

# FFT Monthly Summary: August 2018

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	8	1	0	1	0	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>173</b>						
<b>Responses:</b>	<b>46</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	36	8	1	0	1	0	<b>46</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>36</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>46</b>
<b>Total (%)</b>	<b>78%</b>	<b>17%</b>	<b>2%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 96% 
  2% 
  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:

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

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

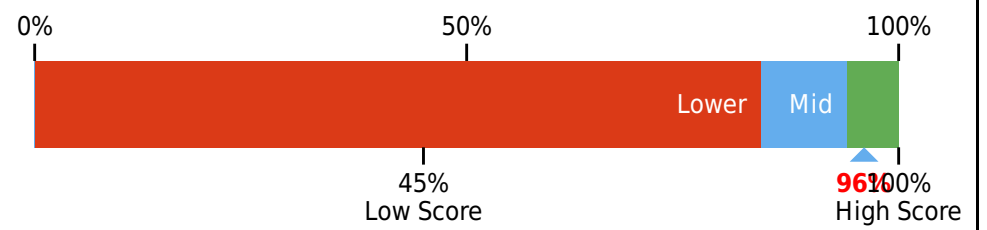
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

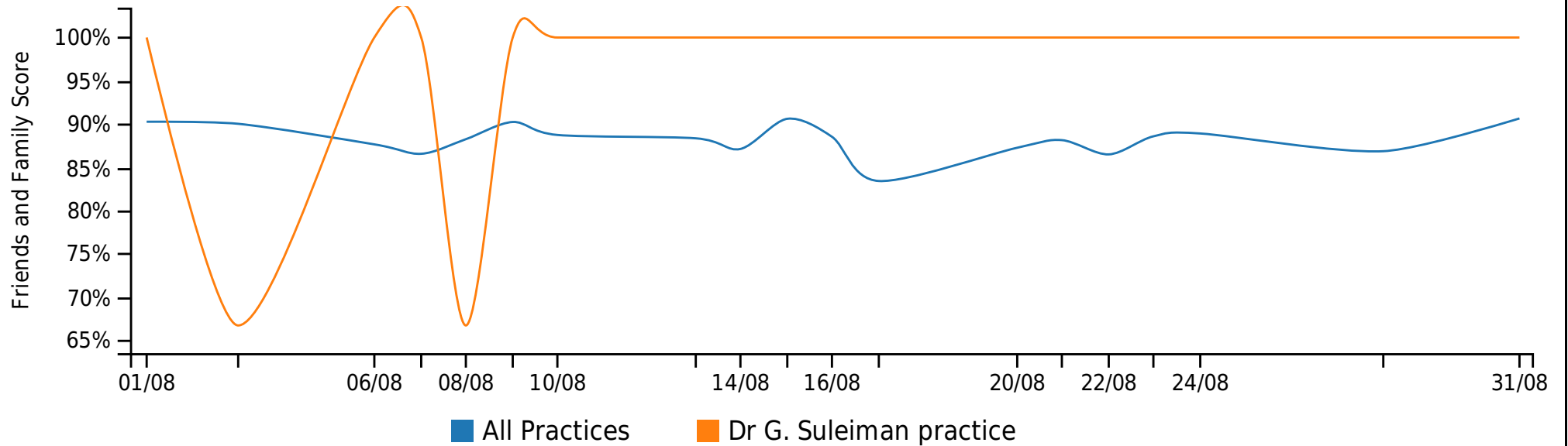
### Practice Score: 'Recommended' Rank

**Your Score:** **96%**  
**Percentile Rank:** **85<sup>TH</sup>**



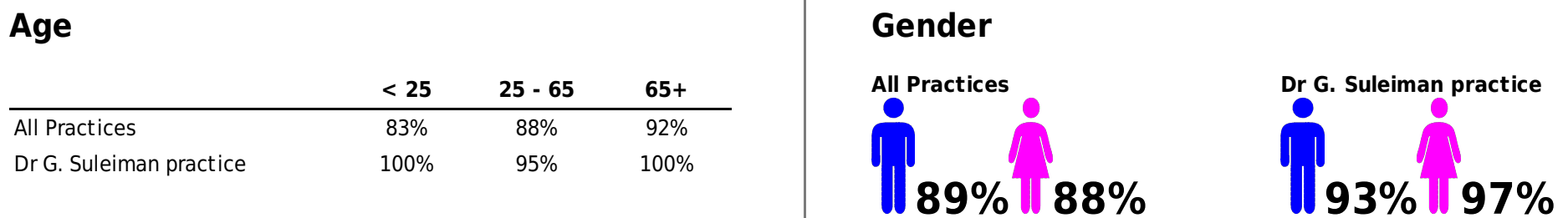
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile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

### Practice Score: 'Recommended' Comparison



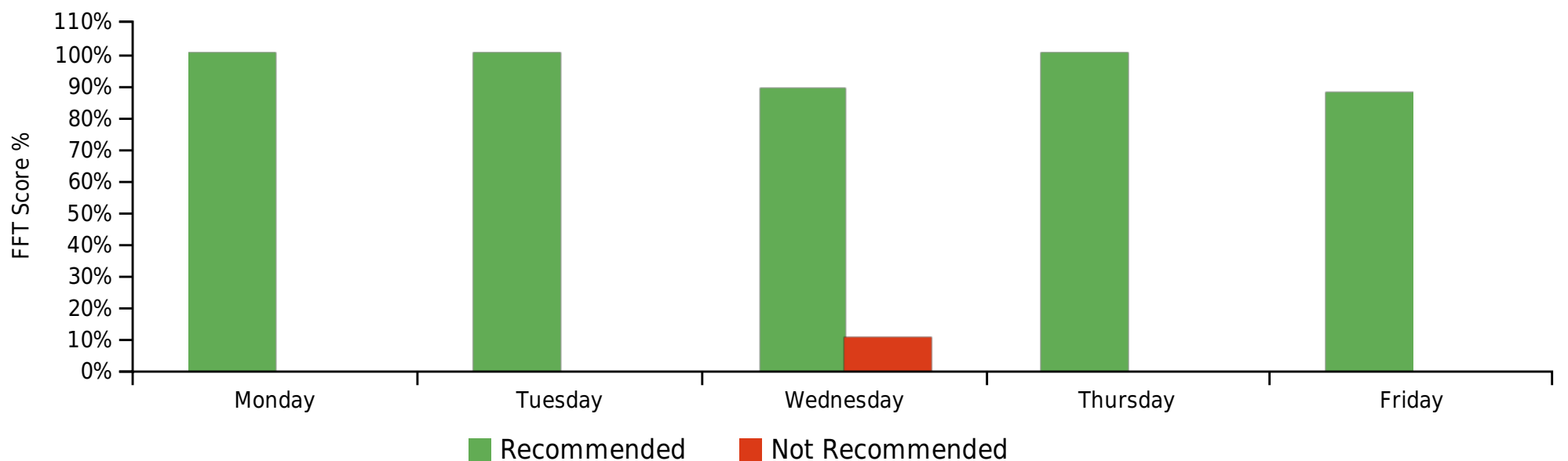
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



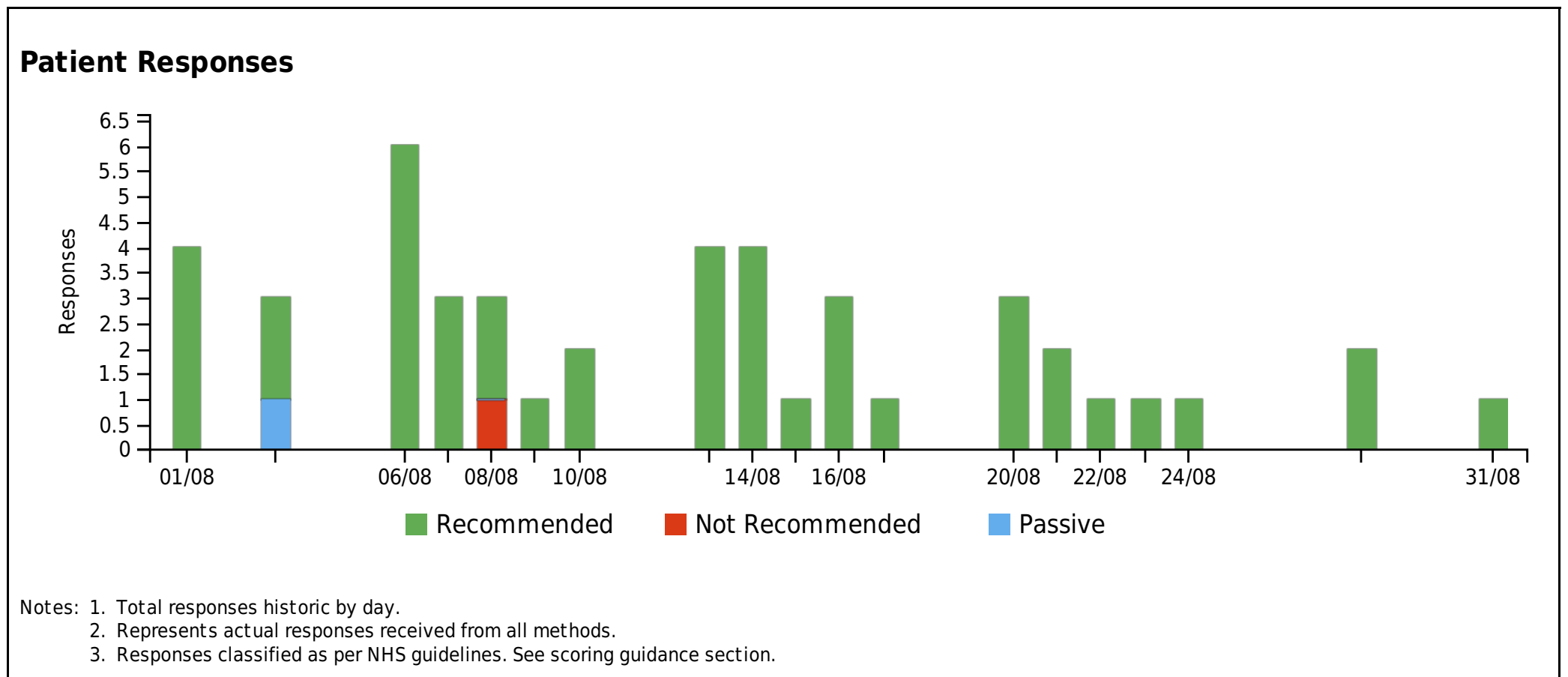
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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



## SECTION 5

### Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience 5	
Arrangement of Appointment 5	
Reference to Clinician 20	
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

- ✓ Professional service. Short waiting time. Dr Suliman gave me all the time I needed and answered all my questions. Wouldn't swap for any other GP!
- ✓ Always able to get appointment.
- ✓ Dr Suleiman always listens to concerns and explains the next step clearly. I don't feel rushed and my worries are taken seriously
- ✓ I have a lot of confidence in my doctor (Suliman)
- ✓ Swift consultation with good results
- ✓ seen by the Dr on time. She listened to the problem, provided advice and gave me choice .....Excellent consultation.
- ✓ Because the doctors are friendly and helpful. thanks
- ✓ Because the nurse was on top of her job, she knew exactly what she was doing bad the advice she gave me about my travel was fantastic
- ✓ Friendly service very good staff and Dr willing to listen to you and give help and advice regarding any medical issue
- ✓ Dr Suliman is the best
- ✓ They are always so helpful
- ✓ Appointment was on time. Was received well by receptionist who was helpful as well.
- ✓ My doctor is very professional, she conveys that she cares and she acts very quickly
- ✓ The doctor listens to the patient and does his best and the staff are very helpful
- ✓ I missed my appointment but the lady working at the reception, help me to see doctor.
- ✓ I have always had an excellent relationship with this surgery and I have no wish to change
- ✓ Always good service and friendly
- ✓ The Dr's are very polite and they listen to what you are saying.
- ✓ My appointment was easy to book on the Mobile app, it was on time and my doctor was very caring and professional and helped me with my condition.
- ✓ Dr Suleiman is very professional and sympathetic to your problems. He always takes time to listen and doesn't rush you even when he is busy. Would recommend him to anyone
- ✓ Best GP ever good to talk to about anything would not change..
- ✓ Attention to detail
- ✓ The Compassionate care from Dr Suleiman, the respect of his staff and not having many people in the waiting area means that one is less likely to be affected by other people's illnesses
- ✓ I to be able to get an appointment with the doctor in a more simple format (eg not having to call 15 times before getting through) also an easier format to get respect
- ✓ Friendly doctor and met my needs accordingly
- ✓ The staff at the surgery are very very experience and provide good care. The nurse is fantastic and very very nice person to deal with. I would highly recommend to others
- ✓ Because doctor SULLIMAN goes out of his way to help you nothing is too much for him he is old SCHOOL he is a credit to the NHS I find people complain for no reason in the surgery because a patient can't get their own way
- ✓ I will refer to someone if I will be asked
- ✓ Always given very good care and appointments

#### Not Recommended

#### Passive