

FFT Monthly Summary: February 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
34	6	0	0	1	3	0	0	0	44	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:	150						
Responses:	44						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	34	6	0	0	1	3	44
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	34	6	0	0	1	3	44
Total (%)	77%	14%	0%	0%	2%	7%	100%

Summary Scores

 **91%**
 **2%**
 **7%**

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:

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

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

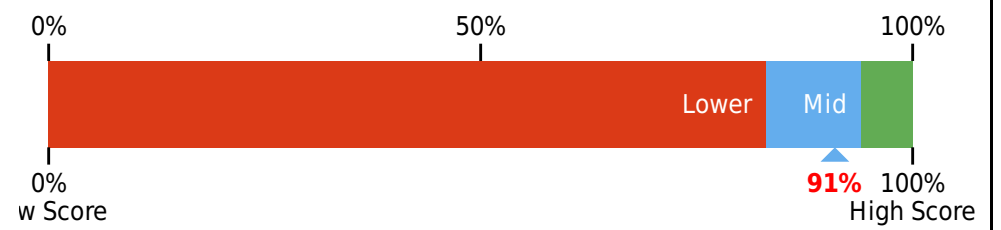
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

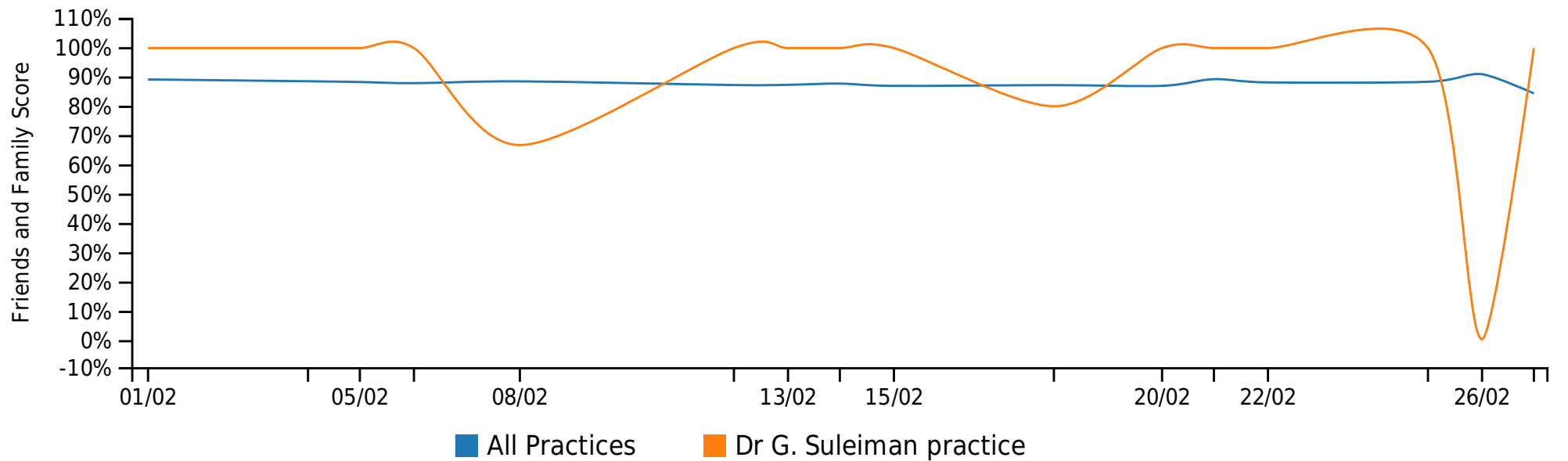
Practice Score: 'Recommended' Rank

Your Score: **91%**
Percentile Rank: **60TH**



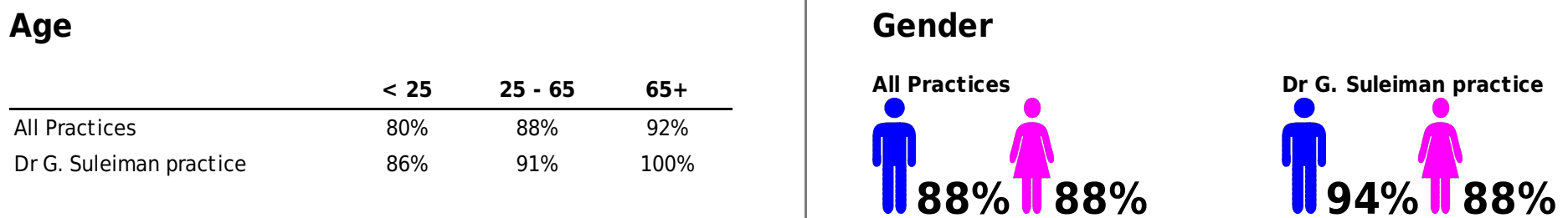
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



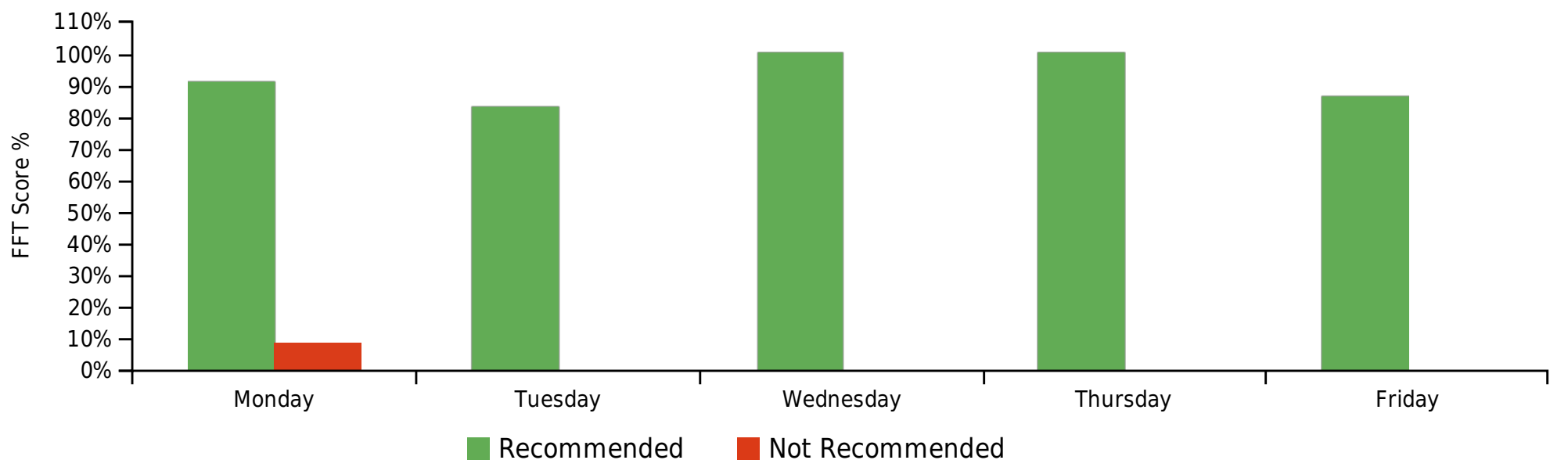
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



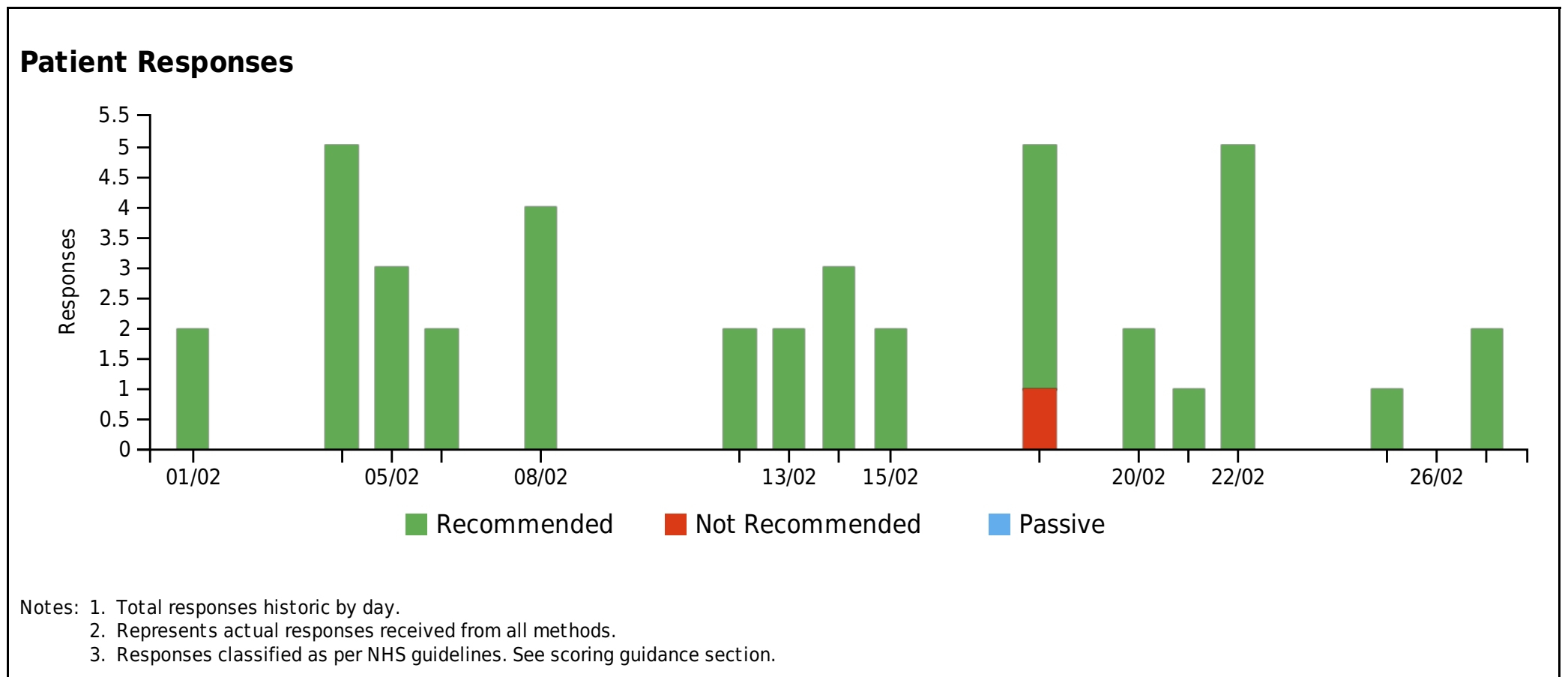
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 4	
Arrangement of Appointment 1	
Reference to Clinician 15	

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

- ✓ Friendly helpful staff
- ✓ The nurse I had appointment with made me feel home that was enable me to talk to her with confidence
- ✓ The waiting time is short.
- ✓ Doctor service ok. Receptionist service need more communication and patient skills. Patient is the key to attract customers. Thanks
- ✓ The service from reception and the Dr's
- ✓ I had a good care today from my gp
- ✓ Nurse is very nice person she is always perfect
- ✓ He took his time to explain and he paid attention properly and examine the situation properly it was a good treatment.
- ✓ It is the best Gp in North London
- ✓ Dr. Suleiman always explains things clearly and why things happen and the solution for it. He is an amazing doctor.
- ✓ Everyone is very kind and do all the best for helping me with my issue wrote. Thank you so much.
- ✓ Ur good
- ✓ Dr Suleiman is the best GP I have dealt with. He is well informed and explained everything in such a way that you know that he is happy to assist you. B@ou. Brilliant and professional. @nal.
- ✓ always attentive and nothing is too much trouble. makes visiting the GP a pleasure rather than a chore
- ✓ Because I'm happy with Dr Suleiman
- ✓ Great service by the nurse
- ✓ Friendly helpful efficient kind nurse and dr
- ✓ accommodating and Helpfull
- ✓ Very good caring nurse Good knowledge and keep me calm and relaxed
- ✓ Good service
- ✓ Dr Suleiman is very good and takes the time to listen to all your problems

Not Recommended

- ✓ No empathy.. unfriendly staff acting as if they are performing brain surgery

Passive