

# FFT Monthly Summary: January 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
42	3	0	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>153</b>						
<b>Responses:</b>	<b>46</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	42	3	0	0	1	0	<b>46</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>42</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>46</b>
<b>Total (%)</b>	<b>91%</b>	<b>7%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 98%
  2%
  0%

## 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:

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

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

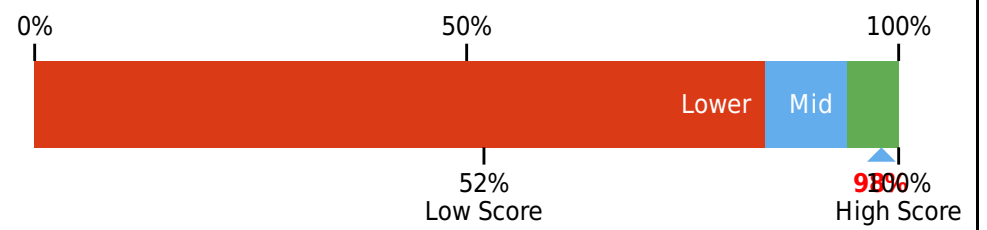
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

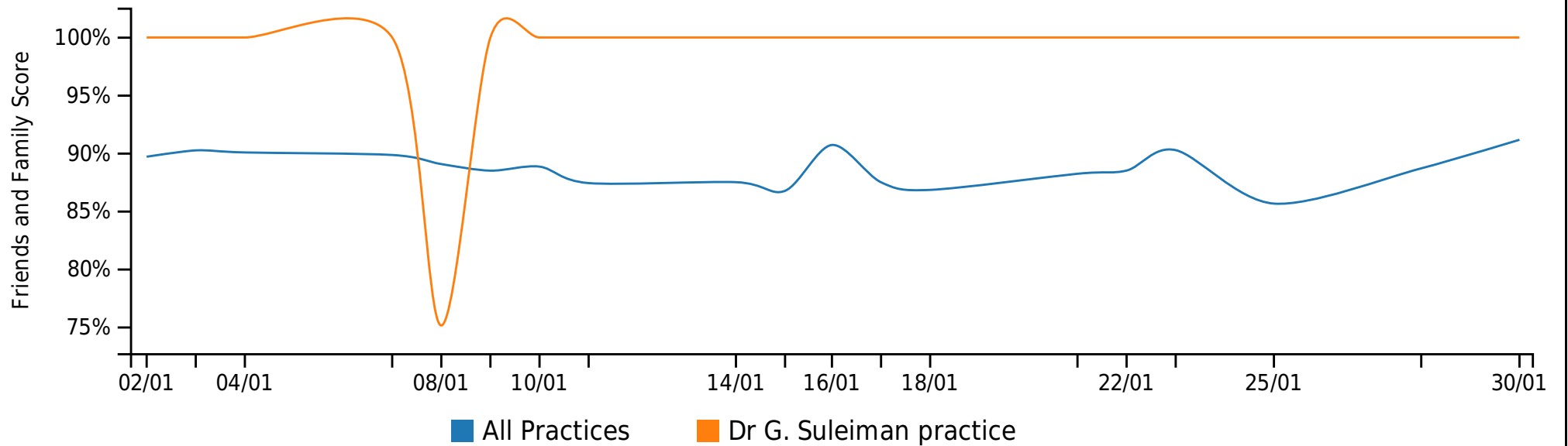
### Practice Score: 'Recommended' Rank

**Your Score:** **98%**  
**Percentile Rank:** **95<sup>TH</sup>**



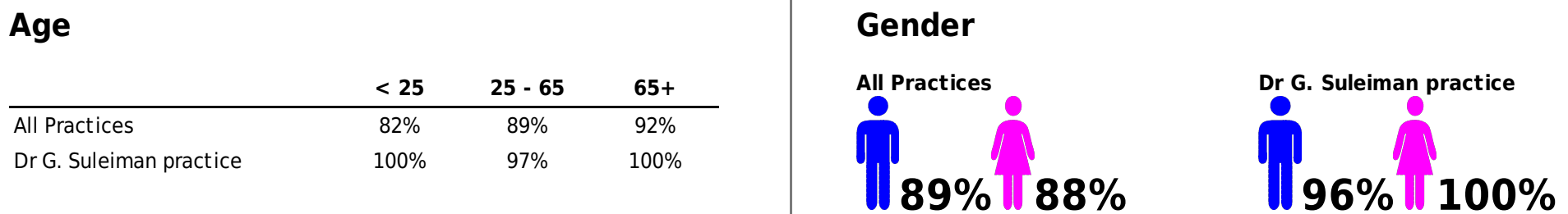
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 95th percentile means your practice scored above 95% of all practices.

### Practice Score: 'Recommended' Comparison



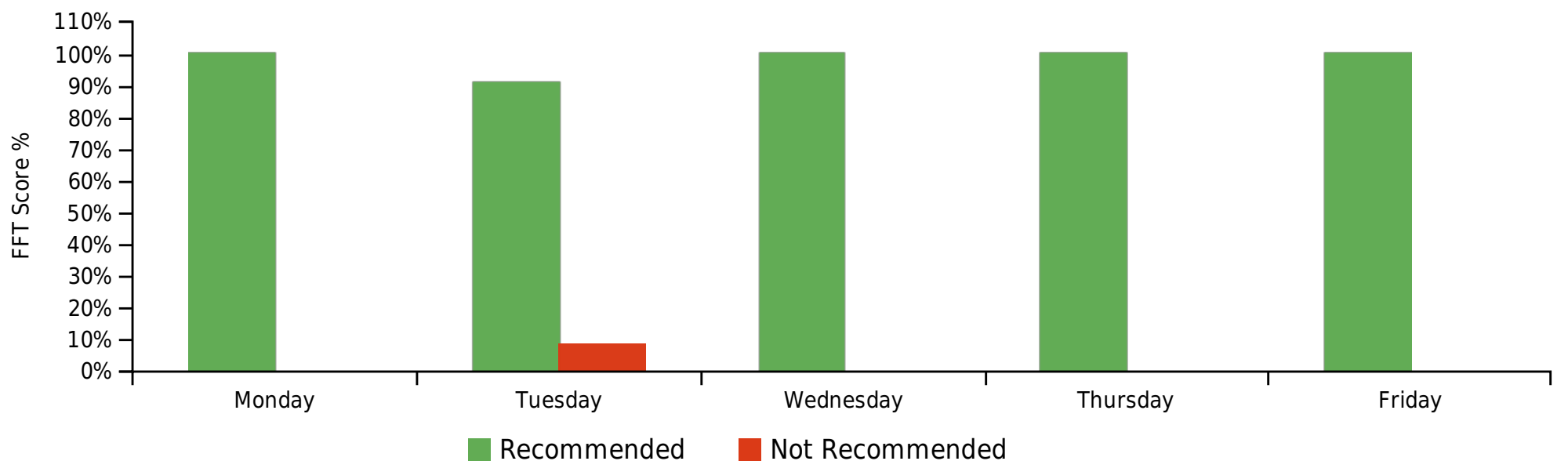
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



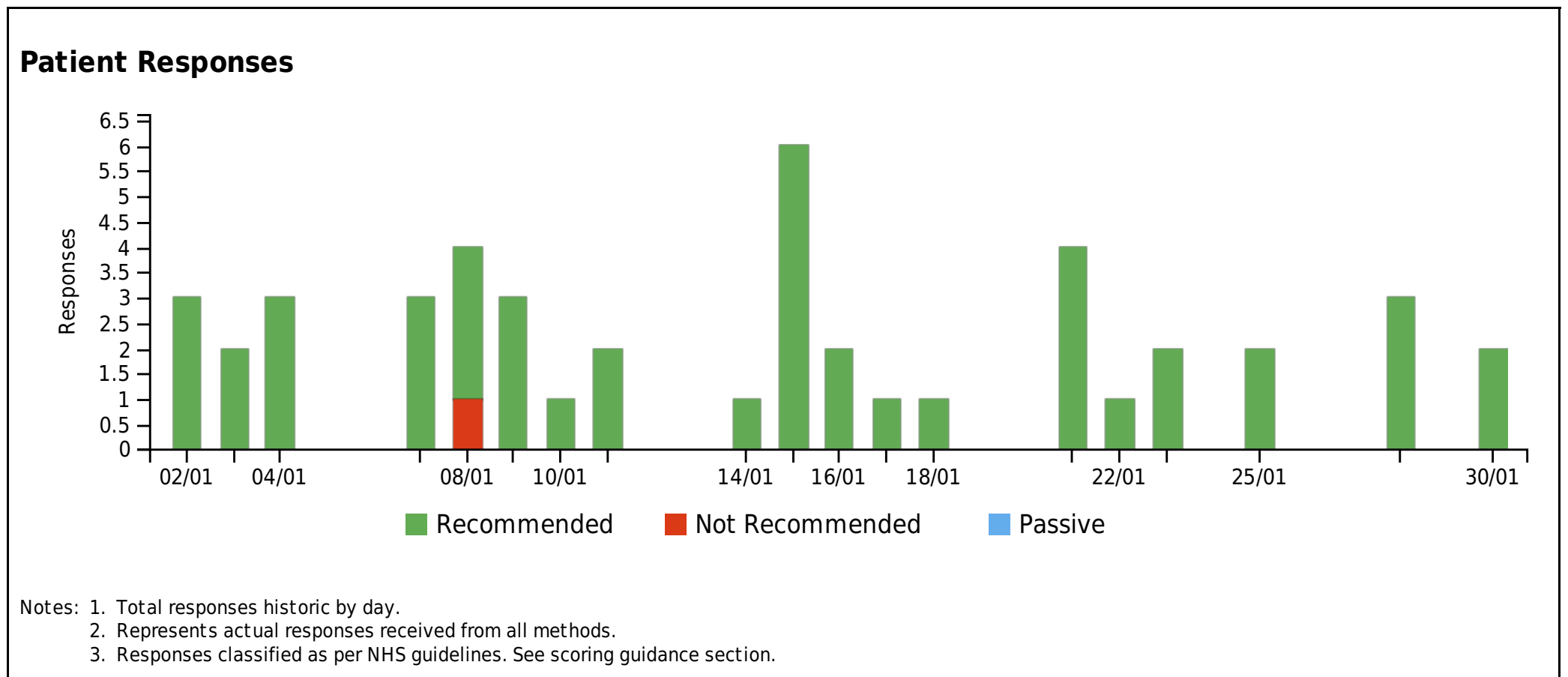
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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



### Patient Free Text Comments: Detail

- Notes:
- Free Text Comment received for current reporting month.
  - Classification based on initial response to Q1 rather than content of message.
  - Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

#### Recommended

- ✓ Dr was good explain what i asked
- ✓ I had a bad service when I complain I get quick and lovely response
- ✓ I had a very responsive and engaging consultation with GP.
- ✓ It was easy to book appointment online and quick to see the GP. Also the Gp I saw listened to my needs.
- ✓ Action to be taken by patient as advised by gp
- ✓ I get the treatment I need
- ✓ My GP is very caring,compassionate,empathetic and above all a good listener.He offers good advice and make appropriate referrals for tests and treatment.@ment.The rest of the staffs,that is the receptionists and others are equally excellent in their approach and dedication to ensure that we the patients needs a@eds are met without undue delays.@lays.
- ✓ I feel Dr Suleiman is a very caring,professional and empathic GP and the staff are very nice.i am very grateful to the doctors and other staff for looki@looking after my husband and myself. Many thanks.@anks.
- ✓ Doctor knew what was wrong straight away. Staff in reception are very helpful and friendly
- ✓ Doctor suleiman
- ✓ I joined surgery yesterday and reception staff were very helpful I managed to c a nurse and a doctor and my prescription was avialbe this morning I could@couldn't of asked for any more thank you to all at surgery.@gery.
- ✓ Dr very professional. Always listens, good with children
- ✓ Great GPs at this surgery.
- ✓ Excellent doctor and great advice.
- ✓ A very well run to surgery....reception staff are all very nice and Dr Suleiman is a very good doctor....
- ✓ Relaxed friendly and approachable manner thorough consultation and informative.
- ✓ Because I like The service Many thanks
- ✓ Seen on time doctor was very helpful
- ✓ Everyone very helpful
- ✓ Dr Suleiman.
- ✓ Always find a friendly and helpful place to attend when required.
- ✓ The staff there are so helpful and friendly and the doctors are very good I never have any problems with the appointments
- ✓ Surgery is always prompt to my attention.
- ✓ Because Dr. Suleiman kept everything professional and not only understood the difficulty behind explaining the problem, he was calm and considerate (in a@(in all the past appointments, not just today's appointment).@ent).
- ✓ Great service every time and all staff always pleasant
- ✓ The reason being the appointed time to see the GP has improved.
- ✓ Dr Suleiman explains everything clearly and has lots of patience with his patients. Not a lot of Drs do and that's a good thing

#### Not Recommended

- ✓ Sorry,send 5 by mistake. It's 1- Extremely likely

#### Passive