FFT Monthly Summary: August 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
38	1	0	0	1	0	0	0	0	40	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: 209

Responses: 40

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	1	0	0	1	0	**40**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**38**	**1**	**0**	**0**	**1**	**0**	**40**
Total (%)	***95%***	***3%***	***0%***	***0%***	***3%***	***0%***	***100%***

Summary Scores

98% 3% -1%

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:

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

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

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

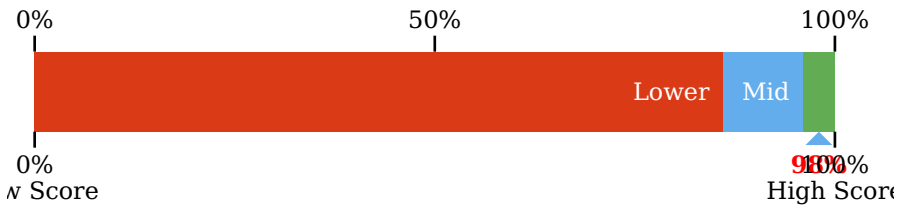
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

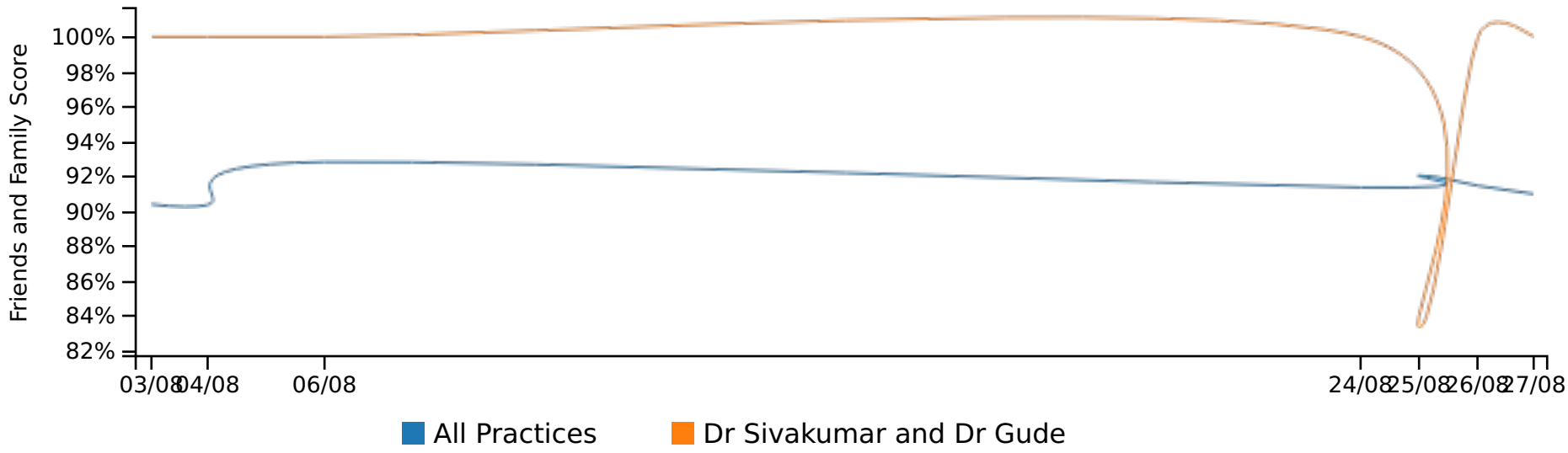
Your Score: **98%**

Percentile Rank: **90TH**



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 90th percentile means your practice scored above 90% 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.

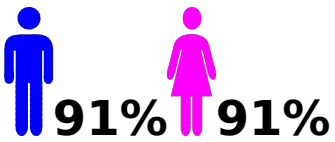
Practice Score: 'Recommended' Demographic Analysis

Age

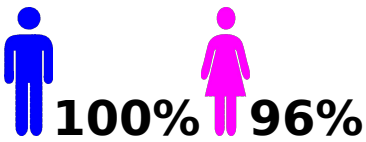
	< 25	25 - 65	65+
All Practices	86%	90%	94%
Dr Sivakumar and Dr Gude	0%	95%	100%

Gender

All Practices

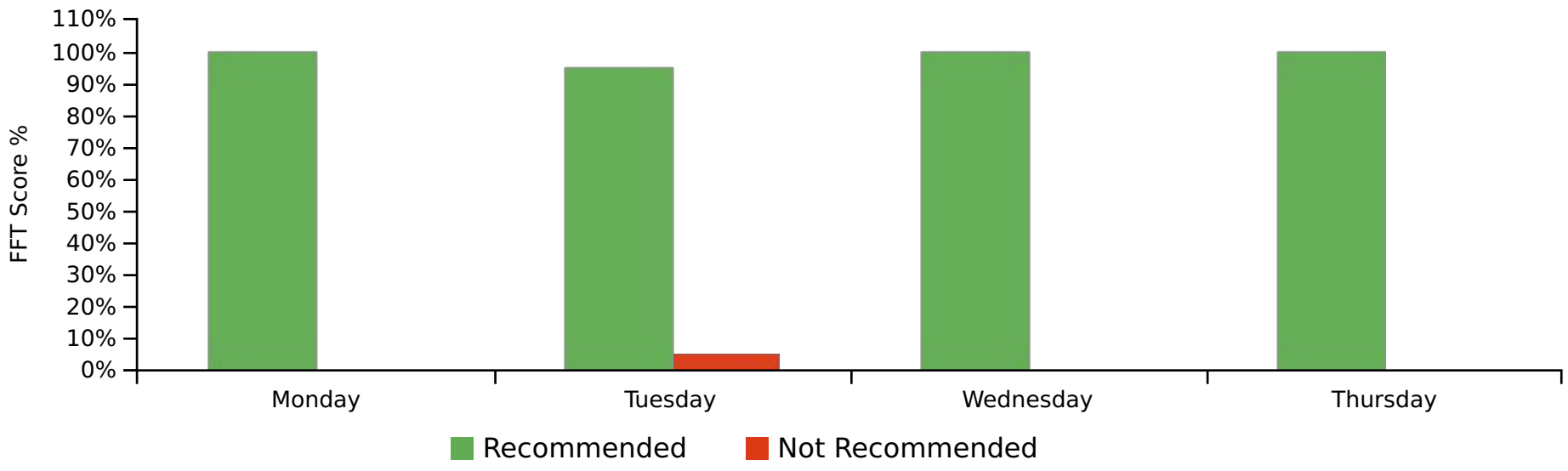


Dr Sivakumar and Dr Gude



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

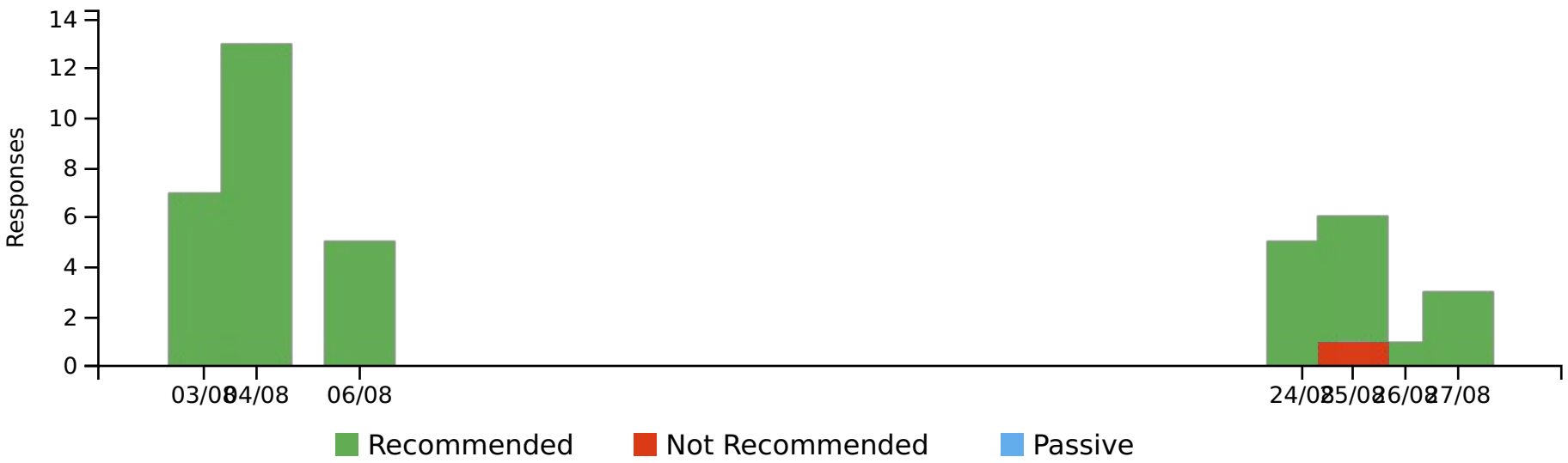
Practice Score: Day of the Week Analysis



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

Patient Responses



Notes:
1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Section 5
Patient Free Text Comments: Summary

Thematic

Reception Experience	13
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 fragements 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.

Tag Cloud

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

✓The service is very good from the excellent receptionists to the nursed and gp's
✓*Always friendly helpful willing toListen and never any problem booking appointments*
✓I felt comfortable to discuss my concerns
✓*Dr Khan was very thorough and took the time to listen to me discuss what I'd been experiencing and after carrying out some checks he then explained to me in simple terms what the next steps would be, starting with and ECG which I was able to have that morning, Alison carried that out and explained the first look results and told me Dr Khan would follow up with a call later today. The whole process has been very prompt, professional and reassuring.*
✓Lovely Staff very helpful Lovely Doc very patient and explained things great
✓*Good service and done with care*
✓Appointment on time girls and nurse very pleasant.
✓*Because the appointment time was early so I can go to work and also dont need to got to leigh infirmary.appointments ie at 10 o clock dont work for working people.*
✓Doc was very clear and taking steps to rule things out
✓*Was very caring about my situation and helpful*
✓Interactions with reception and nurse all pleasant. Appt on time. Always happy with service.
✓*I seen a lovely doctor who was very helpful and informative. Thank you.*
✓I just find the staff very nice and welcoming
✓*The receptionists and particularly the doctor were understanding and empathic*
✓Appointments easy to book and staff knowledgable and friendly
✓*Quick service Fromm booking to delightful staff. Nurse was brilliant.*
✓Dr aleeza mascari was really helpful made me feel at ease very pleased with my appointment and the receptionist are really good
✓*Dr Mohammad khan is very good and remembers recent visits made and shows real care.*
✓The staff were friendly and helpful
✓*Satisfaction. Great personal service. Any issues the reception fix. Always pleasant, friendly and supportive. Thank you!*
✓Great reception, no waiting time ,
✓*Only came for my blood pressure check and the nurse was good.*
✓The nurse was so informative and knowledgeable about asthma and give me good advice.
✓*Understanding, reassuring and relevant action of Doctors' plus friendly, efficient and informative staff.*
✓Always pleasent Receptionists that take your call and find they find solutions to your questions
✓*Got an appointment right away. Tracey the nurse was very informative and very helpful, answered all my questions and she made me feel relaxed*
✓Very professional, polite and treated with respect.

Not Recommended

✓Very late to appointment and certainly didn't feel heardUshered out of the room and surgery when I had a query

Passive