

FFT Monthly Summary: March 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
36	6	1	3	1	0	0	0	0	47	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:	165						
Responses:	47						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	36	6	1	3	1	0	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	36	6	1	3	1	0	47
Total (%)	77%	13%	2%	6%	2%	0%	100%

Summary Scores

 89%
  9%
  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:

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

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

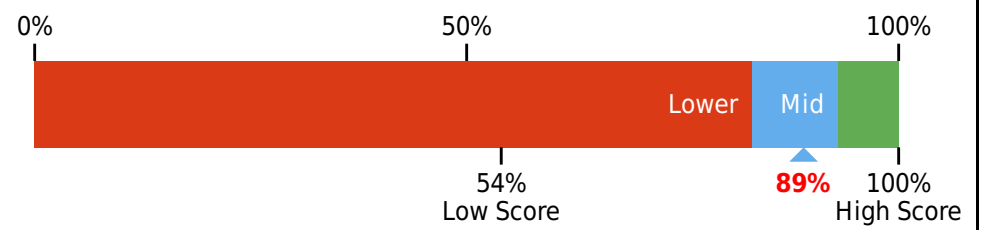
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

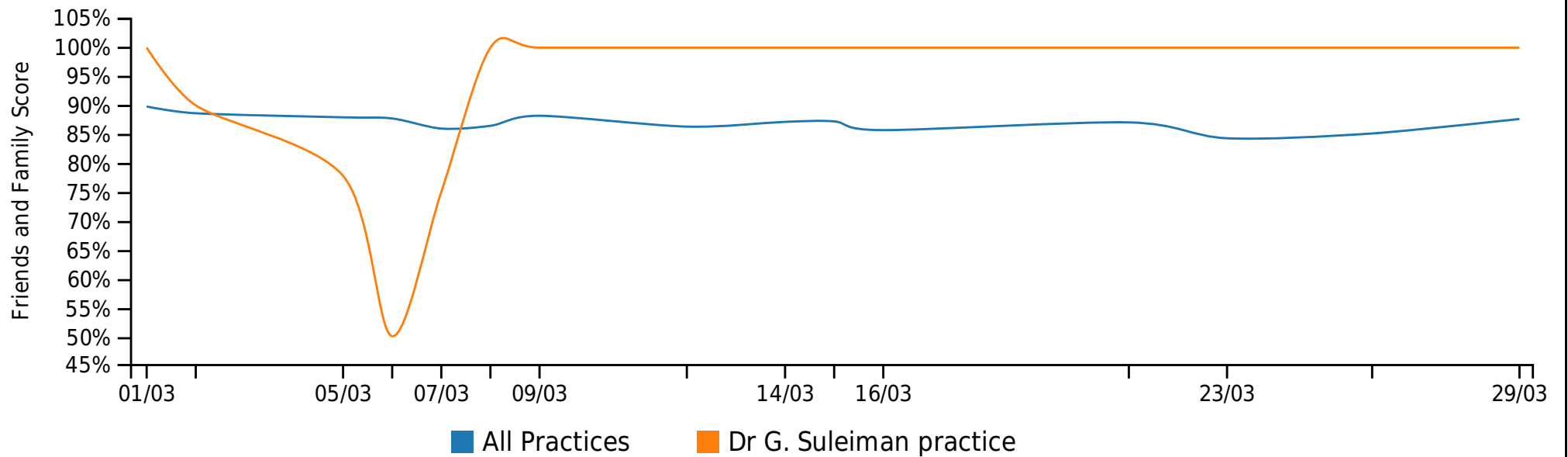
Practice Score: 'Recommended' Rank

Your Score: 89%
Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% 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.

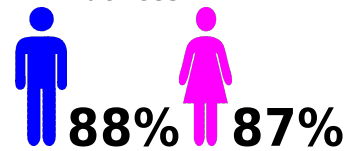
Practice Score: 'Recommended' Demographic Analysis

Age

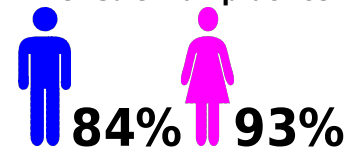
	< 25	25 - 65	65+
All Practices	80%	87%	92%
Dr G. Suleiman practice	100%	85%	100%

Gender

All Practices

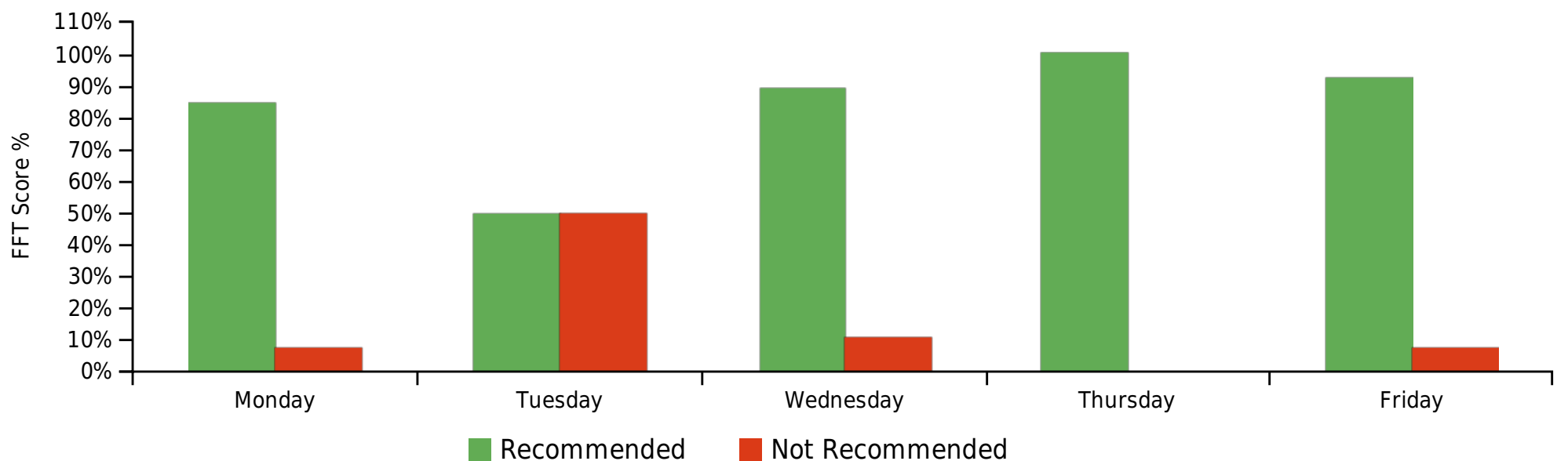


Dr G. Suleiman practice



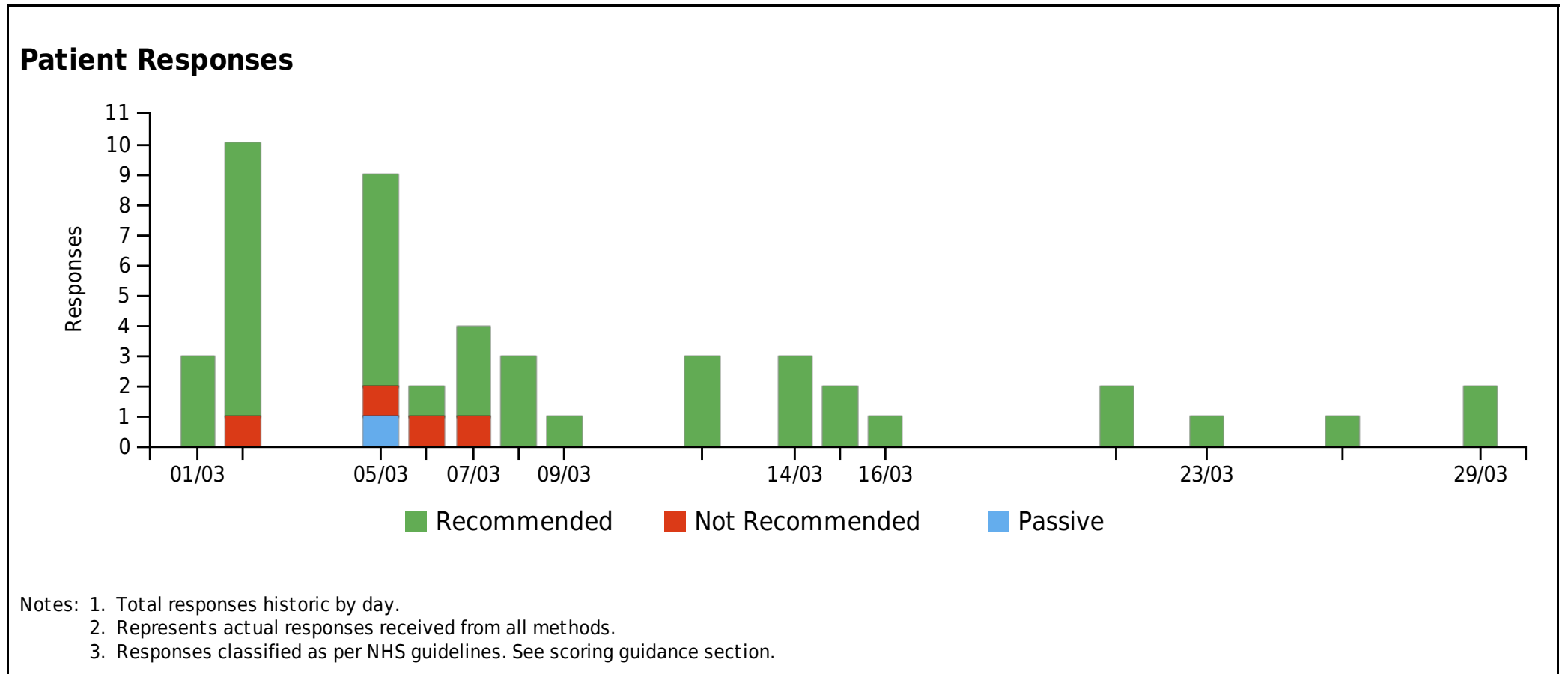
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 3	
Arrangement of Appointment 7	
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

- ✓ Because he listens to your problems and he make u feel comfortable around him, you can see that he cares about his patents when he's talking to them. T@em. That's the reason for my answer.@swer.
- ✓ The call from the doctor was informative and dealt with my query
- ✓ Always seen on time.
- ✓ I have always generally received good service at the surgery. Dr and nurse are caring
- ✓ I have always been looked after by the staff as well as the doctor .
- ✓ Because I was happy with the outcome of the appointment
- ✓ The care doctor suleiman and dr's Jasmin provided me as father and my family and the recieption team are excellenty
- ✓ The Doctors are really nice, but the wait to get through to book an appointment was really long. They should implement a call waiting or hold policy rath@ rather than the line being engaged. The receptionists could also be a bit more cheerful @rful
- ✓ He is always a avaleable to talk to his patients. And most times can get an emergency appointment the same day.. Does not hurry you listens to you.@ you. Would not change doctor for anybody.@body.
- ✓ We are happy whit mr suleiman
- ✓ I have chosen 1 as my answer because I found Dr Suleiman's practice very efficient in making appointments/ returning patients call if required/ as well @well as confidence & dignity of patients are preserved. Excellent service@rvice
- ✓ Can always get an appointment.
- ✓ My GP has taken the right avtion to investigate my symptoms and results further.
- ✓ Dr G suleiman is well experience doctor
- ✓ Workers speak nicely and give excellent services.
- ✓ Because I'm very happy
- ✓ The way been attended to
- ✓ Excellent treatment received and helpful staff
- ✓ Easy to get appointment seen on time Doctor very helpful
- ✓ Couldn't ask for a better GP Dr Suleiman is gentle kind attentive empathetic An will do his best to help in anyway he can a real professional
- ✗ I received an efficient service.

Not Recommended

- ✓ Very hard to see the doctor of your choice and you keep calling every morning and afternoon but the chance to see doctors is very bad. Surgery always ma@ys makes excuses saying there is shortage of GPS.@ GPS.
- ✓ I have only one concern:The Reciptian team in Edmonton medical center provide a poor service to patients. And the treat the patients with very bad attit@attitude. Doctors in Edmonton medical center are very good and professionals : Dr suleiman is really good and excellent. Dr shakhani fraydoun is very excel@excellent and professional. Thanks @anks
- ✓ PLEASE DO NOT CONTACT ME ON THIS MATTER , I WON'T COME BACK TO UR SURGERY CLINIC ANYMORE ...I DIDN'T FEEL LIKE HOME AND A WARM PLACE TO BE , NOT A CARE @CARE THERE WITH A PACIENTS , I SUFFER IN SILENCE , COME TODAY TO GET SOME PAINKILLERS FOR MY HIP PAIN .I WISH TODAY TO MEET DR SHROF HE WAS THE ONE WHO UNDER@UNDERSTAND ME BETTER , BUT IS GONE .@ONE .
- ✓ Secretaries are so unprofessional, drs are so out of knowledge

Passive

- ✓ Hard to book an appointment