

FFT Monthly Summary: October 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
39	7	0	0	1	1	0	0	0	48	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:	159						
Responses:	48						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	39	7	0	0	1	1	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	7	0	0	1	1	48
Total (%)	81%	15%	0%	0%	2%	2%	100%

Summary Scores

 96%
  2%
  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:

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

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

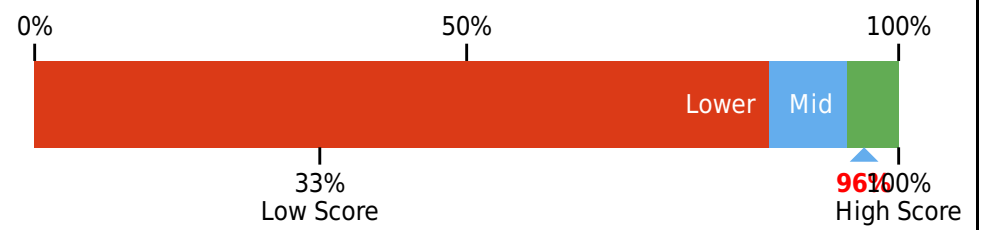
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

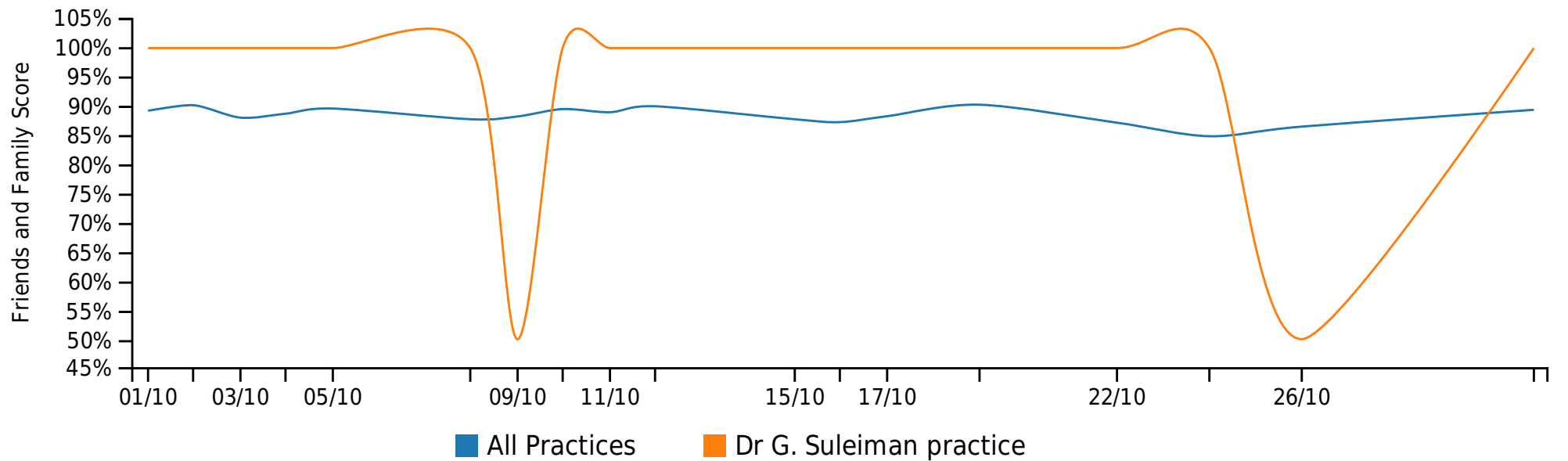
Practice Score: 'Recommended' Rank

Your Score: **96%**
Percentile Rank: **90TH**



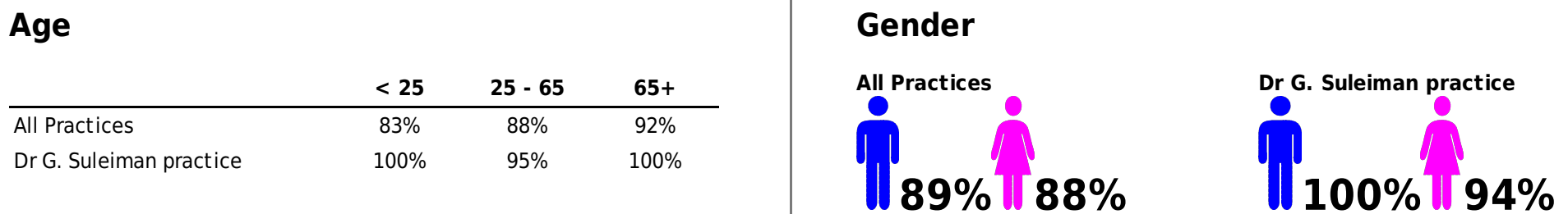
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 90th percentile means your practice scored above 90% of all practices.

Practice Score: 'Recommended' Comparison



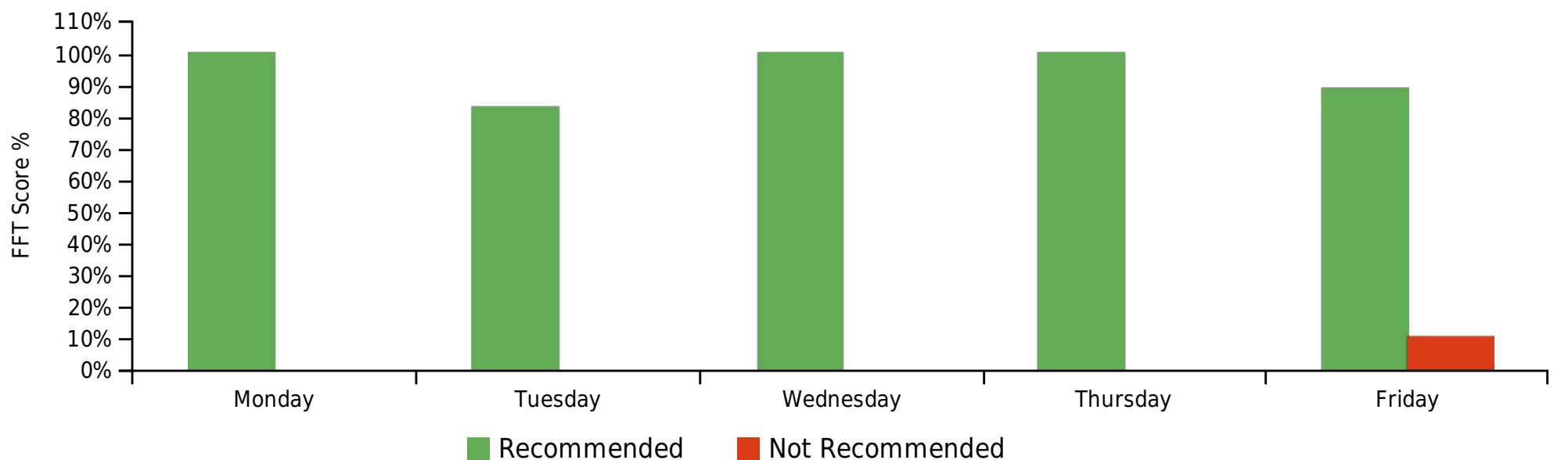
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



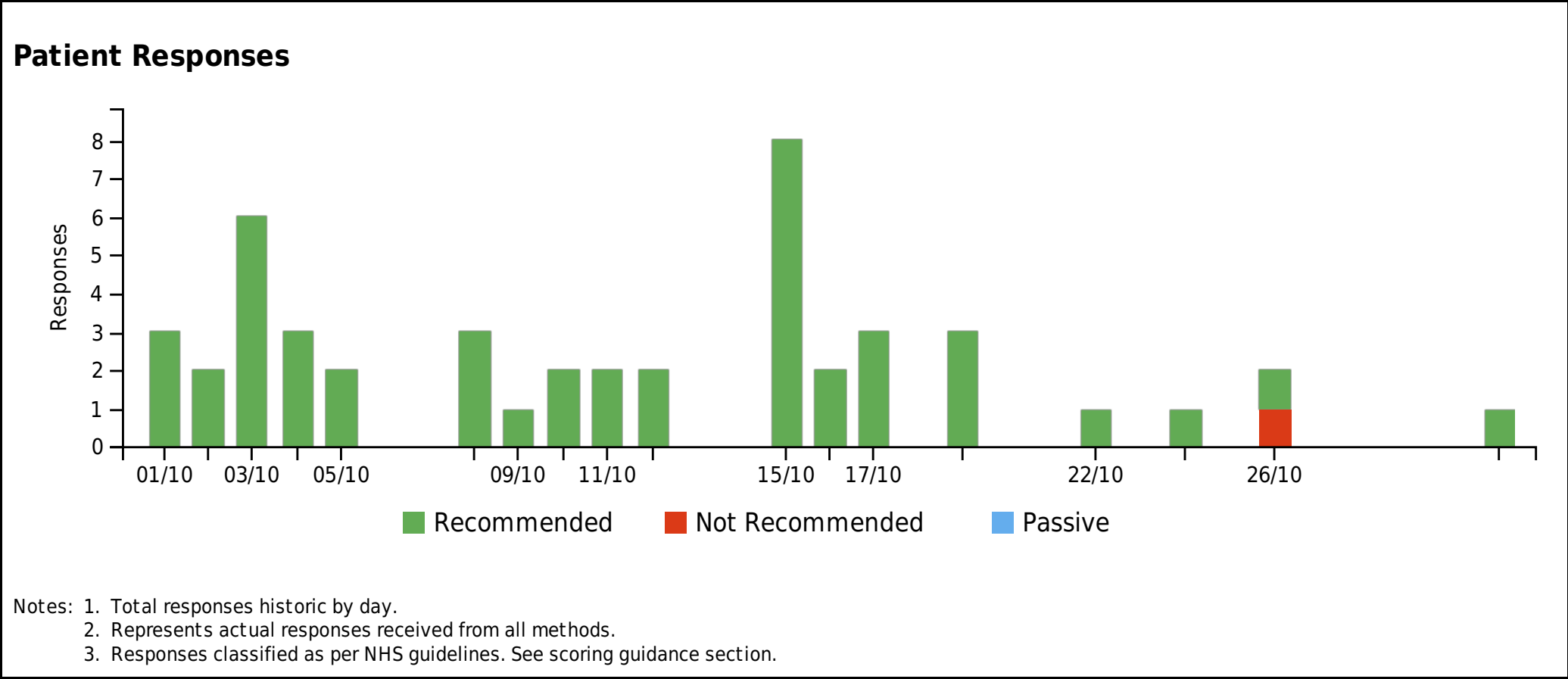
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 2	
Reference to Clinician 9	

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

- ✓ Staff are always pleasant and Dr Suleiman is an extremely good doctor...very well run practice.
- ✓ Dr salesman was very good
- ✓ Unlikely
- ✓ Dr suleiman explained everything in detail.
- ✓ The staff are very friendly and very professional and spend time with you
- ✓ Because he was very kind and helpful.
- ✓ Everyone is very kind and do all the best for helping me with my health problems all the time.
- ✓ Appointment system is very good!!! Reception staff very helpful and GP's are fantastic very caring, thoughtful consideration shown no matter what the cau@e cause, very professional and knowledgeable regarding any concerns I have had with myself or my children. @ren.
- ✓ My reason for my answer is that I have not had any cause to regret my being in the surgery.
- ✓ Friendly staff who will always help when they can.
- ✓ It is because you care about your patients
- ✓ Readiness to assist patients get the required services as scheduled
- ✓ The nurse was just great. Feel welcoming and she make one feels that she really cares.
- ✓ Good, knowledge and personable GP
- ✓ The Drs are very caring, understanding and supportive. No complaints at all.. very happy.
- ✓ Never any problems getting a appointment
- ✓ Because was straight forward the treatment
- ✗ I will recommend Dr SuleimanTo anyone

Not Recommended

- ✓ Dr. Suleiman was thorough as usual..

Passive