after me. They have taken time to explain everything that has happened to me and why and what treatment. I will need. They have done everything possible to care for me and guide me. Thanks a million.
- ✓ Doctor Suleman seems to give a better service and advise
- ✓ I always get good treatment from the doctor and the staff
- ✓ Very helpful, informative and short waiting time for appointments.
- ✓ Always helpful
- ✓ Pleased with Dr conduct and approach. Efficient blood test process.
- ✓ Dr Suleiman is the best doctor ever had and the staff are very friendly and They remember your name and that's what I like about this surgery
- ✓ The overall service and medical experience
- ✓ Because I'm very happy with how fast things was sorted for my son
- ✓ I was seen on time, and the staff member was friendly and professional
- ✓ Examine and Explaining in acaring way the result .
- ✓ Dr Suleiman is always patience, understanding and is very professional and explains the diagnosis in a simple manner and explains the treatment and what it entails. The only doctor who listens to patient's needs.
- ✓ Helpfull/concerned/efficent.
- ✓ He listens n explain well , he never undermined hw u feel,makes u feel u r the only patient he has,n that secure me as a patient n build confidance in me ,n his set of Receptionist r helpful as well , kind regarded
- ✓ The nurse is very professional and makes you feel very easy and relaxed
- ✓ Because I'm with them with surgery for 40 years and they always look after me very well and my family
- ✓ Dr Suleiman is great and Nurse Yasmin is lovely too. We are very happy
- ✓ Because he takes time to listen to you and don't try to rush you out the door and explains things to you in a way you can understand
- ✓ I've got a lot of health issues, and the staff,and my doctor are superb,polite accommodating and efficient,
- ✓ Quality of Service And treatment
- ✓ Very friendly efficient doctor and staff. Very clean surgery.Patients are treated with respect.
- ✓ Takes time to listen and very caring
- ✓ I'm really happy with my GP
- ✓ I received great customer service today from Paulette.
- ✓ Very helpfull we all need to work together and do the best we can i have no problems we all want to get better
- ✓ I have been a patient of Dr Sulieman for many years as was my late father. Dr Sulieman is a very friendly professional gp but also very caring and always happy to listen to any problems. Nothing is too much trouble for him
- ✓ All staff listen & act In a Caring and helpful way
- ✓ The main reason is because the GP always takes care and time to talk and explain everything to us, and that is very important.
- ✓ Friendly and caring doctor does not attempt to rush you and allows you to talk to him about issues you currently have going on (medically)
- ✓ Everything was good
- ✗ Very polite and listens to concerns or problems
- ✗ I like prepartions

#### Not Recommended

- ✓ The receptionist are very rude it's disgusting how how they talk to you and other. They have very overt racial equality issue.

#### Passive