

FFT Monthly Summary: November 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
27	8	1	1	1	1	0	0	0	39	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:	179							
Responses:	39							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	27	8	1	1	1	1	39	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	27	8	1	1	1	1	39	
Total (%)	69%	21%	3%	3%	3%	3%	100%	

Summary Scores

 90%
  5%
  5%

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:

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

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

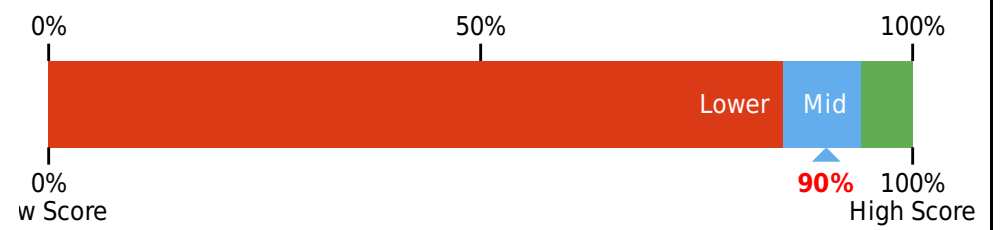
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

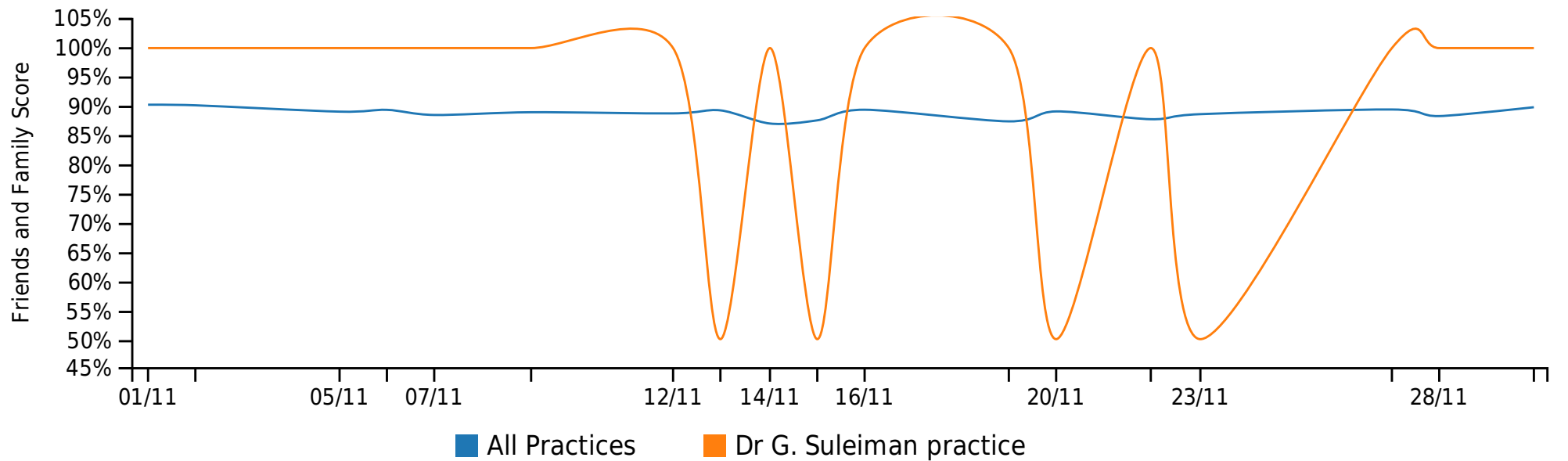
Practice Score: 'Recommended' Rank

Your Score: 90%
Percentile Rank: 55TH



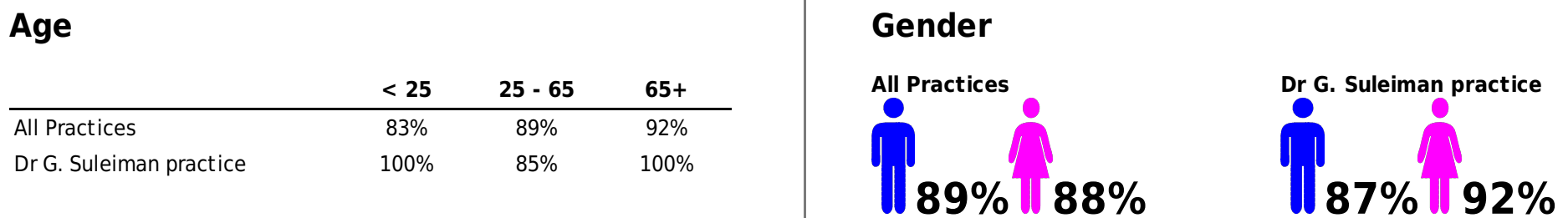
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



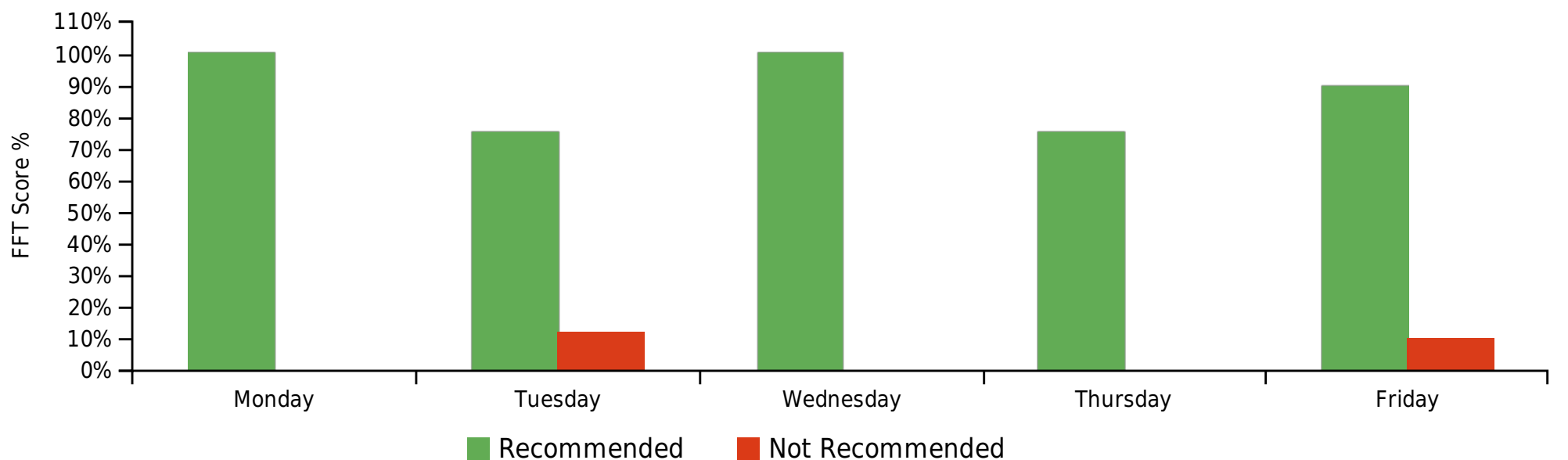
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



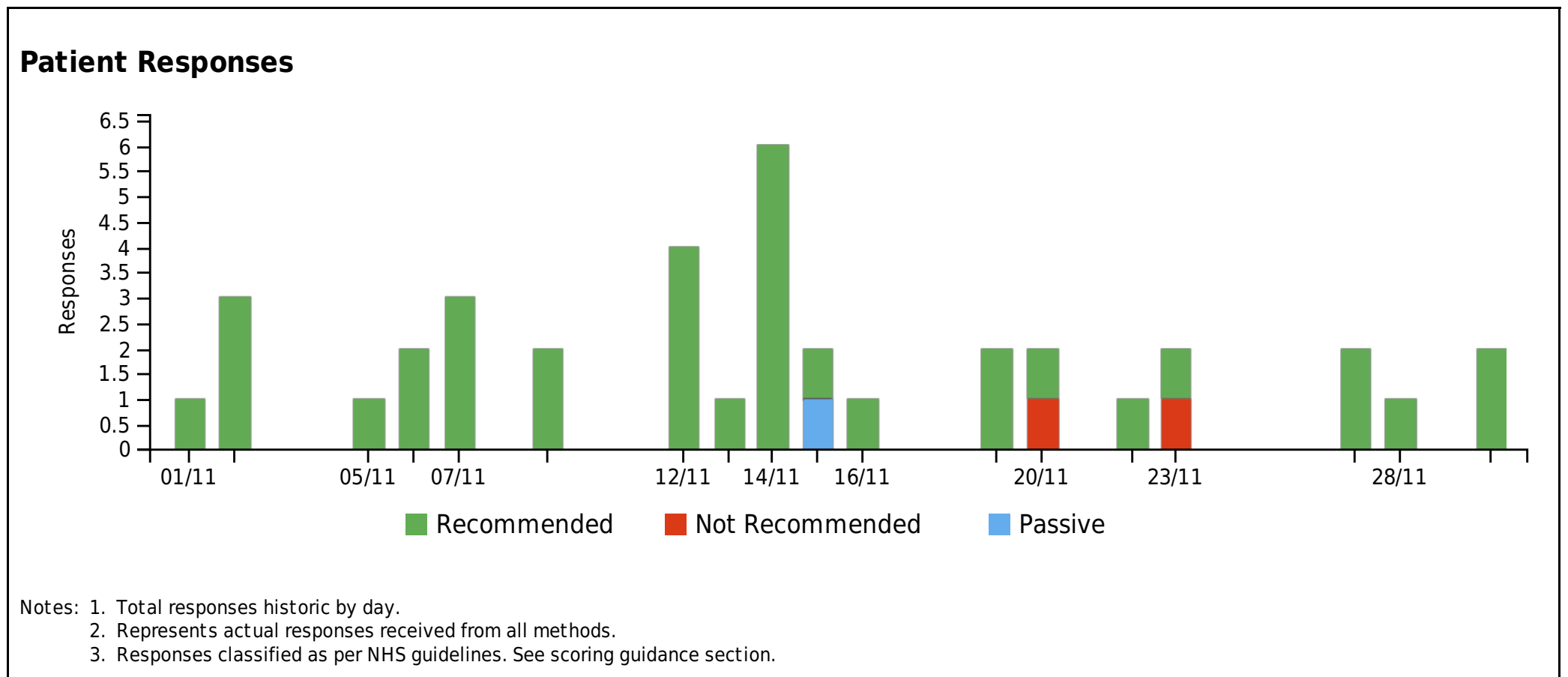
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 6	
Arrangement of Appointment 4	
Reference to Clinician 11	
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

- ✓ Great service
- ✓ Easy to get an appointment over the phone, from a very helpful and polite receptionist, my Doctor is fantastic, and the service provided is efficient and prompt and very helpful. @pful.
- ✓ It's reliable and the service was exceptional hence the reason I would recommend to friends and family
- ✓ Always courteous And friendly and a Very good doctor
- ✓ Great care and attention. Dealt with my problem very efficiently.
- ✓ Appointment on time, Dr kind and helpful also all staff doing the job well.
- ✓ Super service, friendly staff
- ✓ The service you give us
- ✓ Excellent service
- ✓ Extremely likely
- ✓ Great doctor
- ✓ How He welcome me talk to me and the way he treated me and his good advice . He is a professional Doctor
- ✓ The main reason for this is that Dr suliman had helped me with all my illness and reassures me when I think that I can not cope, he is a very nice man and @n and a very good Dr @d Dr
- ✓ Very happy with doctor Jasmine and reception staf
- ✓ Dr Suleiman and his staff are always helpful and a credit to the profession.
- ✓ I've been with the surgery for a number of years and have found the staff to be courteous. The facilities are modern and the doctors are competent. The s@The surgery has taken additional measures to proactively engage with patients around tests and screens and regular checkups with the doctors. Gone are the day@e days when the surgery used to be packed with long waiting times - now you get appointments and are seen promptly@mptly
- ✗ I will recommend it to a friend if I was asked

Not Recommended

- ✓ Service on the whole was OK. However Dr was dismissive of a pertinent piece of information and concern I was airing . Felt it was dismissed!
- ✓ On time appointments and fully advise about my treatments

Passive