

FFT Monthly Summary: April 2019

Dr G. Suleiman practice
Code: F85666

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
26	6	0	0	2	2	0	0	0	36	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:	149						
Responses:	36						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	26	6	0	0	2	2	36
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	26	6	0	0	2	2	36
Total (%)	72%	17%	0%	0%	6%	6%	100%

Summary Scores

 89%
  6%
  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:

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

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

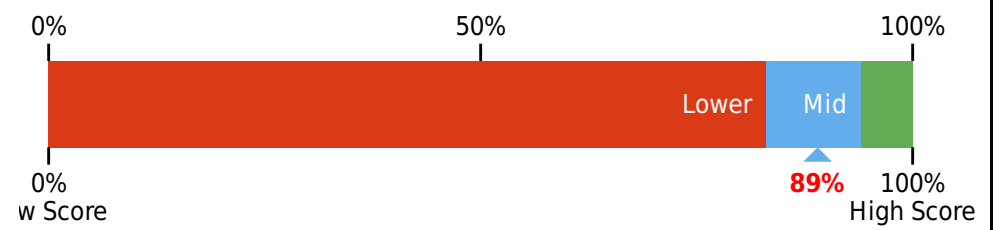
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

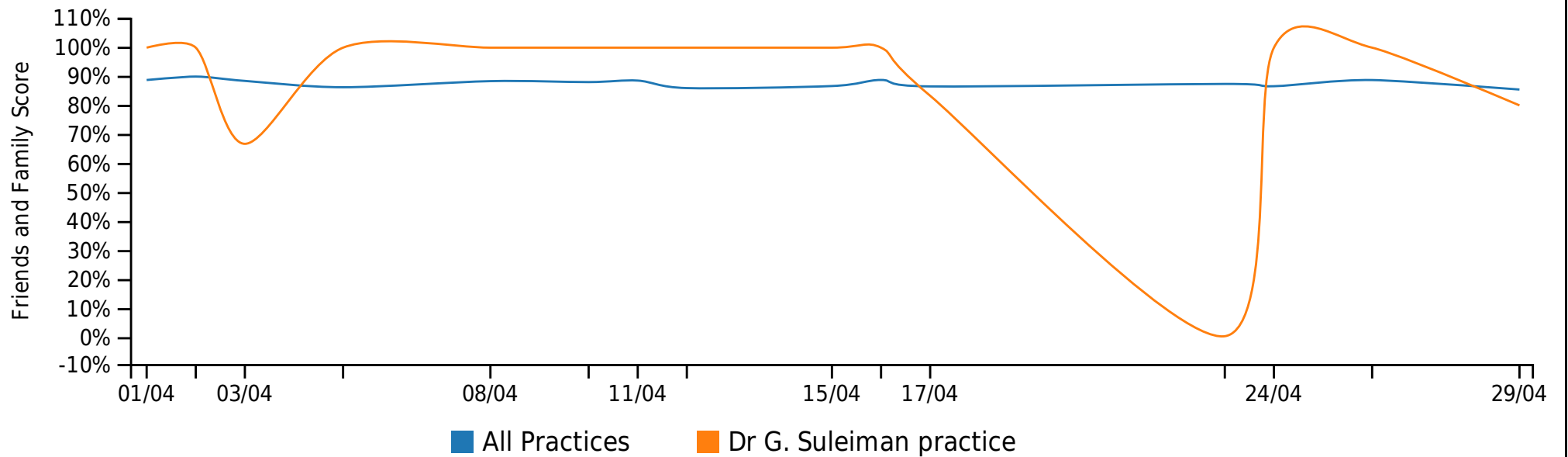
Practice Score: 'Recommended' Rank

Your Score: 89%
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

Age

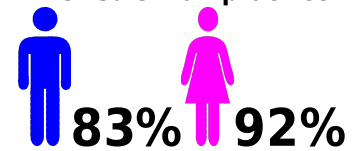
	< 25	25 - 65	65+
All Practices	80%	88%	92%
Dr G. Suleiman practice	75%	89%	100%

Gender

All Practices

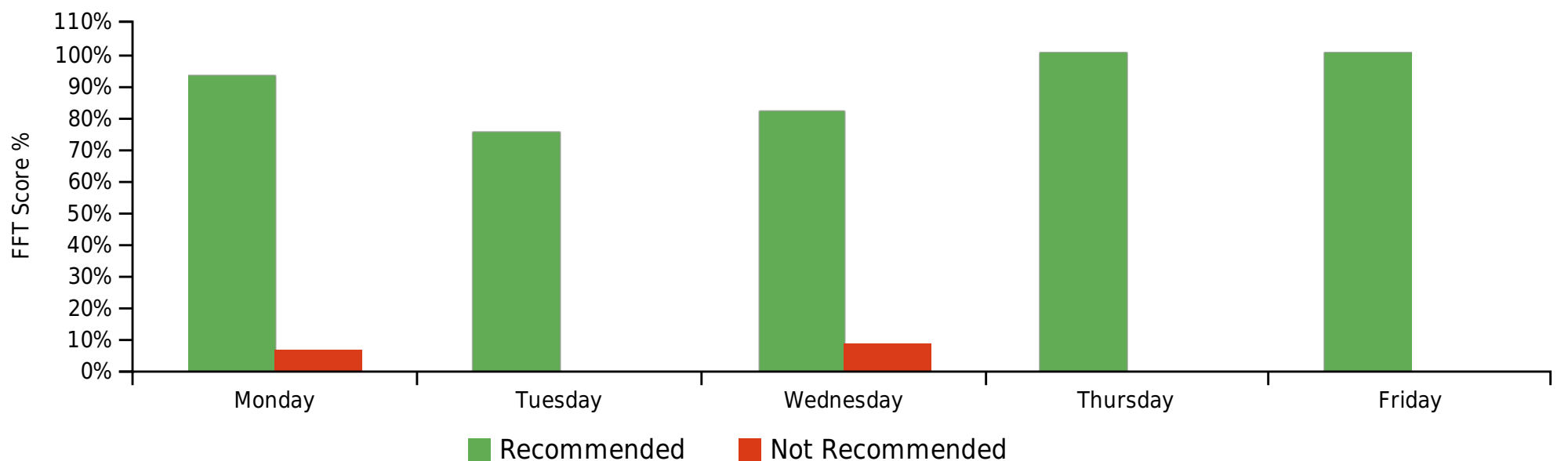


Dr G. Suleiman practice



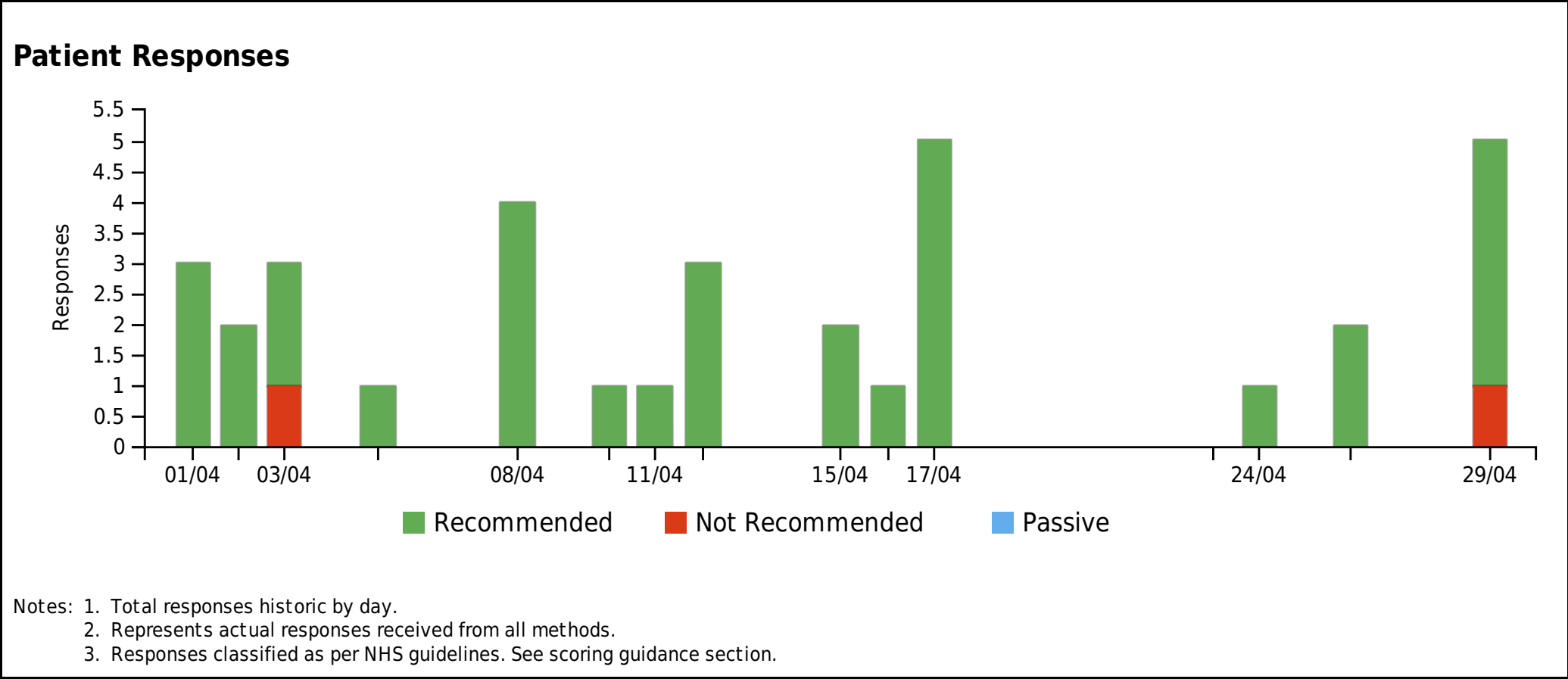
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

Thematic	Tag Cloud
Reception Experience 4	
Arrangement of Appointment 2	
Reference to Clinician 11	

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

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

- ✓ Dr Suleiman is very good doctor and his surgery are very helpful and caring
- ✓ Dr Suleyman is an excellent doctor. He looks and take good care of his patients .
- ✓ Excellent bedside manner and very helpful, actively listens to patients
- ✓ The reception staff and doctors are exemplary courteous professional and compassionate My mother had fallen over just prior to an earlier appointment and reception were able to give her a later appointment the same day Thank you all so very much for everything you've done and continue to do
- ✓ Good service
- ✓ I feel I was listen to
- ✓ Great Doctors Great Nurse Great Reception staff
- ✓ I find the surgery s lot better to deal with now more friendly and helpful and i would highly recommend Dr Suleiman as a GP
- ✓ The nurse I see was very friendly but remained professional
- ✓ Very pleased with the care I get there
- ✓ My main reason for my answer is that you have a good service, fast st and you don't need to wait for long time to be seen and also the st st
- ✓ Good explanation of diagnosis and treatment. Very attentive.
- ✓ Very good doctor and service
- ✓ Very kind stuff And doctor very understanding
- ✗ Dr G Suleiman is good doctor

Not Recommended

- ✓ I felt attacked by both the dr and receptionist when I was only trying to seek advise. Staff communication skills are poor and the disregard for others i@ers is way to high. I have no trust for the surgery. @ery.
- ✓ Services was great

Passive