

FFT Monthly Summary: June 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	10	0	0	3	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:	184							
Responses:	44							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	31	10	0	0	3	0	44	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	31	10	0	0	3	0	44	
Total (%)	70%	23%	0%	0%	7%	0%	100%	

Summary Scores

 **93%**
 **7%**
 **-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:

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

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

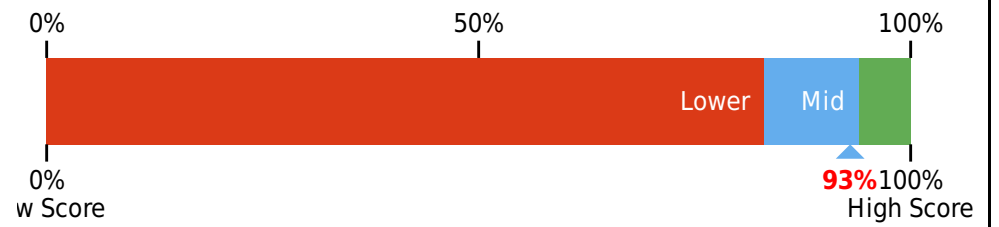
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

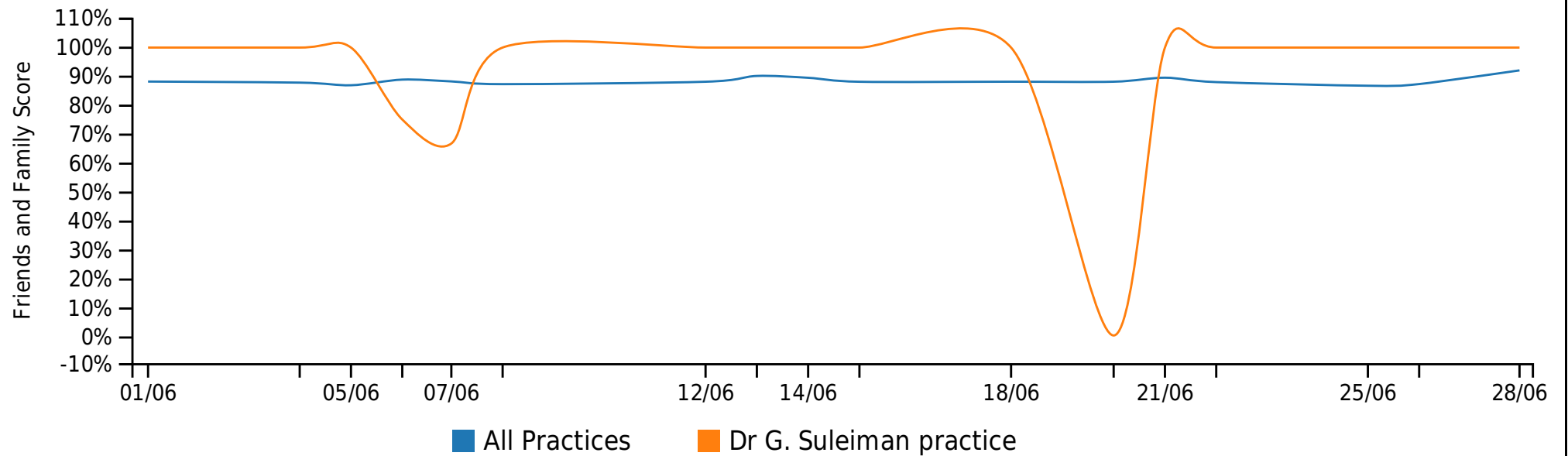
Practice Score: 'Recommended' Rank

Your Score: **93%**
Percentile Rank: **70TH**



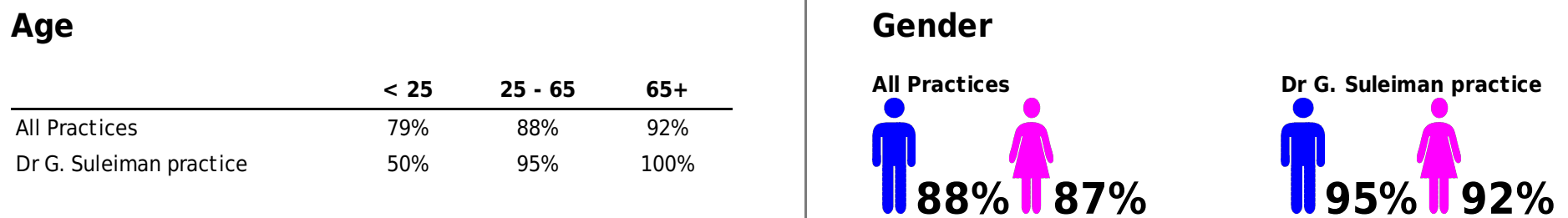
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison



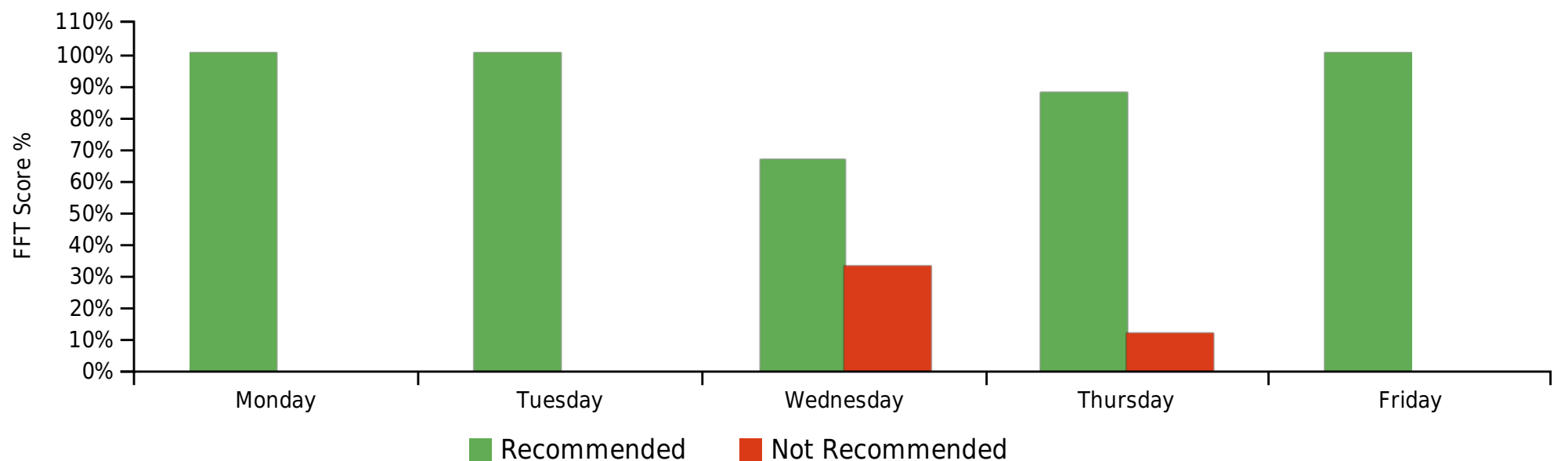
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



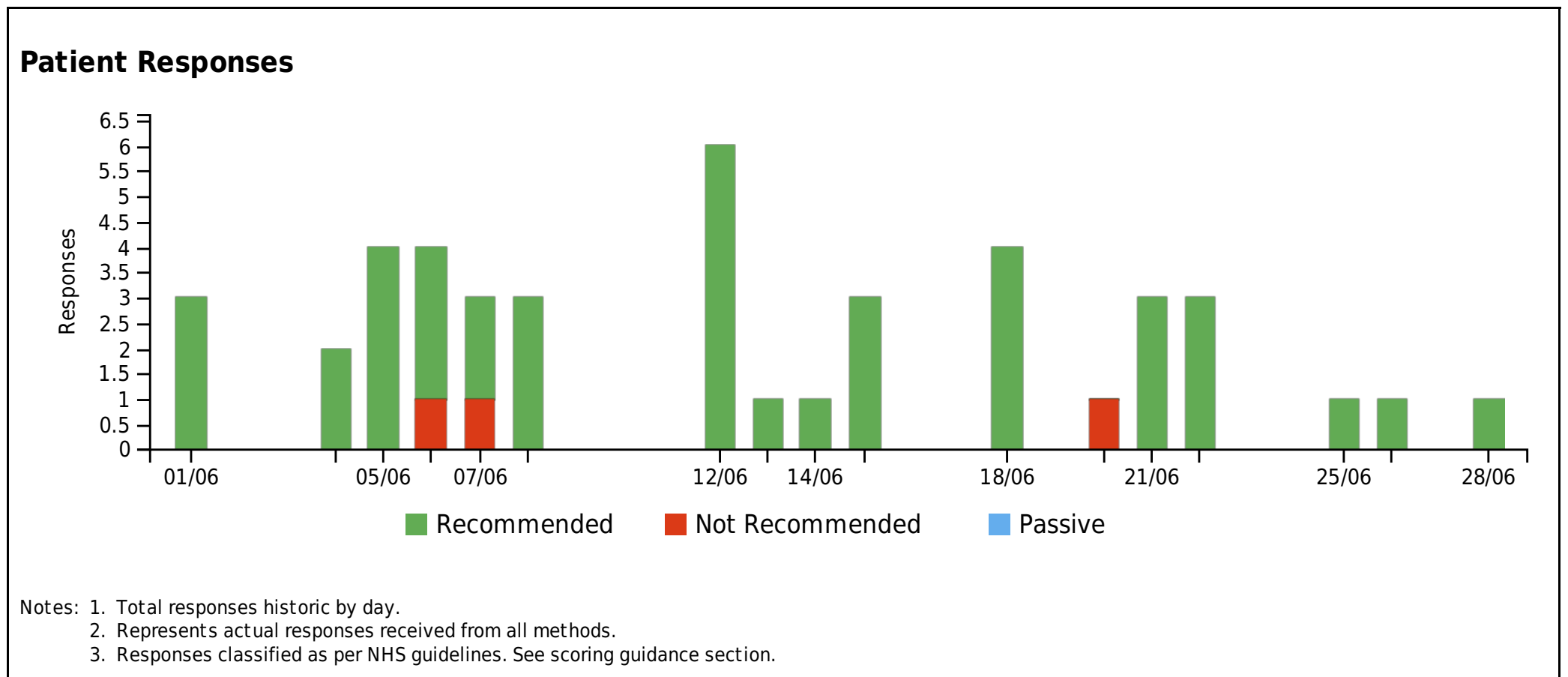
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 5	
Arrangement of Appointment 5	
Reference to Clinician 14	

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

- ✓ Been with surgery the surgery since I was born and I'm now 51, always been happy with service I have received and the doctors have been brilliant, thank you
- ✓ I was told what to be down for my health to be better also I was called on phone as well a text to remind me of my appointment
- ✓ I will recommend him to anyone
- ✓ Because he always care about my health
- ✓ Because I receive excellent care, support and guidance each time I I visite the practice. e.
- ✓ My reason is that Dr suilieman knows how to care for his patient. As a doctor he knows his duty of care.
- ✓ Dr. Suleyman has good communication skills and does listen to your concerns and has been helpful in times of need. The practice nurse has been very kind @kind and patient when attending to me. The receptionist, especially Stuart, has always been polite and friendly over the phone as well as during face-to-face @face contact.@tact.
- ✓ Excellent service from the doctors
- ✓ Efficient and professional
- ✓ I was seen very quickly and the doctor was very pleasant :)
- ✓ He is a good doctor and the treatment and advise helps me but it is very difficult to get appointment with him
- ✓ Patient seen in time of appointment
- ✓ Always very helpful
- ✓ Good communication and explanation. All departments from booking the appointment at reception to visiting the doctor, was made to think nothing was to mu@to much trouble.@uble.
- ✓ I have the answer on my questions every time, and thanks for your help
- ✓ Because Dr G. Suleiman is really helpful and he try best
- ✓ Am not a usual visitor to the surgery but each time I visited the service is fast and courteous.
- ✓ In order to be a great doctor you need to be a good listener Dr Suleiman is great listener. He not only listens and diagnose but he also teaches you abou@ about your condition. @ion.
- ✓ I can book appointment easily, the staff are very friendly and pleased
- ✓ Because the way you look at me and i like the service.
- ✓ Very good service
- ✓ Friendly, helpful staff and great care from my GP
- ✓ It's the approach and manner my doctor welcomes me. Bright and cheerful in mood and he listens and attends to you in a very professional manner.
- ✓ Apart from being seen a few mins late. Doctor was nice sorted out ears and got out swiftly
- ✗ Receptionist always very rude and unhelpful

Not Recommended

- ✗ The reason is I do not have a clue as to who you are and why you are contacting me???? I do not live anywhere near your medical practice and have no id@no idea why you keep contacting me!!@ me!!

Passive