

# FFT Monthly Summary: January 2015



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	2	0	0	2	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 170**

**Responses: 47**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	35	7	1	2	0	0	45
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	1	0	0	0	0	2
<b>Total</b>	<b>36</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>47</b>
<b>Total (%)</b>	<b>77%</b>	<b>17%</b>	<b>2%</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

94% 4% 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:

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

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

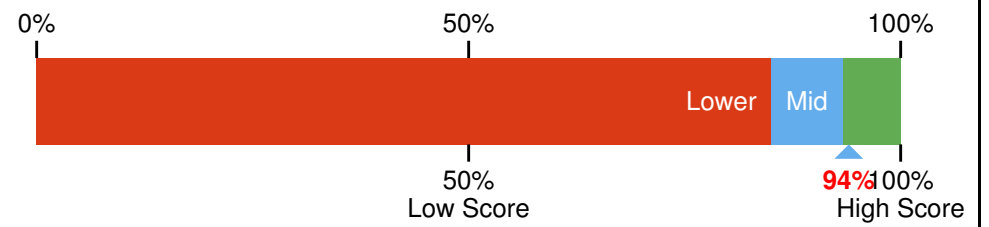
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

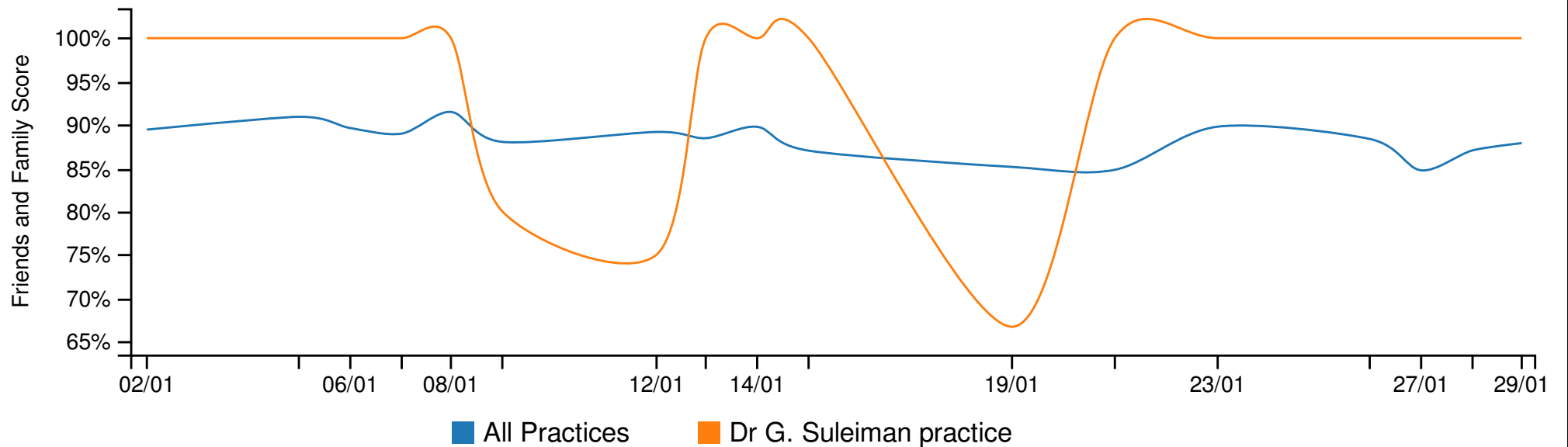
#### Practice Score: 'Recommended' Rank

**Your Score:** 94%  
**Percentile Rank:** 80<sup>TH</sup>



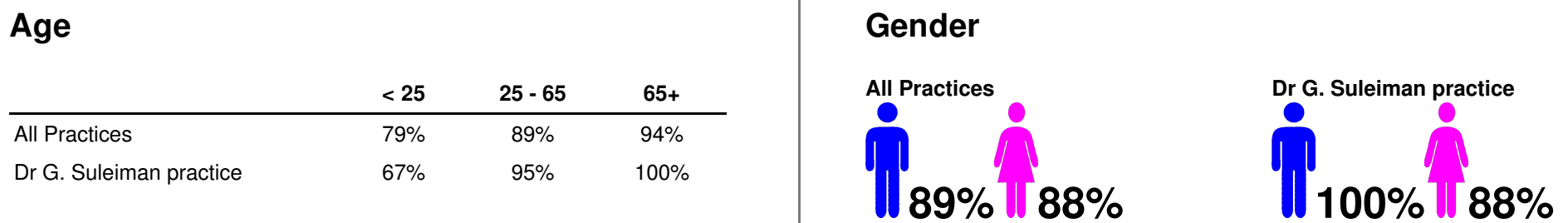
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means your practice scored above 80% of all practices.

#### Practice Score: 'Recommended' Comparison



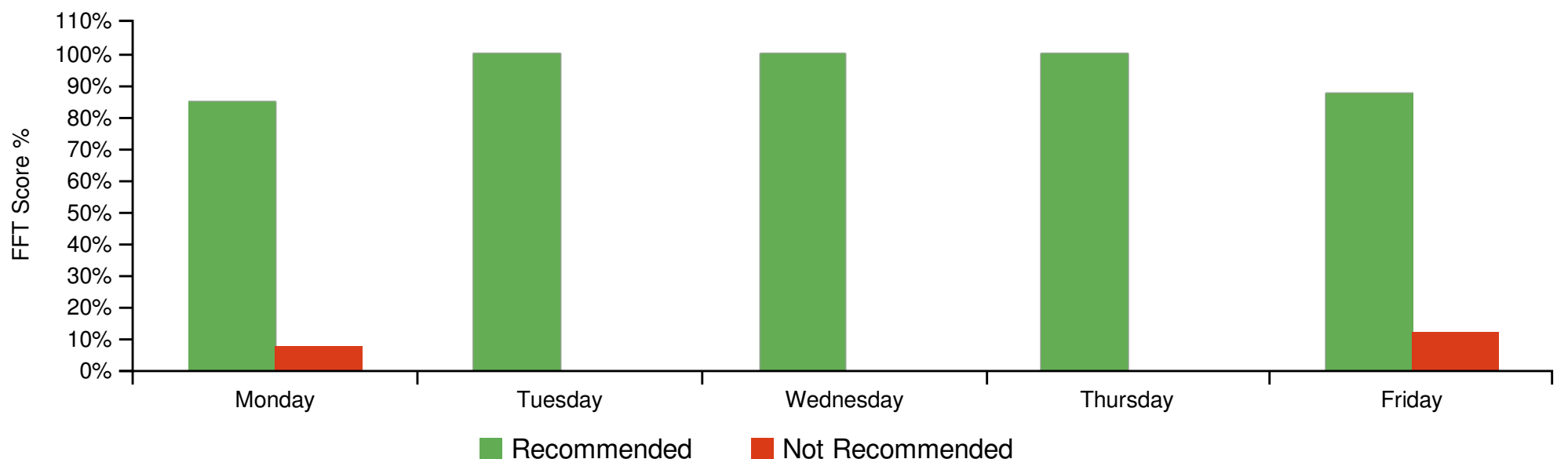
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis



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

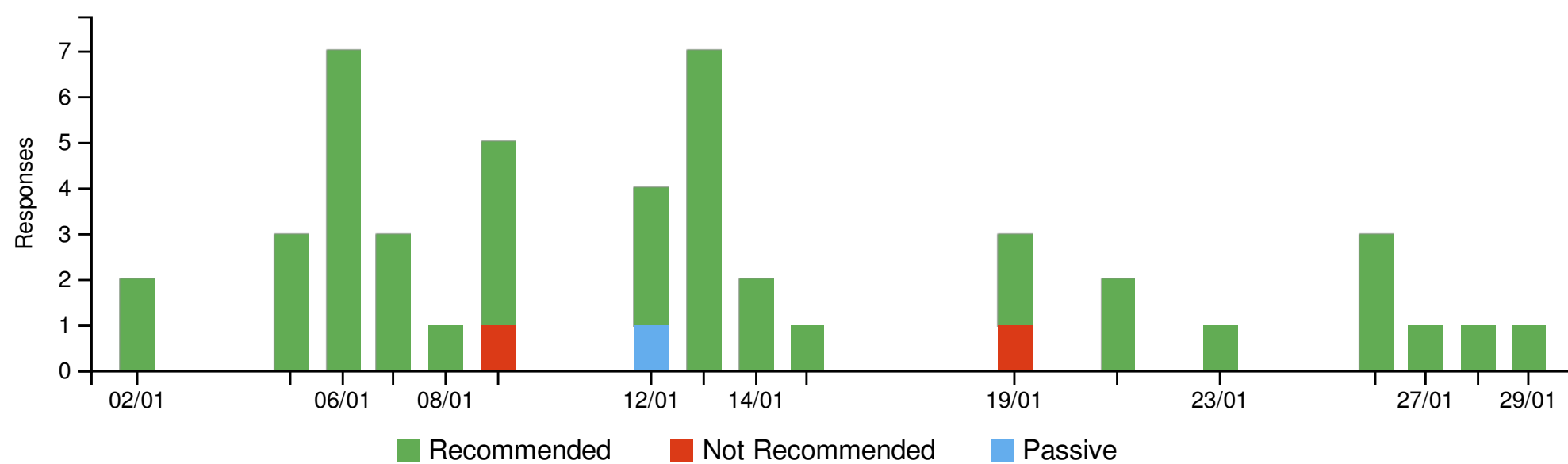
#### Practice Score: Day of the Week Analysis



- 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

Thematic	Tag Cloud
Reception Experience 11	
Arrangement of Appointment 4	
Reference to Clinician 19	

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

- ✓ Very good information and on the appointments
- ✓ Excellent rapport with dr suleman. He takes time to listen. Surgery staff efficient & polite. Very good service
- ✓ I did get the help I needed, and it was fast and friendly.
- ✓ Great patient care by Dr suleman. Always kind, helpful and understanding
- ✓ Gp- is fantastic, kind and understanding Reception- rude
- ✓ Because he is kind and although I speak very little English he can understand me and to make himself understood. thank you
- ✓ Very nice person, helpful ,good advice.
- ✓ Investigation is cheaper than treating deceases. The GPS in the surgery are very good and quick in sending patients to secondary care for investigations.
- ✓ The warm friendly manner Dr Suleiman makes me feel while applying his knowledge in a professional way.
- ✓ Friendly greeting on my arrival, helped me with my needs. And acknowledged my leaving, I left happy.
- ✓ A friendly surgery who efficiently caters for ones medical needs
- ✓ Because it's a good service you received right from the begin from the reception to doctors and nurses
- ✓ Is because of the care they Shaw me...
- ✓ Helpful receptionist. Doctor with excellent communication skills who listens and is clear with imparting his advice and treatment options.
- ✓ Receptionist - polite & helpful. Dr Suleiman a very knowledgeable and great bedside manner
- ✓ Dr suleman is an excellent caring person. He takes time to listen to his patients and meets their needs and respect them. He reminds me of Dr silver.
- ✓ Always able to get an appointment.
- ✓ The Doctor is very good, helpful and informative. The surgery is always clean and very welcoming.
- ✓ allways get APP when needed, Staff are allways helpfull
- ✓ I'd rcommend the lady doctor and Dr Suleiman for their courtesy and competence
- ✓ Because the surgery Dr suleman and his receptionists has never failed to make me feel better, about myself also, and as always given me a kind ear.
- ✓ Thank you, you were all caring and helpful. I have received excellent care from Dr Suleman and his staff
- ✓ Coudnt wish 4 a nicer doctor and staff
- ✓ The main reason I have chosen this answer is because dr sulieiman is an excellent doctor...always listens and explains things also the reception staff are always very nice and helpful....
- ✓ Brilliant dr
- ✓ My doctor listens and explains thoroughly

#### Not Recommended

- ✓ Unfortunately the receptionists in your practise let the surgery down. My family and I often feel we are spoken to rudely when trying to make an appointment, were never greeted nicely and I think this is despicable. A doctors surgery is a place for people to feel comfortable and reassured when feeling unwell not made to feel like they are being a nuisance. Dr Suleiman is lovely and very attentive. It's a shame the rest of his practise let him down.

#### Passive

- ✓ The drs are great but getting an appointment can be hard. Also some of the receptionists arnt too friendly quite cold at times