

FFT Monthly Summary: April 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
36	5	0	2	1	1	0	0	0	45	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: 165

Responses: 45

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	36	5	0	2	1	1	45
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	36	5	0	2	1	1	45
Total (%)	80%	11%	0%	4%	2%	2%	100%

Summary Scores

 91%  7%  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:

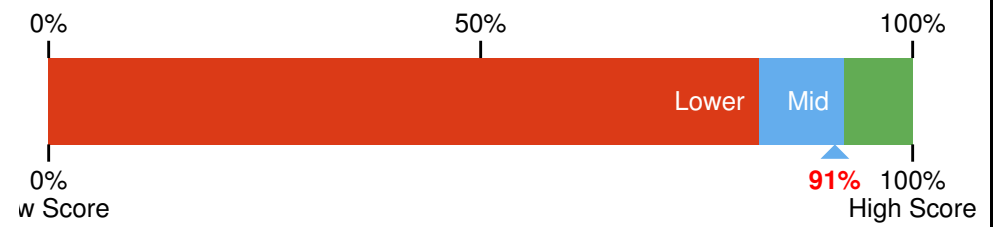
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

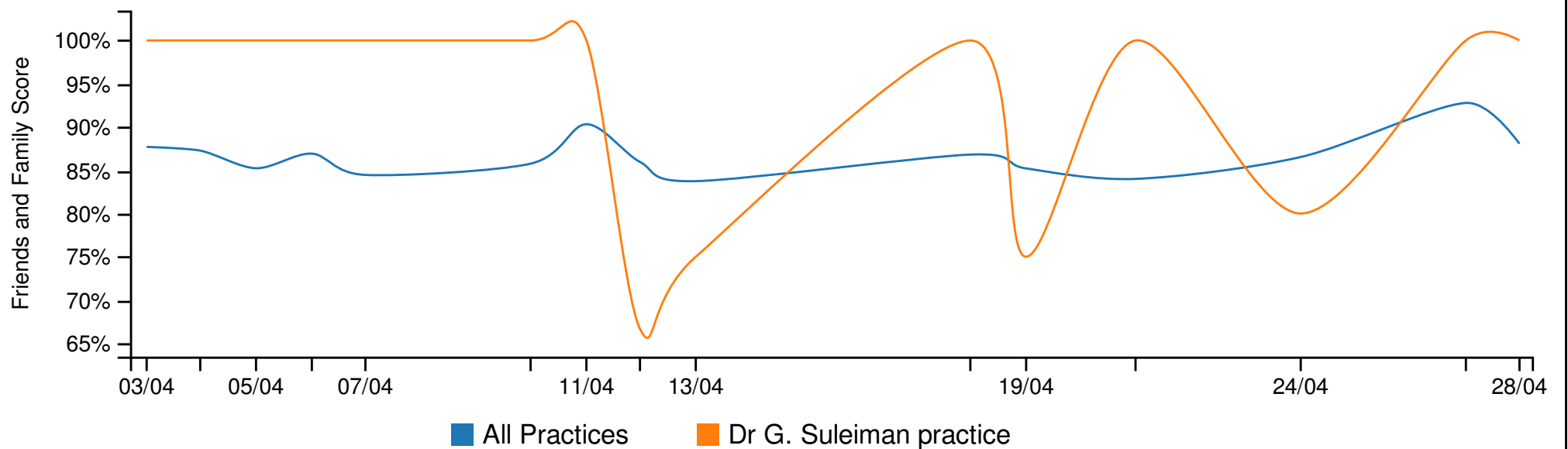
Your Score: **91%**

Percentile Rank: **70TH**



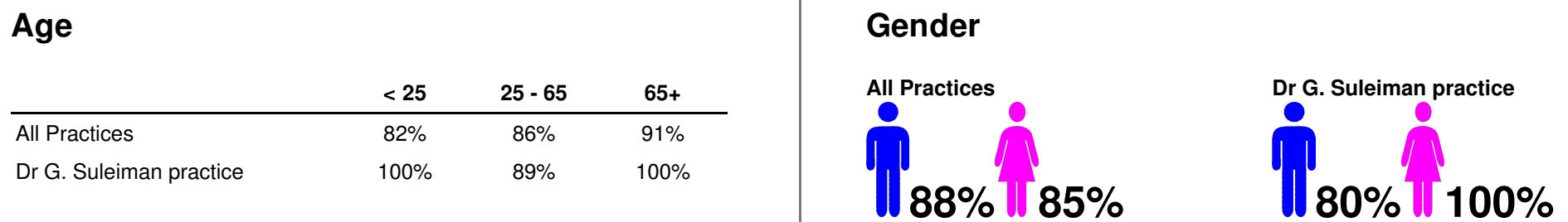
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison



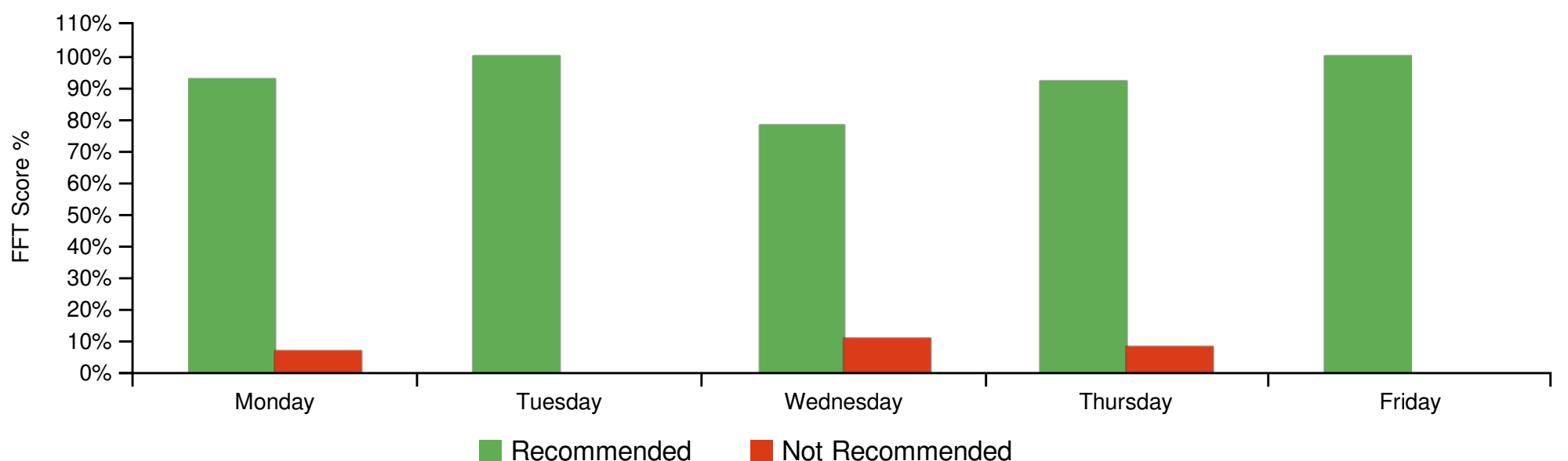
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

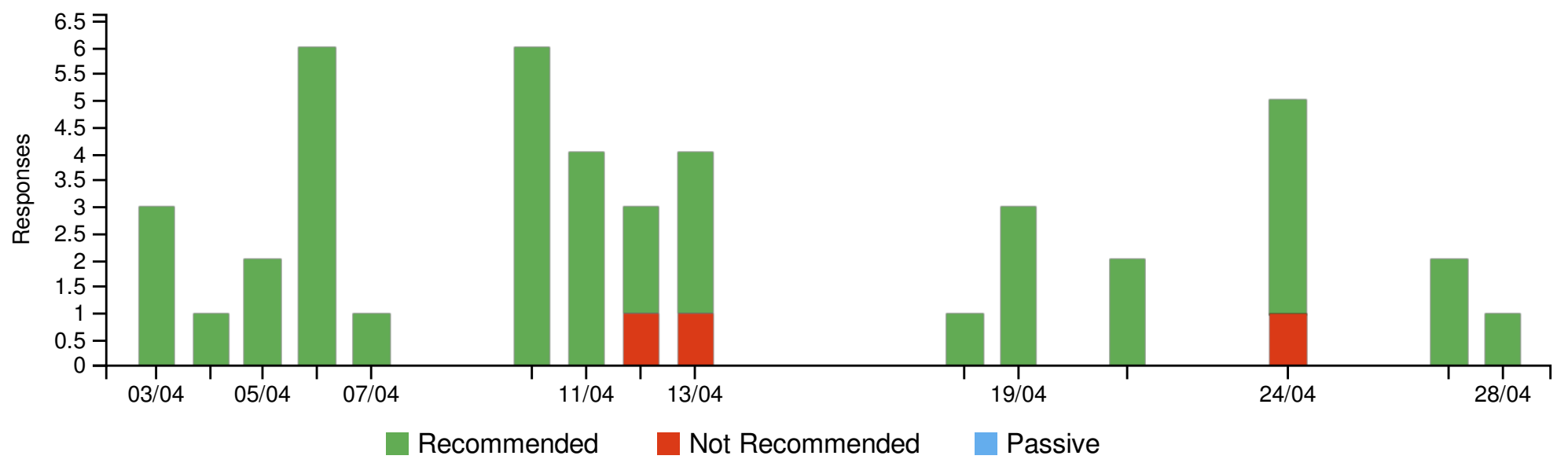
Practice Score: Day of the Week Analysis



- 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

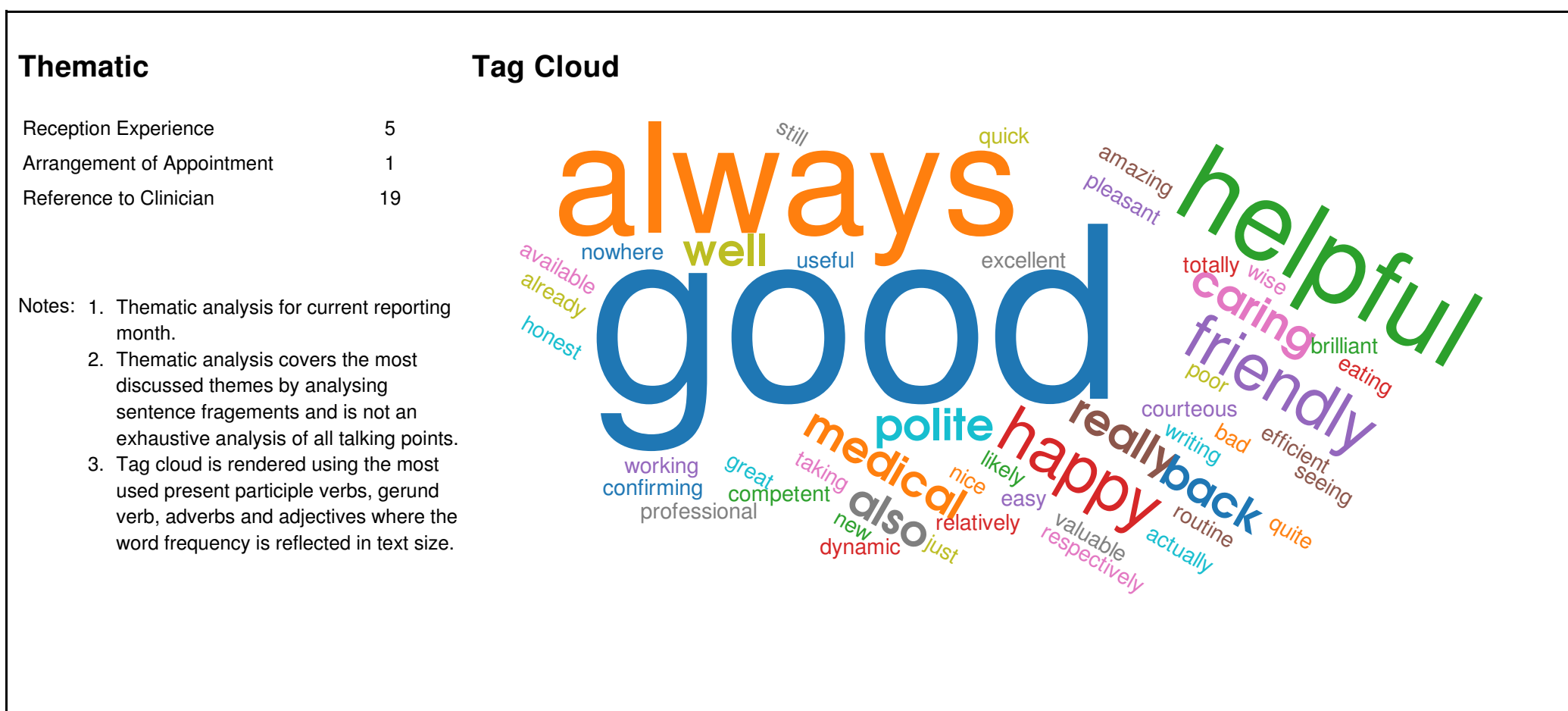
Patient Responses



- 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

- ✓ It is a good practise, there are good doctors who are helpful
- ✓ I always have appt.to see a doctor.
- ✓ Relatively easy to get an appointment, no delays when seeing a Gp. Car park available.
- ✓ Dr Sueliman is an excellent GP who listens to his patients. His interest is not in just writing prescriptions. He really cares about his patients.
- ✓ Received very good service and did not have to wait
- ✓ the app is useful and dr sullemein himself is a very helpful doctor
- ✓ Very nice doctor helpful and caring
- ✓ Dr suleiman is a brilliant dr. I will always only see him as I totally trust him. Hes caring and doesnt rush u in and out.
- ✓ Always been happy with the service I have received
- ✓ I was very happy with the doctor
- ✓ Dr Suleiman is a good listener and also well read on developments in healthcare so gives good advice. And then reception staff are courteous and friendly whilst understanding doctors availability and use of time.
- ✓ I received a good attention from dr suleiman
- ✓ Very polite and efficient reception service , GP did not rush me or fob me off, nor did I get a sense that I was taking up valuable time. The experience set me in a good mood for the day
- ✓ Didn't have to wait to see dr plus makes al the difference when u have a dr that takes time to explain things to you and shows great empathy. The staff at reception are also polite and helpfull.
- ✓ The doctor And secretary very helpful
- ✓ I always recieve very good care and service at this surgery
- ✓ When I'm there I always happy with your service
- ✓ Pleasant staff & understanding doctors
- ✓ Very good doctor amen
- ✓ I have always been treated well, and Dr. Suleiman is amazing.
- ✓ I'm always treated respectfully when I go to see the doctor. The receptionist are very professional and friendly
- ✓ Friendly, quick and honest service
- ✓ I was satisfied with the outcome of my call/visit.
- ✗ Because the practice is likely good

Not Recommended

- ✓ Poor customer service
- ✓ My mri scan sent to practice was nowhere to be found. The administration part of it is really bad. The doctors are helpful but the administration need to be replaced with competent ones. The people there are eating and at same time working how can this be in norm with their routine. I called on 12 and the supposed person who can check the inbox was out and told me to call back in 30 minutes like wise after 40 minute i called again and they said same thing do they get around 2 hours lunch time? I went to a specialist and my records was not there. I asked the woman in the medicalPractice where my mri scan are she said she does not know as its my duty to chase the people and make them send them to the medical practice. Thank god i still had the address of the mri center and i called the told me it was already sent on 15th february which the woman confirmed it was there in the medical practice. She told she will call me in 10 minutes and she called me back actually after 1 hr and 13 minutes, confirming she received it. All this caused me a delayed as the specialist could not provide the best advice as all the data was not infront of them. Its quite a shame as the medicalPractice itself has good doctors but the administration cannot live up to the standards. Enrol new and dynamic people who can live up to the same service the doctors offer.

Passive