

FFT Monthly Summary: January 2023

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
27	0	1	2	2	0	0	0	0	32	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: 76

Responses: 32

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	27	0	1	2	2	0	32
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	27	0	1	2	2	0	32
Total (%)	84%	0%	3%	6%	6%	0%	100%

Summary Scores

84% 13% 3%

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:

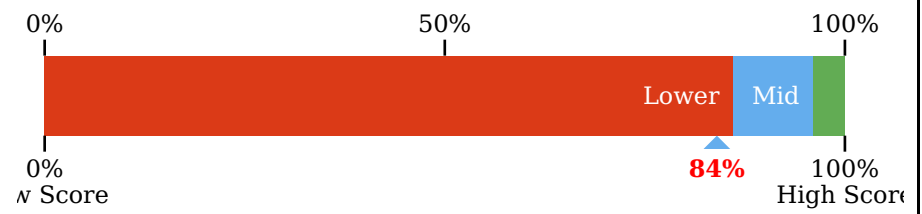
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

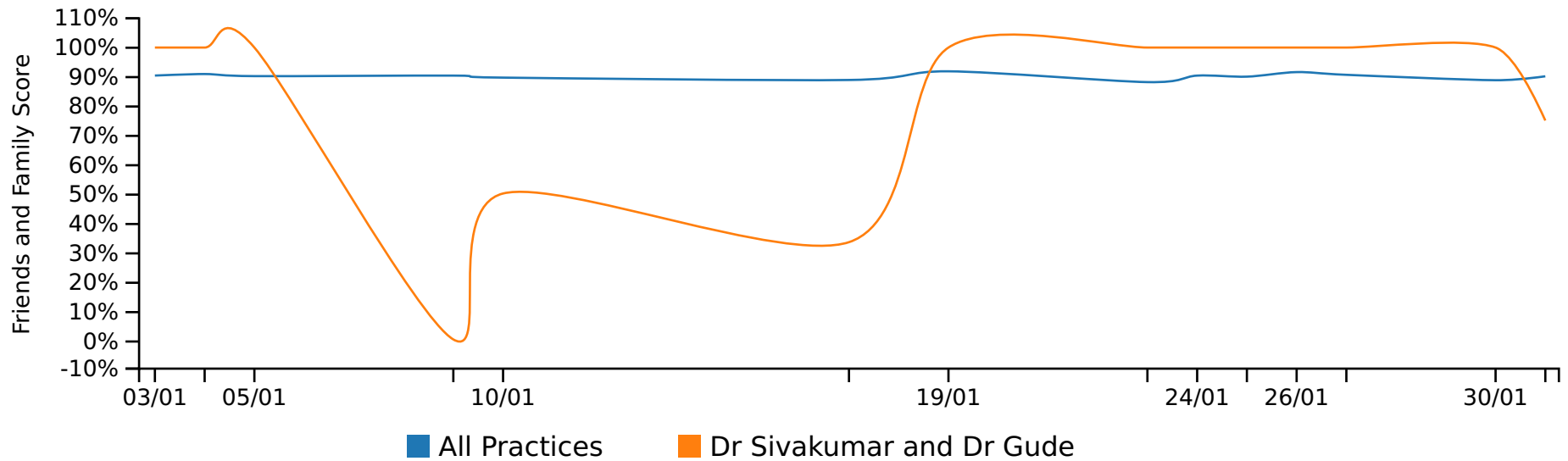
Your Score: 84%

Percentile Rank: 20TH



- 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 20th percentile means your practice scored above 20% of all practices.

Practice Score: 'Recommended' Comparison



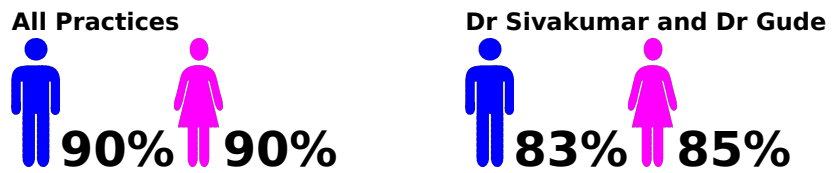
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

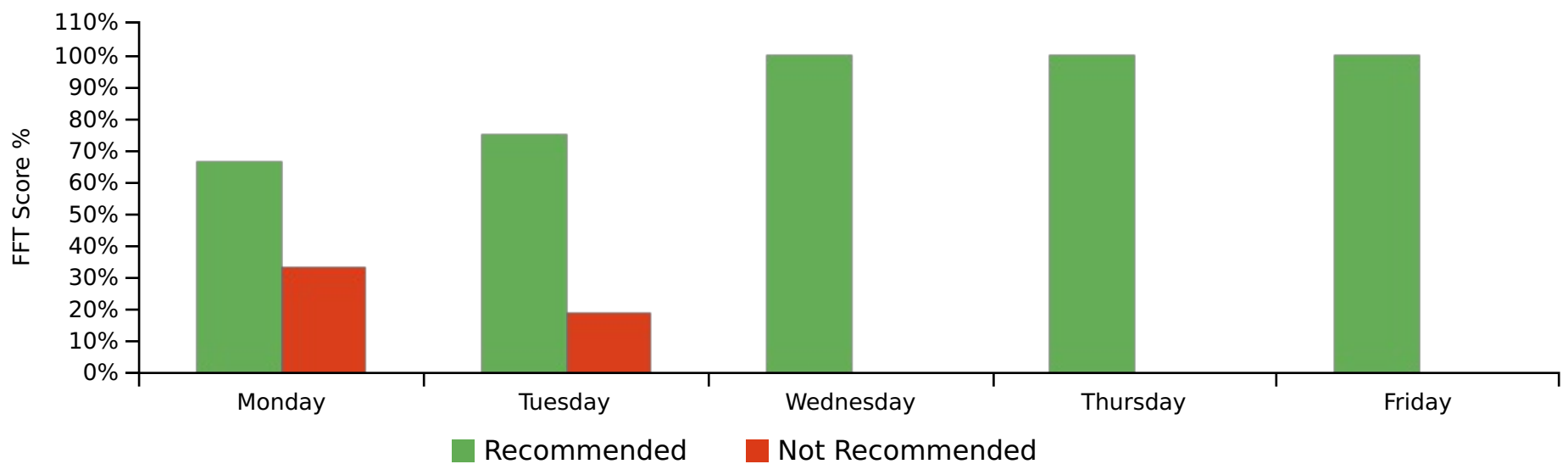
	< 25	25 - 65	65+
All Practices	87%	90%	92%
Dr Sivakumar and Dr Gude	75%	84%	89%

Gender



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

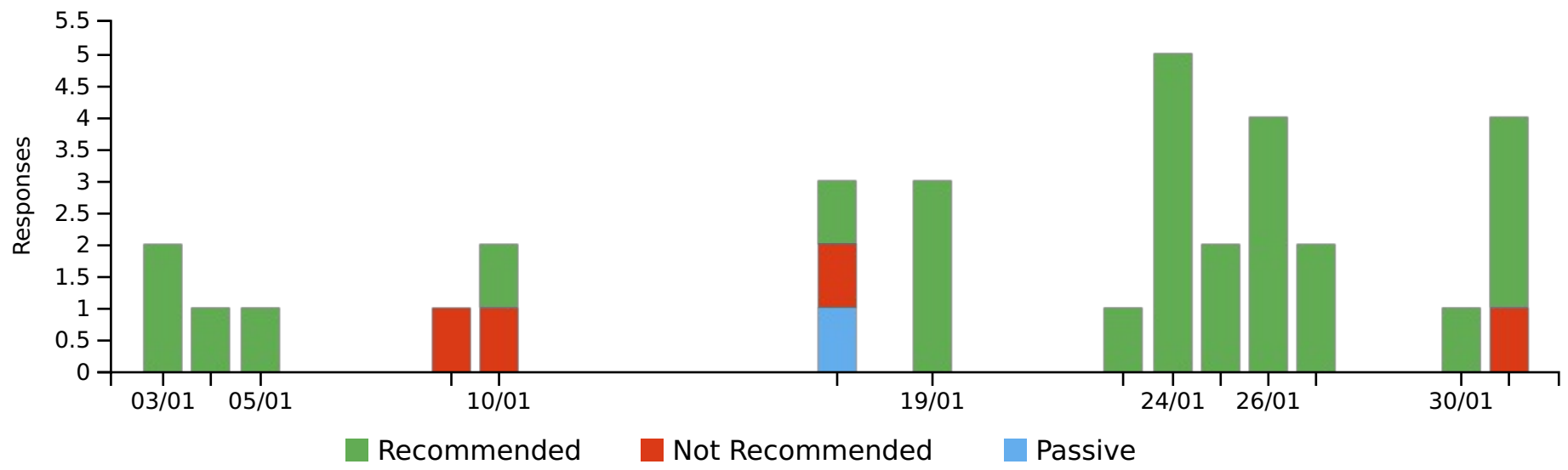
Practice Score: Day of the Week Analysis



- 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

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	Tag Cloud
Reception Experience 1	
Arrangement of Appointment 4	
Reference to Clinician 8	
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

- ✓ Got a message and phone call on the same day as my request and the Doctor saw me the same evening
- ✓ Quick response through app, quick appointment, professional throughout
- ✓ Dr Gude was caring and efficient
- ✓ Prompt service and good aftercare
- ✓ Overall service is always good
- ✓ Very helpful staff, lovely surgery
- ✓ The Doctor was very clear and helpful
- ✓ I was pleased with the outcome and i didnt even have to wait
- ✓ Because I was seen on time
- ✓ Quick response via ask my GP, telephone consultation and face to face visit organised without hassle. GP sent to hospital with letter which saved waiting@iting time in A&E. @A&E.
- ✓ Excellent service
- ✓ Saw me very quickly, listened with empathy, asked what I wanted
- ✓ Was very pleased and Hannah was very polite and explained everything to me. My asthma is well controlled.
- ✓ I have always been given a good service giving me confidence in attending the Gps
- ✓ HANNAH was very helpful and explained everything x
- ✓ The nurse in the Asthma clinic was extremely helpful
- ✓ Sorry it was 9 30 on Monday.
- ✓ Easy to arrange an appointment via Ask My GP. Seen by a lovely doctor who gave me lots of information about further tests.
- ✓ It was easy to book and the trainee doctor was amazing. Listening ng to everything I said id
- ✓ Time was spend explaining my condition and how it is to be treated

Not Recommended

- ✓ Felt I had no support I questioned things they could do and I got declined .
- ✓ I have been advised to take Gaviscon for 7 days for a throat infection I've had for 14 days
- ✗ My appointment was at 4pm but I wasn't called in till just after 4.20pm. This was not due to another patient being in there but because he was talking to@ng to a medical student (something I would imagine could wait or be rushed if you have a patient waiting outside). I had to leave by 4.25pm which meant I the@l then had less than 5 mins for my appointment which then meant I did not have the time to ask questions which I had wanted to ask. It's frustrating that I wa@ I was made to wait as I then couldn't discuss things I'd wanted to. I also find this inconsiderate - I was anxious about getting my appointment but also mak@o making sure I wasn't late to pick up my son.@ son.
- ✗ Didn't see the doctor who arranged the appointment, left sat in waiting area 35mins past the appointment time when I suffer anxiety and depression, docto@doctors told me things I disagree with, then tells me I need to go back on Monday when I don't want to leave the house to collect refarrel papers, and to see @ see musculoskeletal when I'm ive already seen specialist. @ist.

Passive