

FFT Monthly Summary: September 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
31	7	1	2	1	1	0	0	0	43	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:	175							
Responses:	43							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	31	7	1	2	1	1	43	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	31	7	1	2	1	1	43	
Total (%)	72%	16%	2%	5%	2%	2%	100%	

Summary Scores

 88%
  7%
  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:

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

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

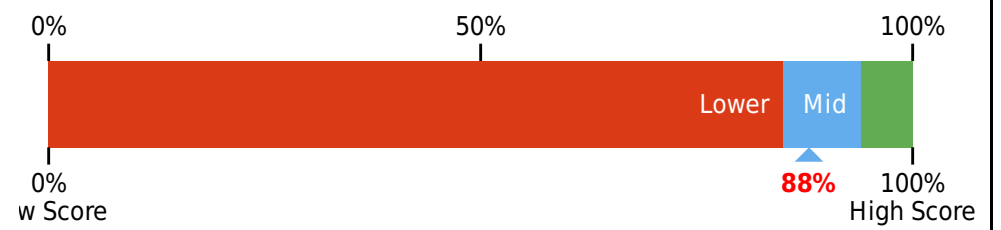
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

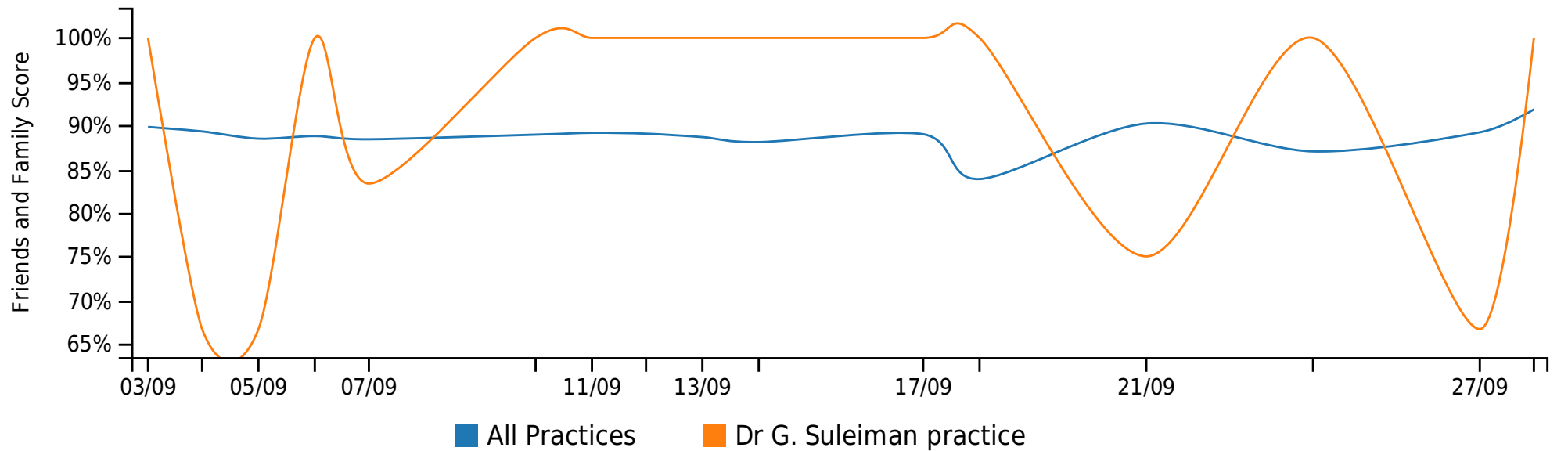
Practice Score: 'Recommended' Rank

Your Score: **88%**
Percentile Rank: **40TH**



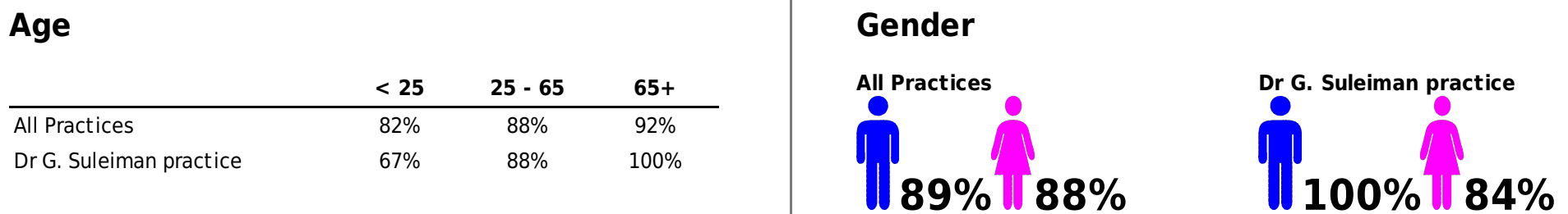
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 40th percentile means your practice scored above 40% of all practices.

Practice Score: 'Recommended' Comparison



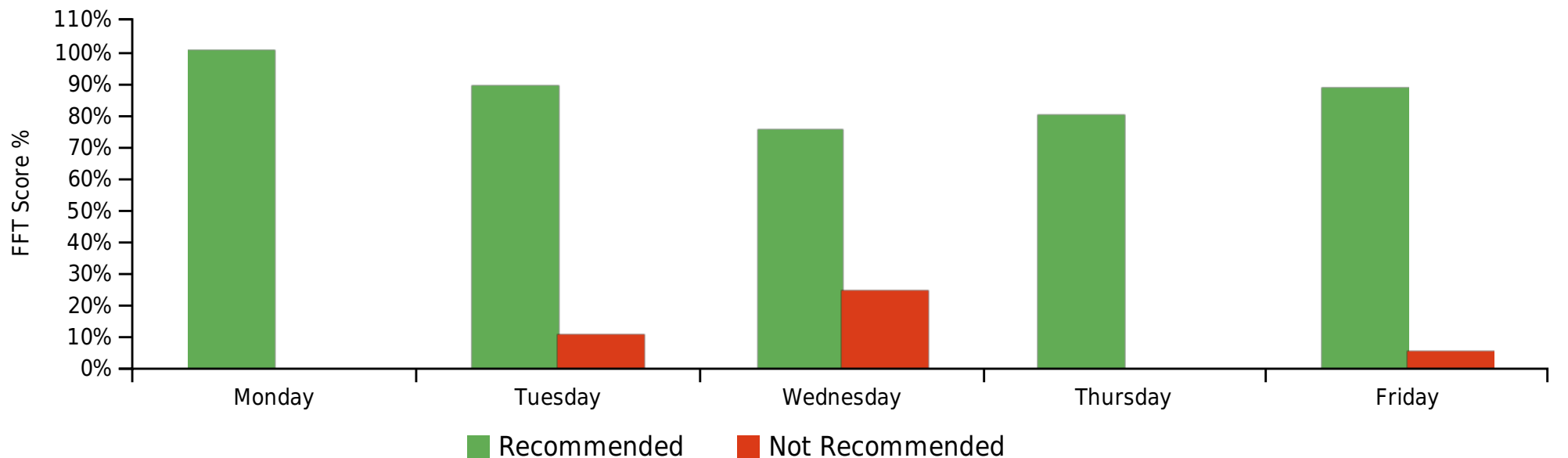
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



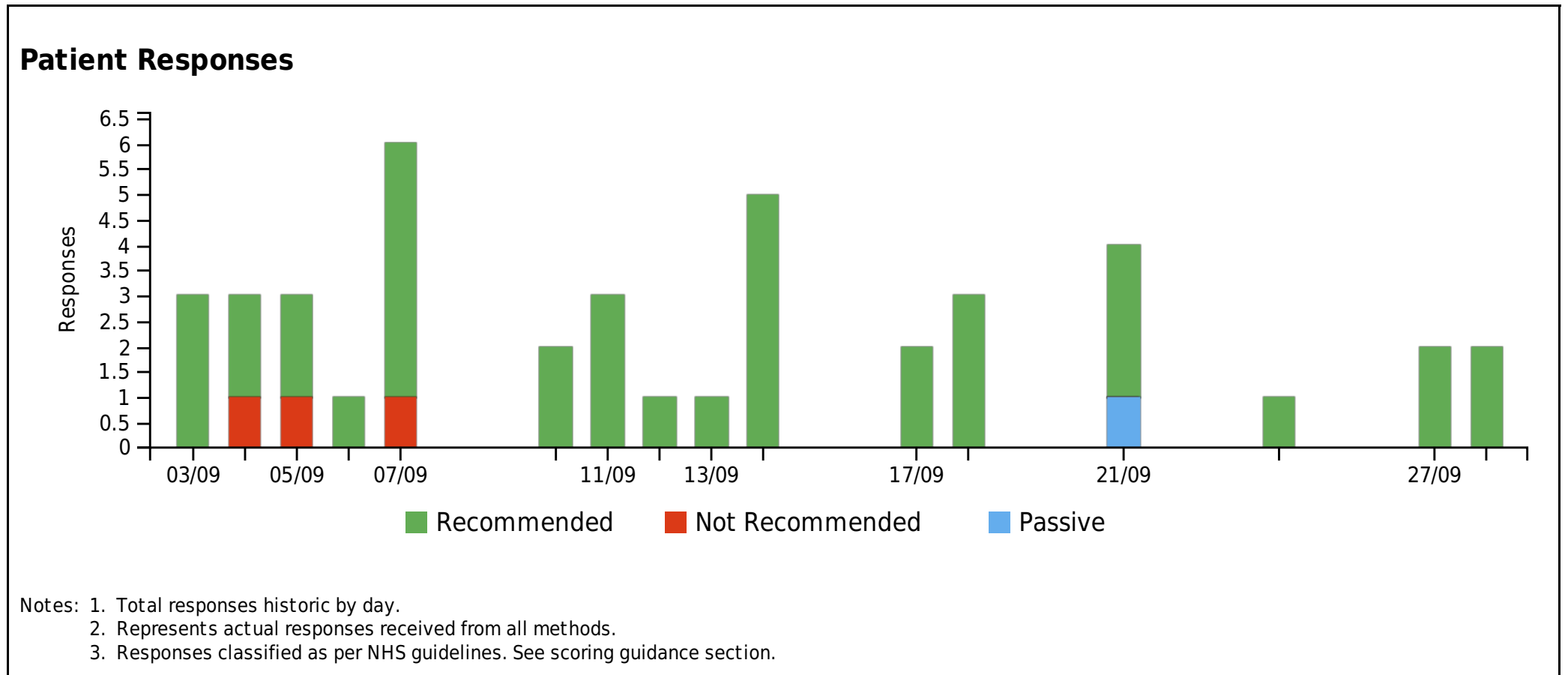
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

Reception Experience	4
Arrangement of Appointment	4
Reference to Clinician	13

Tag Cloud



- 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

- ✓ I'm 70 years of age and he is the most understanding and compassionate doctor I have had the good fortune to have encountered. He makes time for his peop@ people like myself and finally he listens very attentively to what I am saying to him@o him
- ✓ friendly staff i can see my doctor for emergen no long time waiting
- ✓ seemed to provide better services. seen on time. Doctor listened to me. receptionist was helpful compared to the past.
- ✓ 1-extremely likely
- ✓ I was seen the GP surgery this morning and was treated with the highest standard of care.
- ✓ Best & professional
- ✓ The reason is having such a lovely considerate Doctor
- ✓ Treated with respect dignity and empathy the staff are all so friendly and approachable and when you have an appointment your taken promptly
- ✓ Dr has taken the time
- ✓ Very personal appointment. No rushing. And very attentive
- ✓ Polite manor
- ✓ Rarely have any problems. Knowledgeable staff.
- ✓ Because because I receive good treatment a special my GP is very nice Dr.G Suleiman I really like him very polite
- ✓ He always has time to listen and explain everything.
- ✓ She was kindly explain everyting to me and care about me
- ✓ Good service.
- ✓ Because he listen and cares
- ✓ I am pleased with the service Dr Suleiman offers to us as the patients. He is very kind and listens to all of our problems and provides excellent medica@edical advice. @ice.
- ✓ The Doctor I saw has a very good bedside manner and is very good at knowing my medical conditions
- ✓ Courteous GP who listened and gave good advice
- ✓ Excellent customer service(I was listen to)
- ✓ I have been with the practise since birth and never had problems always good and satisfactory, would recommend defeniately, thank you
- ✓ the reason for my answer is you see the doctor when it your appointment time or you don't have to wait to long if he running late
- ✗ The service was efficient. Karen

Not Recommended

- ✓ The doctor does not carry out BP herself and asks to do on BMI machine. She rushed the appointment. She prepared a blood form but did tell me what was on@as on there. Luckily i fasted as the phlebotomist said there was glucose test needed. @ded.

Passive