

FFT Monthly Summary: April 2026

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
41	6	0	1	0	0	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:	160						
Responses:	48						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	6	0	1	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	6	0	1	0	0	48
Total (%)	85%	13%	0%	2%	0%	0%	100%

Summary Scores

👍 98% 👎 2% 🗳️ 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:

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

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

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

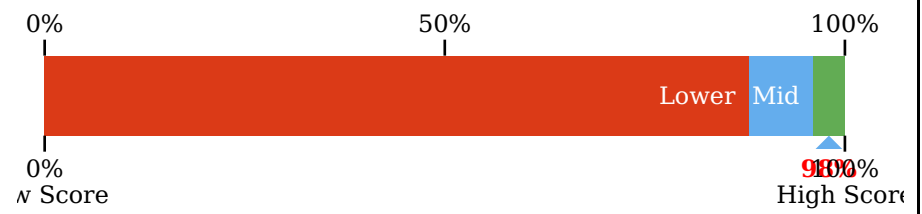
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

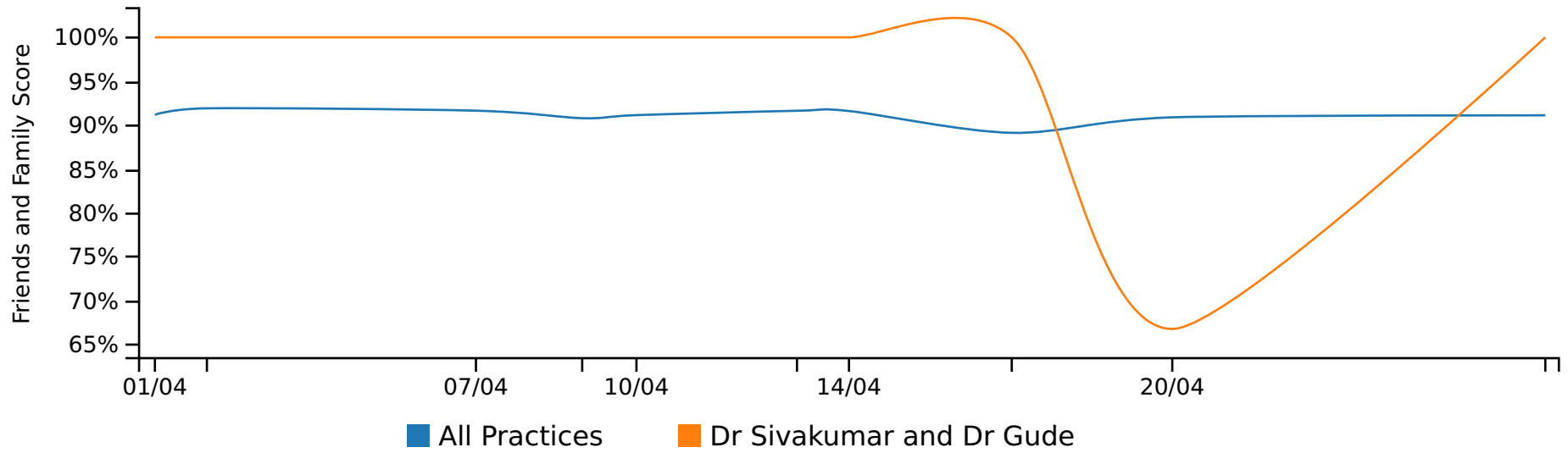
Your Score: 98%

Percentile Rank: 95TH



- 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



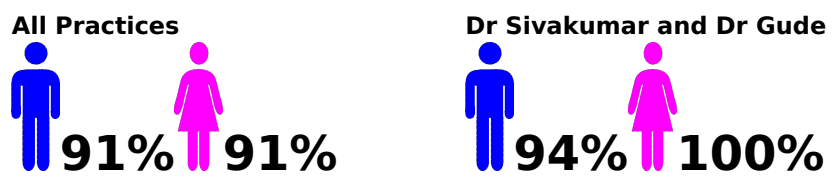
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

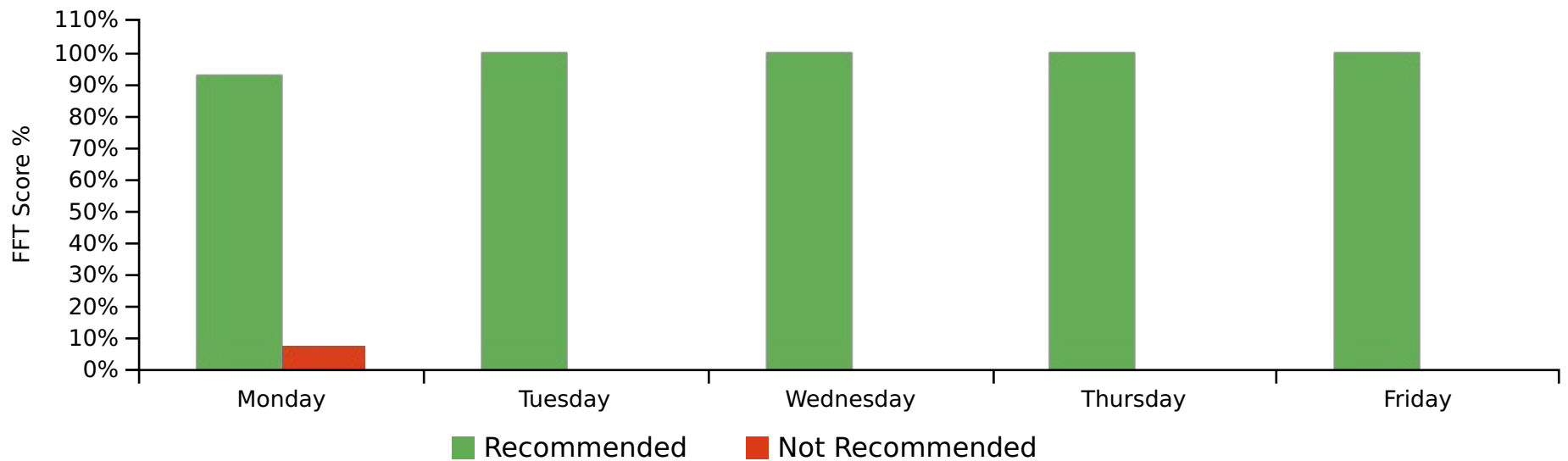
	< 25	25 - 65	65+
All Practices	87%	90%	93%
Dr Sivakumar and Dr Gude	100%	100%	96%

Gender



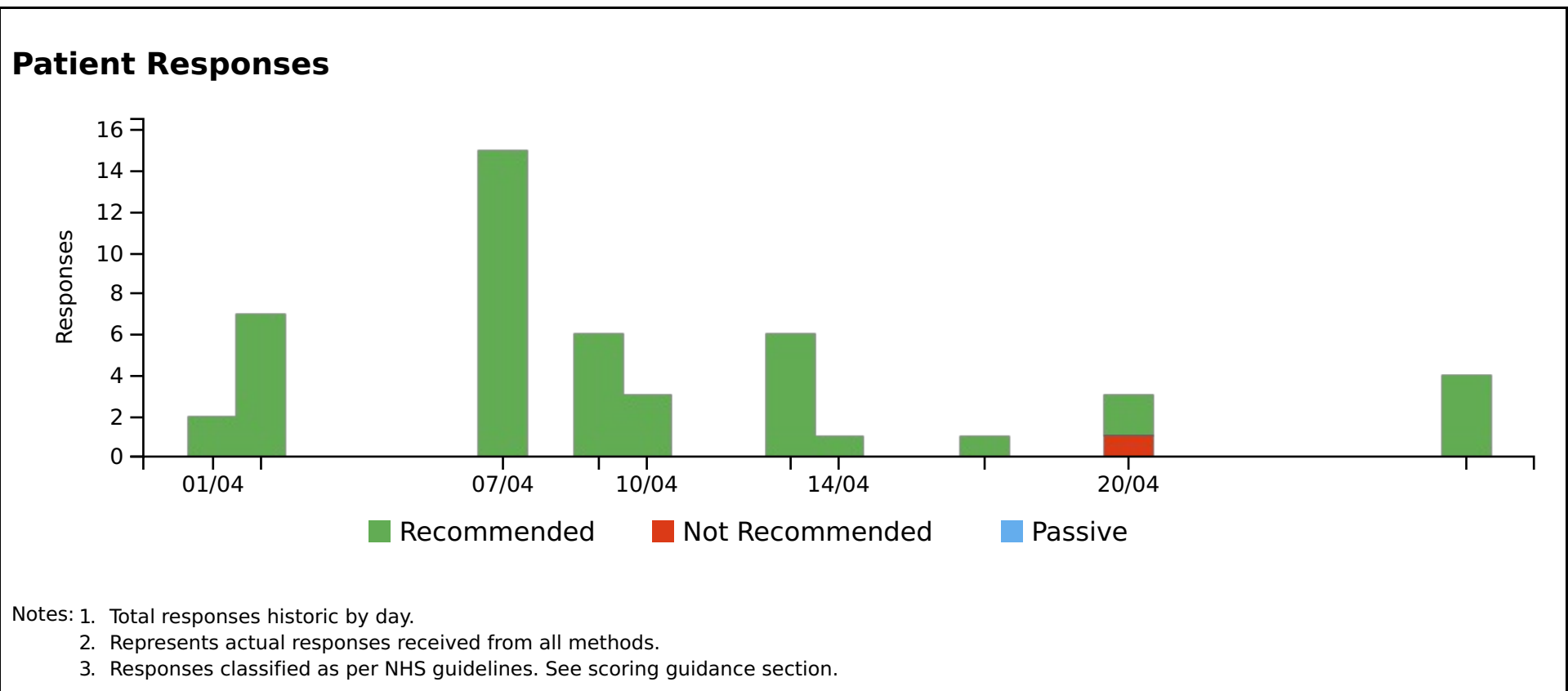
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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



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

- ✓ My appointment was on time and I was treated very well and efficiently by the Doctor
- ✓ Appointment on time and efficient
- ✓ Always helpful and professional never wait long
- ✓ I feel that the GP practice is excellent with the care that they give
- ✓ The staff were friendly and helpful made me feel comfortable and actually listened to me
- ✓ Always accommodating front desk, the doctors have great listening skills
- ✓ Dr was friendly and procedure was quick and easy
- ✓ The staff are all very friendly and the doctors, who do there best for you
- ✓ Very patient ?
- ✓ In and out before due appointment time!
- ✓ I had no problem making the appointment , and no waiting when I attended
- ✓ Always friendly all staff are kind and caring especially reception staff they always go above and beyond thank you great team
- ✓ Surgery is the best , the staff are absolutely exceptional, doctor Alhmad excellent , practice is the best in Astley .
- ✓ I have never had a problem at the surgery, the staff have always been accommodating when the need arises. Nothing is a problem to them.
- ✓ Good surgery
- ✓ They were quick to see children or when need support urgently. They offer blood tests which is very convenient. Easy to get advice or appointments. Everyone who works there seems to genuinely wants to be helpful and get a good job done.
- ✓ Very quick to answer the phone, same day appointment with excellent service and professionalism
- ✓ Managed to get doctors same day appointment and found doctor very helpful.
- ✓ Always efficient, takes time to listen, very pleasant receptionist and obliging ????
- ✓ Professional efficient and pt centred
- ✓ Dr Kahn is really good. I feel heard and reassured and he explains options and why he is making his recommendations
- ✓ Receptionist very pleasant and doctor was most helpful
- ✓ I came in for an injection, no issues to declare and was in and out within a few minutes
- ✓ Staff always pleasant and helpful.
- ✓ Doctor was very helpful
- ✓ Because I was asked
- ✓ Helpful this morning. Alison kind did my bloods, without an appt.
- ✓ Dr was good right to the point did not mess about making arrangements for jim to go back to see the consultant.
- ✓ Good from the initial contact, Ask my GP works well, receptionists pleasant and responsive quickly. Timely appointments and continuity in my wife's care with a very caring Doctor (Dr Ahmad)
- ✓ The staff were friendly and helpful
- ✓ All the staff are helpful. Receptionist and nurses and Doctors. Top team.
- ✓ Because I got to see a doctor on day one and the lady doctor did a thorough check up on my condition
- ✓ The receptionist. Alison, was very helpful and polite as usual. Same with the Doctor I saw Dr Tabani. Very friendly and professional.
- ✗ Because the surgery is excellent

Not Recommended

- ✗ Clinician didn't engage with me. I was very concerned about my problem but after cursory attention I was simply dismissed. Unsure what to do now.

Passive