

FFT Monthly Summary: April 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
35	10	0	1	0	2	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:	149						
Responses:	48						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	35	10	0	1	0	2	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	35	10	0	1	0	2	48
Total (%)	73%	21%	0%	2%	0%	4%	100%

Summary Scores

 **94%**
 **2%**
 **4%**

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:

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

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

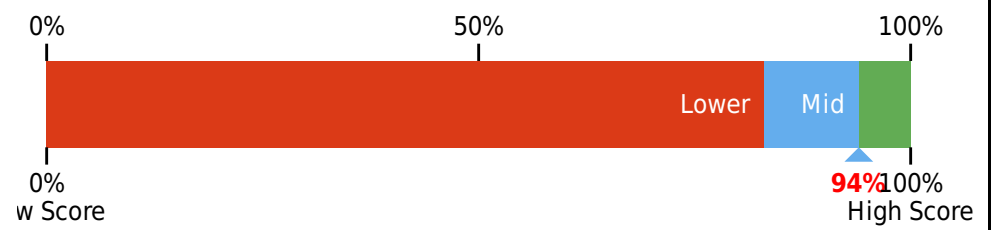
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

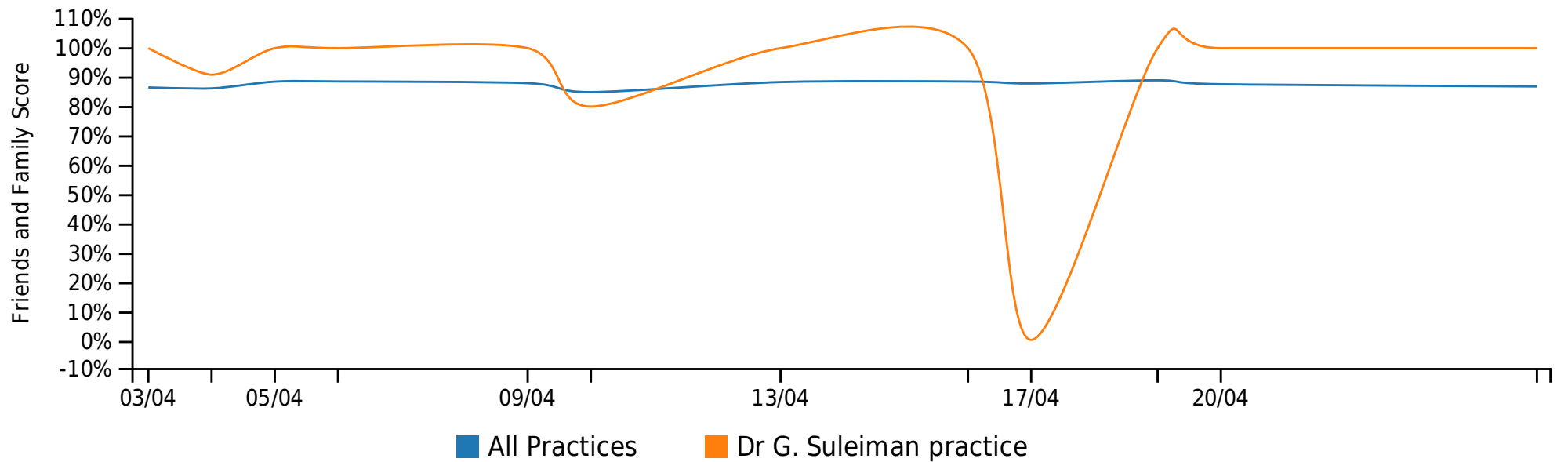
Practice Score: 'Recommended' Rank

Your Score: 94%
Percentile Rank: 80TH



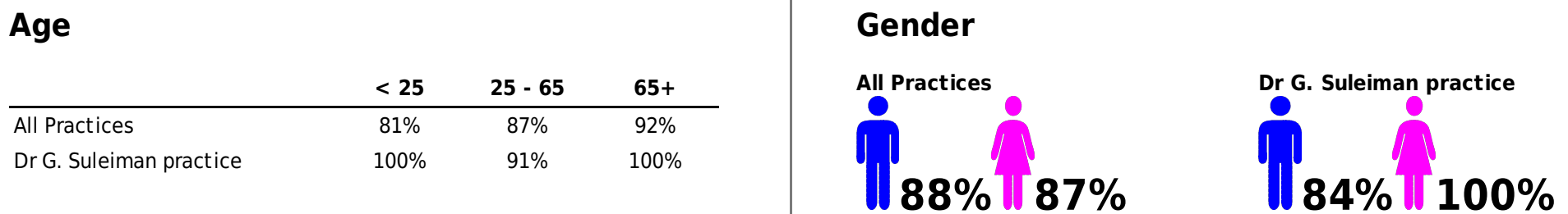
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means your practice scored above 80% of all practices.

Practice Score: 'Recommended' Comparison



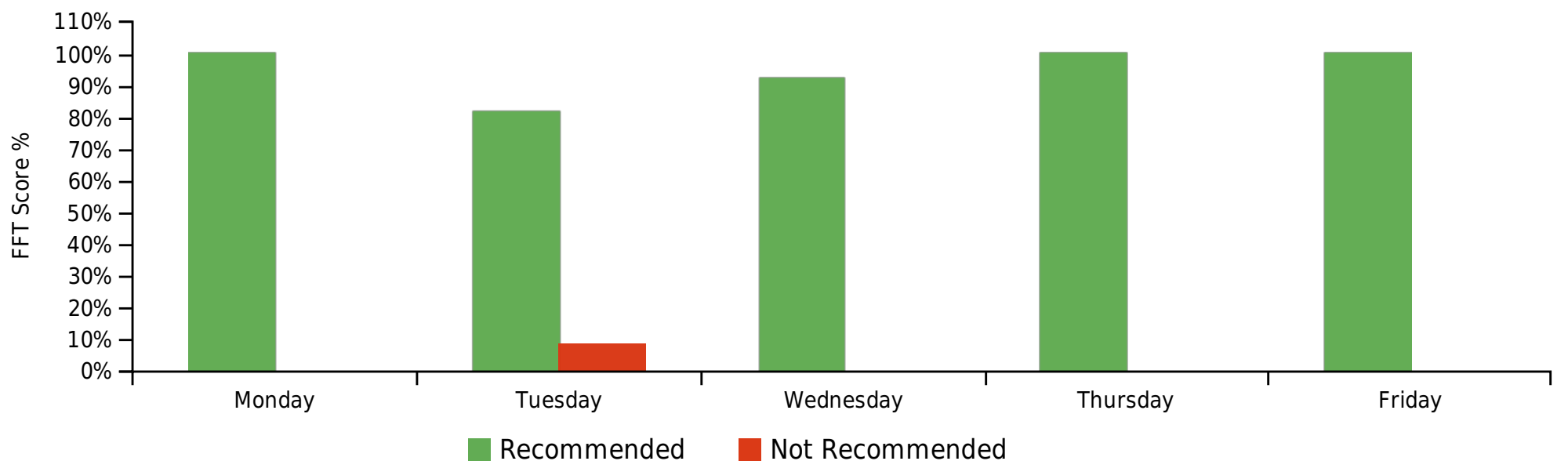
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



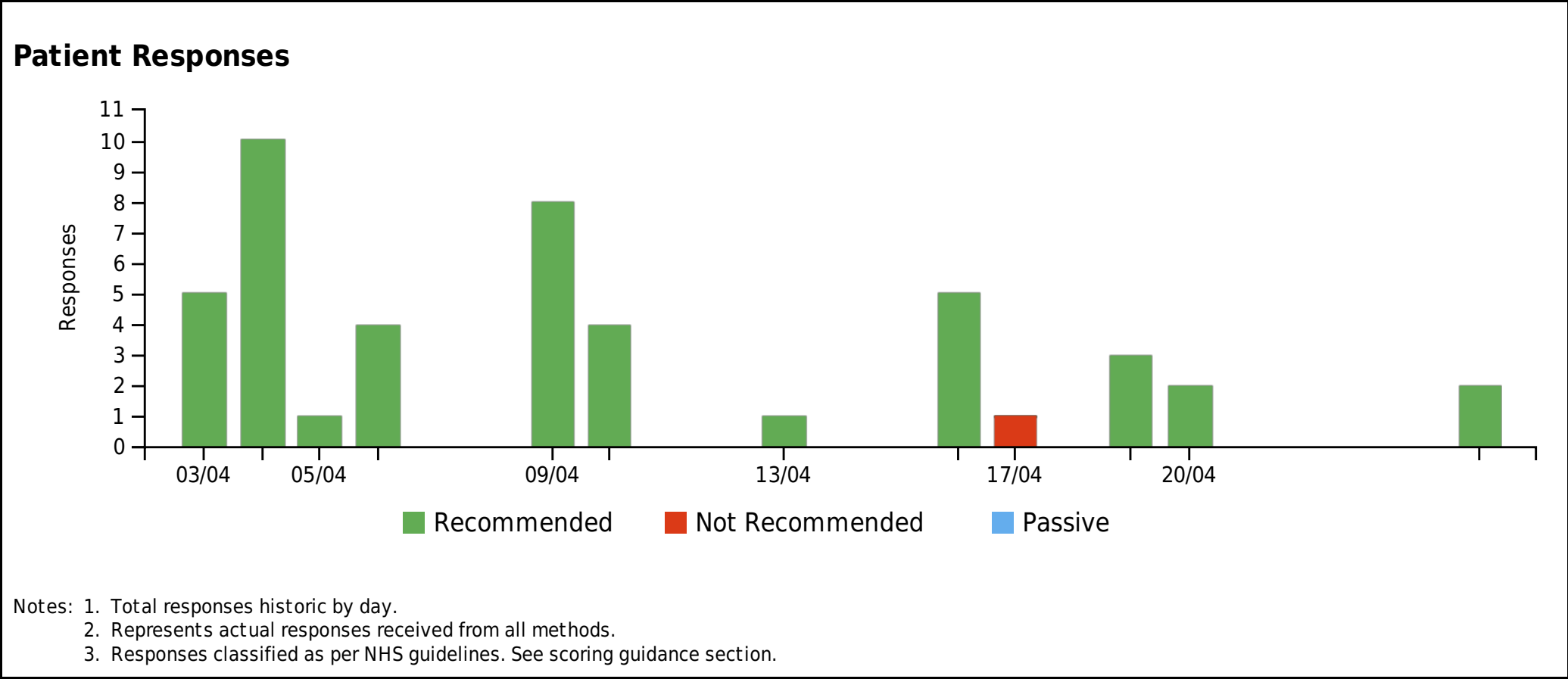
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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	5
Arrangement of Appointment	2
Reference to Clinician	15

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

- ✓ Following a Blood Pressure test, your nurse was concerned about me and I was treated very quickly. The Dr Yassim was efficient with my treatment and saw @ saw me this morning and was happy with my Blood Pressure, a follow up appointment will follow@ollow
- ✓ The doctor spent time enough my concern
- ✓ One gets an appointment within reasonable time scale
- ✓ The service was excellent.
- ✓ The doctors at the surgery are just brilliant only problem is that the receptionist can sometimes be rather awkward to deal with
- ✓ Reception staff are a lot more pleasant and helpful
- ✓ The staff are very helpful and Dr Suliemen is a fantastic Dr explains everything to you so you understand as other Drs too in practise
- ✓ My feedback is based on the fact that I have not had any issues with the surgery and have always been given adequate attention in all my visit and appoin@ppointments.@s.
- ✓ I am pleased with the service I received
- ✓ I was well treated and got the illness seen to and the environment is very friendly.
- ✓ My family had been taken care of
- ✓ Because Dr Suleiman listens and treats us very well
- ✓ I'm happy with the service.
- ✓ Always happy with the treatment I have received
- ✓ I have had good services everytime
- ✓ It was the first time I've seen the nurse she was very pleasant she showed videos on how to use my inhalers properly she was very helpful.
- ✓ It's a good surgery
- ✓ Always get very good service from my doctor...he always explains things very well...generally a very well run gp practise
- ✓ Dr Suleiman as he is the reason I still attend the clinic. He's supportive n understanding with all his patients.
- ✓ Very helpful
- ✓ Dr suliman is very efficient
- ✓ Punctual, friendly communications.
- ✓ Extremely helpful sympathetic doctor who makes me feel at ease when visiting the Dr's can be very stressful
- ✓ Very happy with the doctor
- ✓ Very clean efficient surgery with sympathetic
- ✓ The doctors and the male receptionist make the surgery an lovely place to visit even when unwell. The care and level of attentiveness is exceptional betw@ between them. I cannot say the same for the other receptionists as they make the surgery tense and hostile at times.@imes.
- ✓ Good service from the Dr's and helpful advice.
- ✓ Everyone is very kind and do all the best for helping me with my health problems.
- ✓ She have empathy
- ✓ As the doctors and receptionist very good

Not Recommended

Passive