

FFT Monthly Summary: July 2025



Dr Sivakumar and Dr Gude
Code: P92020

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	6	1	0	0	0	0	0	0	50	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: 108

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	6	1	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	6	1	0	0	0	50
Total (%)	86%	12%	2%	0%	0%	0%	100%

Summary Scores

98%

0%

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:

Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

Not Recommended (%) =
$$\frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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: 98%

Percentile Rank: 95TH

0%50%100%

0% Score

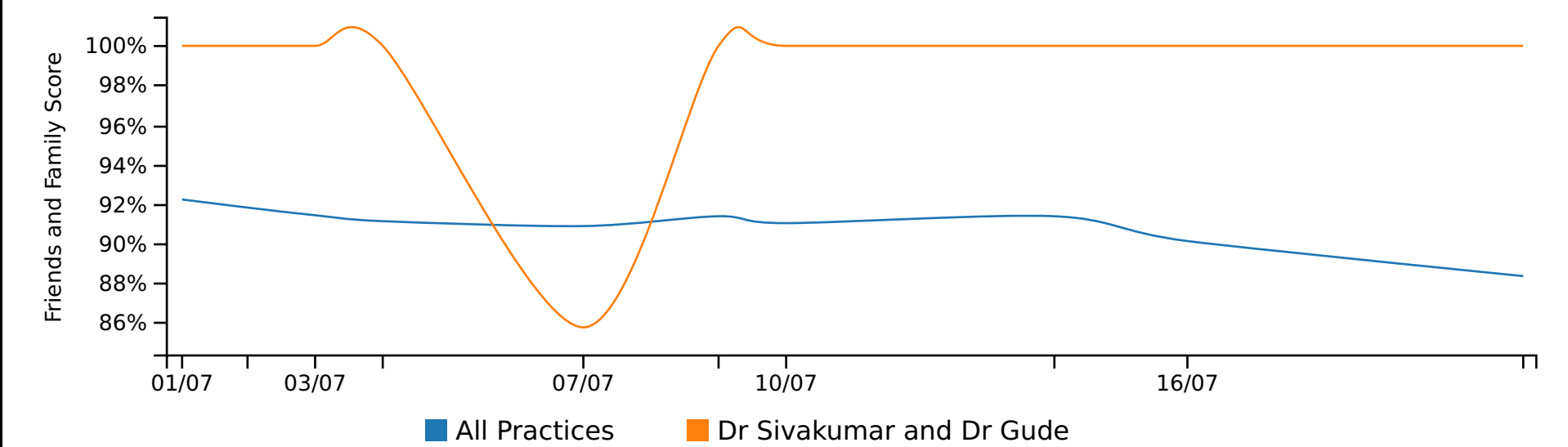
LowerMid

High Score

98%

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 95th percentile means your practice scored above 95% 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	86%	90%	93%
Dr Sivakumar and Dr Gude	100%	100%	96%

Gender

All Practices

91%

91%

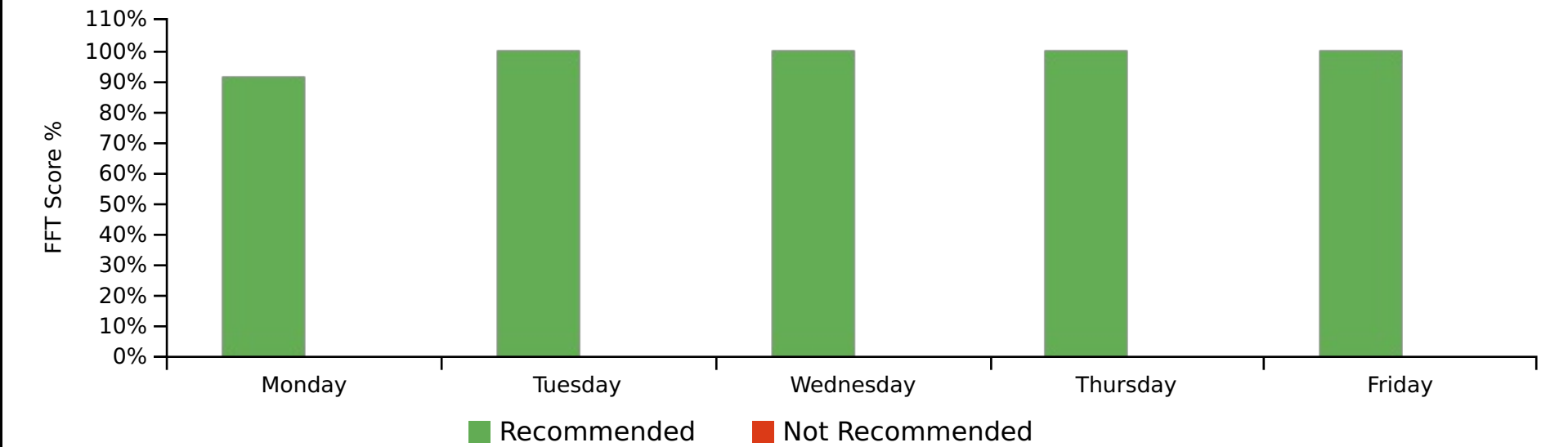
Dr Sivakumar and Dr Gude

94%

100%

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

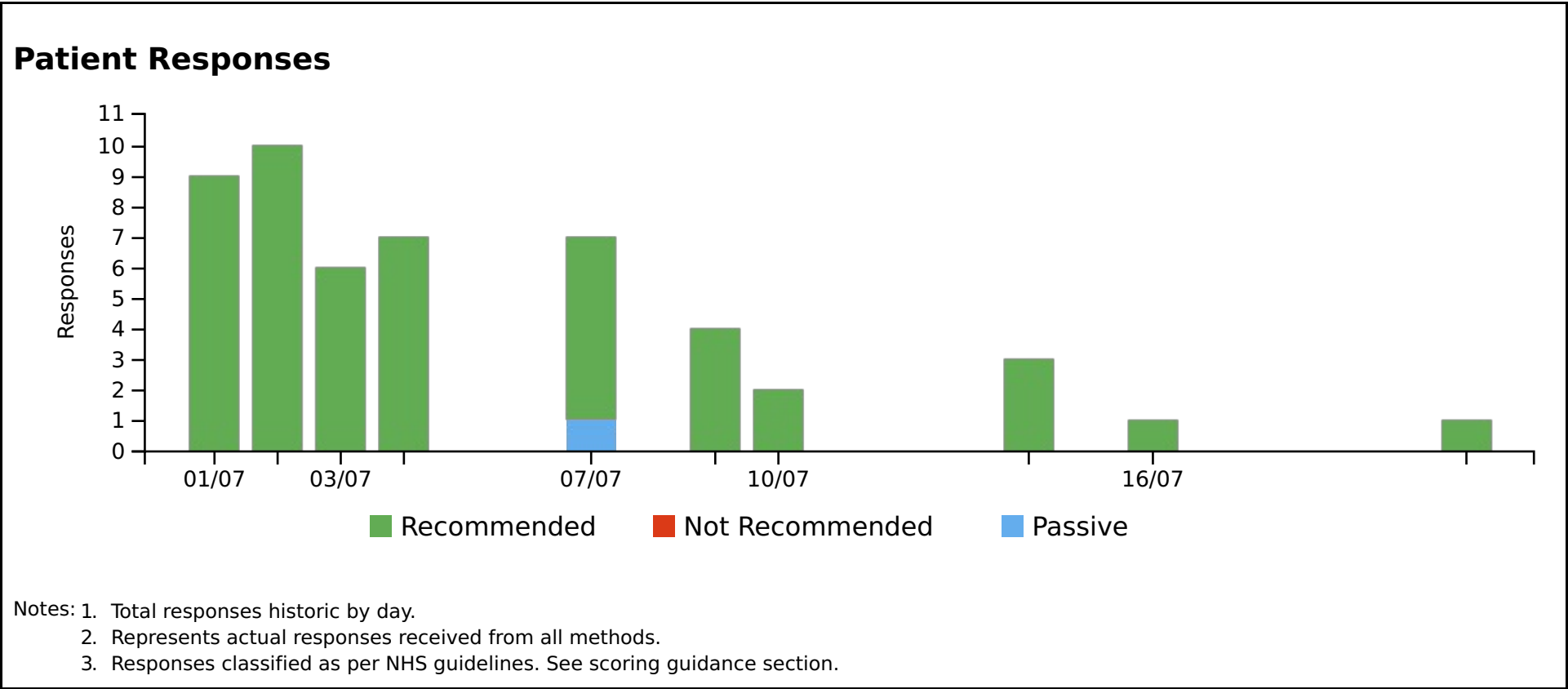
Practice Score: Day of the Week Analysis



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

Theme	Frequency
Reception Experience	6
Arrangement of Appointment	9
Reference to Clinician	14

Tag Cloud

The word cloud contains the following words:

- excellent
- always
- friendly
- professional
- efficient
- informative
- quick
- good
- nice
- pleasant
- lovely
- fantastic
- considerate
- treatting
- serious
- past
- well
- seeing
- warm
- really
- positive
- also
- clear
- back
- quite
- local
- able
- approachable
- little
- speedily
- just
- great
- seriously
- going
- original
- fast
- empathetic
- attentive
- knowledgeable

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

- ✓ It's always a excellent and professional service
- ✓ *Lovely friendly staff. You can always get an appt. Doctors are understanding and efficient.*
- ✓ Always good , and always helpful
- ✓ *Very friendly and empathetic. Talked through everything*
- ✓ Excellent attention and service
- ✓ *The Girls in reception were excellent very helpful and Dr Siva Kumar was helpful too*
- ✓ My experience is always positive.
- ✓ *Accommodated me in surgery for what should have been a telephone one. Also booked an appt with a Doctor within 45 mins . Excellent reception team*
- ✓ Because i always get a quick response and help ie excellent service when i need the doctors
- ✓ *Excellent response to my original request, the response from the team and the consultation A really good and pleasant experience, so thank you*
- ✓ Fast and efficient. Appointments in time
- ✓ *Seen on time, listened to, clear explanation and plan for further action*
- ✓ The lady was very nice on the phone , helpful and informative.
- ✓ *Got the response I needed*
- ✓ The Dr. Listened to my concerns, took them seriously and considered options going forward.
- ✓ *Everyone we have met at the practice have been so helpful, friendly and approachable, knowledgeable and professional. Also we have been amazed by the speed and availability, and diversity of the appointments. We feel quite spoiled! Thank you to all.*
- ✓ Repeat prescriptions are dealt with speedily. Most of my needs are dealt with by the Christie who advise my GP what the situation is every 3 months.
- ✓ *Very friendly and efficient practice being very well looked afte*
- ✓ Your staff were excellent
- ✓ *Quick and pleasant experience*
- ✓ You can get an appointment when needed quickly, the reception staff are lovely and the GPs are fantastic- They actually listen and help the best way they can. Fantastic surgery. Thank you
- ✓ *I rec,d a quick appt when I req,d it.*
- ✓ Appointment on time doctor listened and got the referrals I wanted with easePresent experience
- ✓ *Because I was supported by my doctor in a very helpful manner*
- ✓ Care and attention to detail
- ✓ *Just had a little wait past my appointment time. Nothing too serious, but didn't warrant a 1*
- ✓ Was given appointment quickly!!!Dr nice and helpful
- ✓ *Very helpful and informative.*
- ✓ Carrie the nurse was very kind and professional. Explained everything I needed to know
- ✓ *I had arrived back from holiday with a 3 day earache, my local pharmacist advised seeing the Doctor, I called in at the surgery at 2.10 and was able to access an app at 2.50.*
- ✓ Tracy is warm and attentive and considerate when treating my mother today
- ✓ *Rang for an appointment, got one for today, receptionist was lovely as was the doctor, in and out in 15 minutes*
- ✓ Tracy the nurse was great
- ✓ *Prompt appointment and helpful*
- ✓ Always helpful and can always get an appointment when needed. Also very good with my repeat prescriptions.

Not Recommended

Passive