

FFT Monthly Summary: July 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
34	6	0	2	2	0	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:	166							
Responses:	44							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	34	6	0	2	2	0	44	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	34	6	0	2	2	0	44	
Total (%)	77%	14%	0%	5%	5%	0%	100%	

Summary Scores

 **91%**
 **9%**
 **-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:

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

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

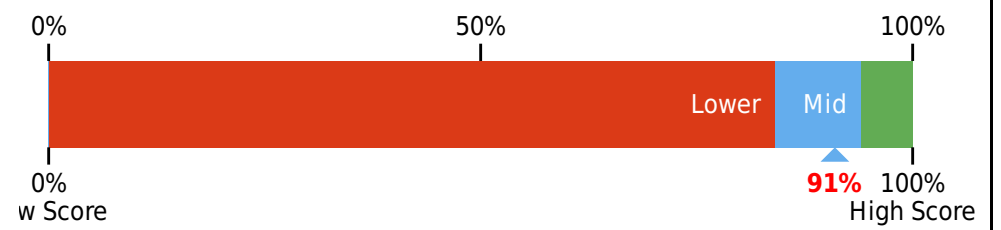
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

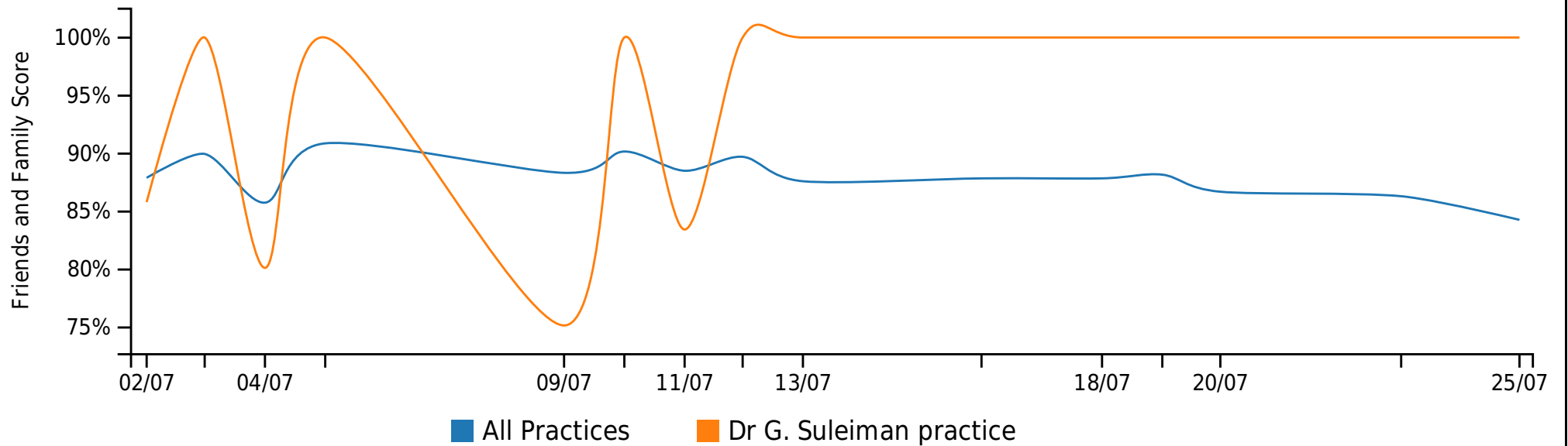
Practice Score: 'Recommended' Rank

Your Score: 91%
Percentile Rank: 65TH



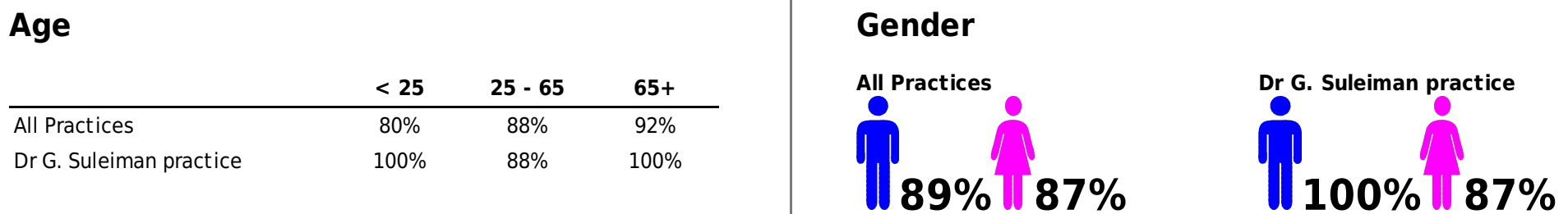
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison



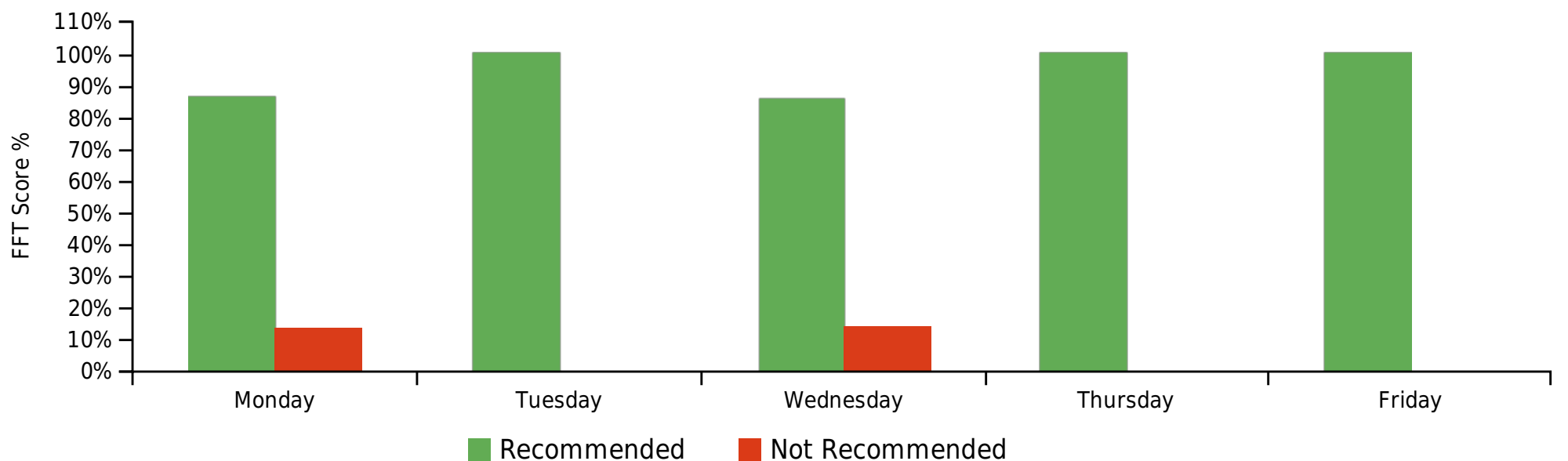
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



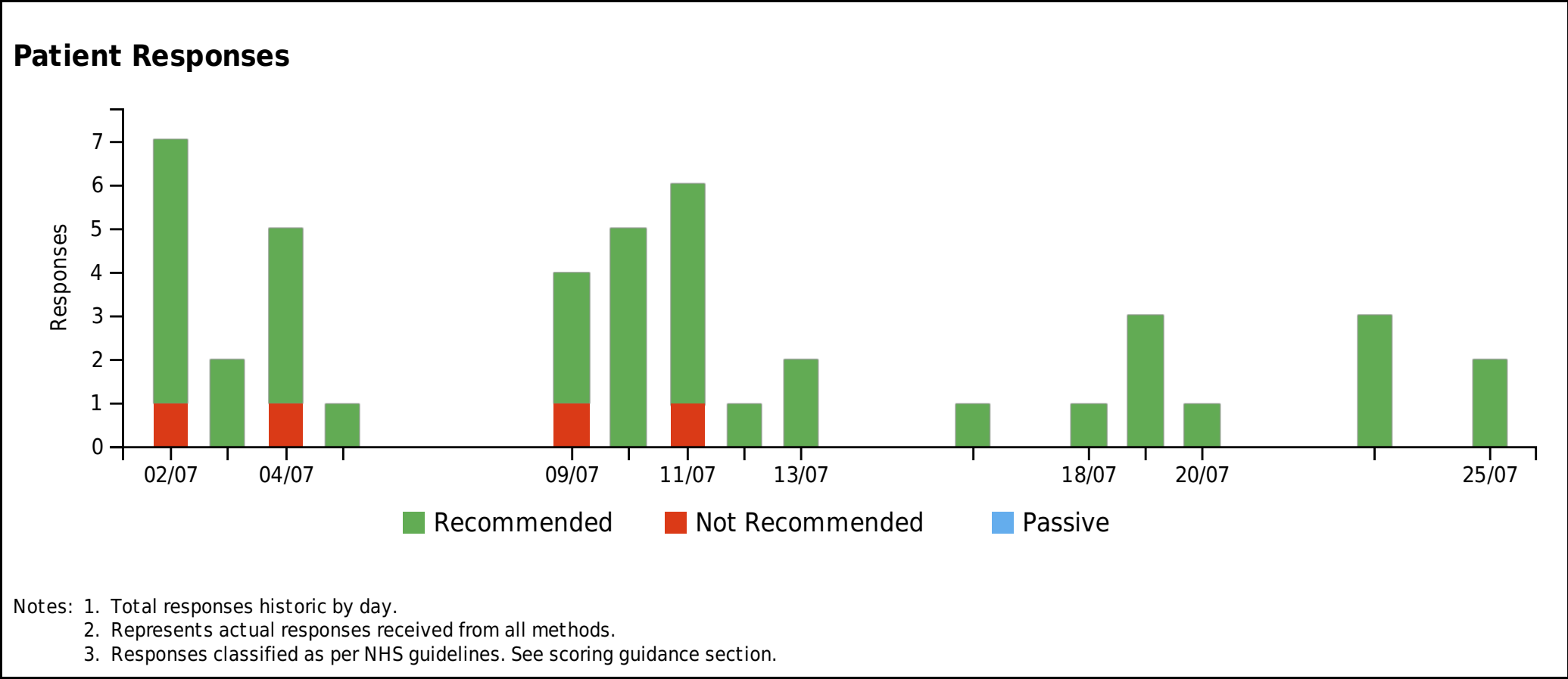
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 3	
Reference to Clinician 10	

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 very happy with the way i was seen to
- ✓ Easy to book appointment on the day needed and doctor always spends time to talk to me and explain all opinions.
- ✓ I've been given the best of advices and good services anytime I visit the GP. And Dr Suleiman is my best.
- ✓ I have always been well treated and staff have always been very helpful
- ✓ Extremely likely
- ✓ I am extremely happy with the service and support me and my family receive from the GP's
- ✓ Time management was fast. The Nurse was very polite and helpful
- ✓ I'm always treated with respect always get an appointment with efficient service.
- ✓ EveresingOk
- ✓ The excellent treatment I receive
- ✓ Reasonably good attitude from receptionist. Doctor explained Well.
- ✓ 1-extremely likely
- ✓ Surgery is always very helpful and staff very polite
- ✓ I was seen in time.
- ✓ Professionalism.
- ✓ Dr Suleiman is and has always been professional in his consultations..
- ✓ Helpful doctor
- ✓ I always get the best care and treatment from the doctor. He listen with care.
- ✓ Be sure he always has time for you .He never hurries you . He always listens to you. And you always get a good examination.

Not Recommended

- ✓ Came for a dressing after an intervention , was shun away.. it's getting worse day by day . Before the surgery was very good.. now there are obstacles in@es in everything @hing
- ✓ One of the reception staff rude and arrogant. GP's does not have much sympathy for the patients conditions and their complaint. No thorough investigation@ation of the complaints. @ts.
- ✓ The surgery never pick up the phone when they are right next to it you can never get an appointment when you do get one it's too far away
- ✓ Good doctor and cares

Passive