

FFT Monthly Summary: February 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
38	6	2	2	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:	109						
Responses:	48						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	6	2	2	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	6	2	2	0	0	48
Total (%)	79%	13%	4%	4%	0%	0%	100%

Summary Scores

92% 4% 4%

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:

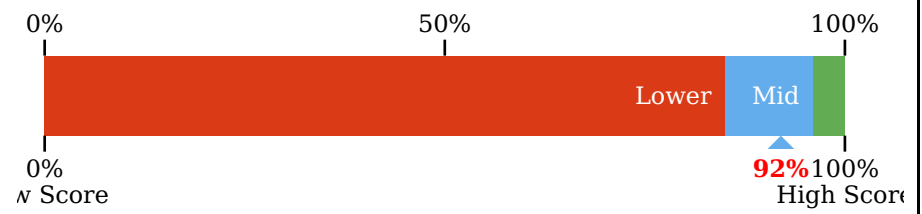
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

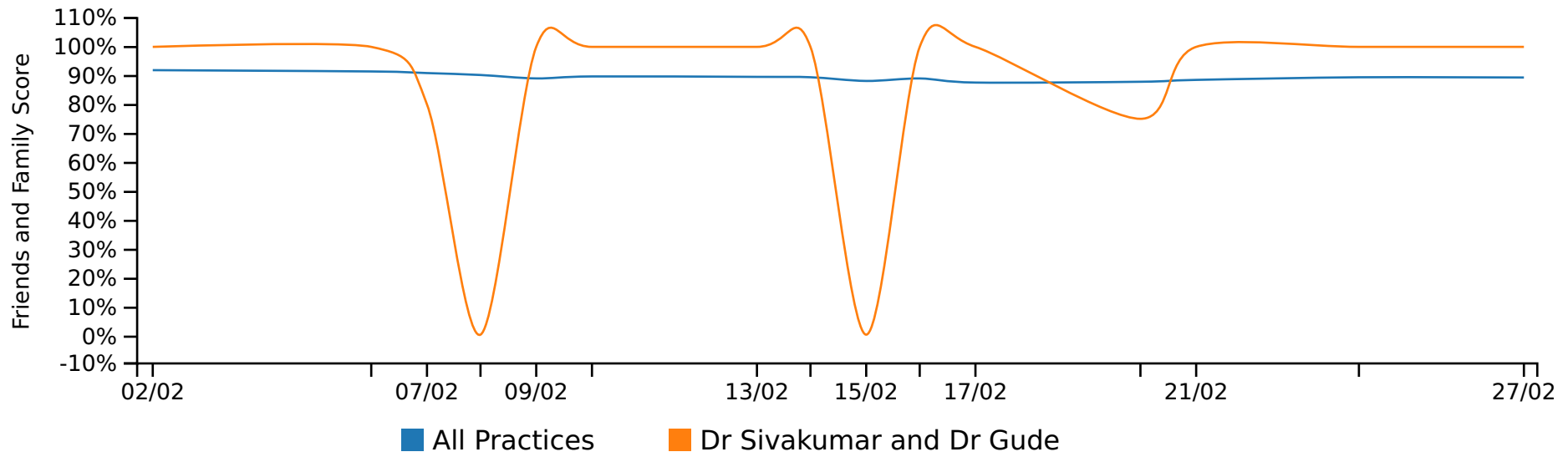
Your Score: 92%

Percentile Rank: 55TH



- 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 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



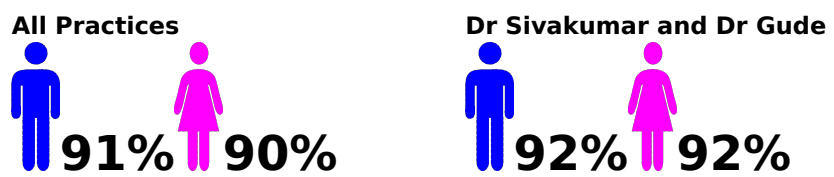
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

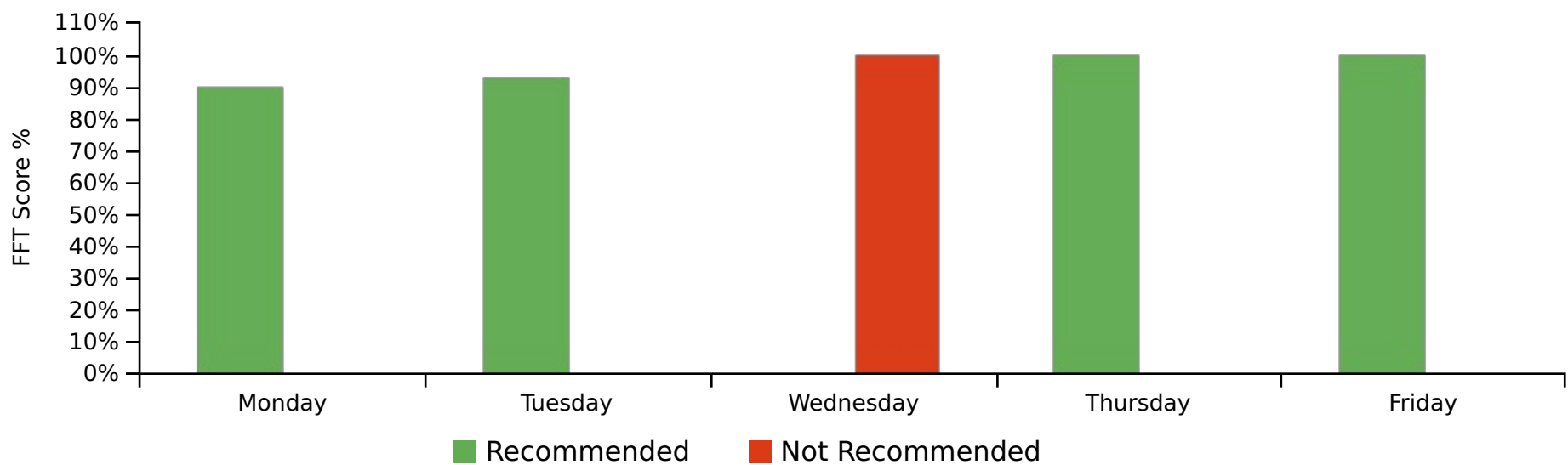
	< 25	25 - 65	65+
All Practices	86%	90%	92%
Dr Sivakumar and Dr Gude	89%	89%	94%

Gender



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

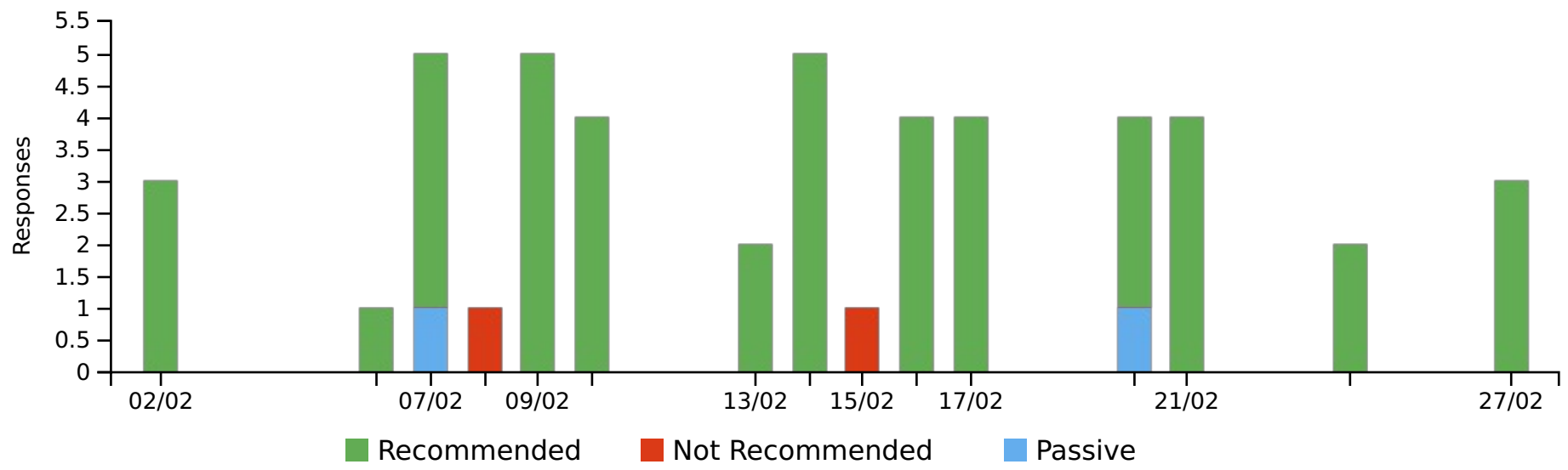
Practice Score: Day of the Week Analysis



- 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

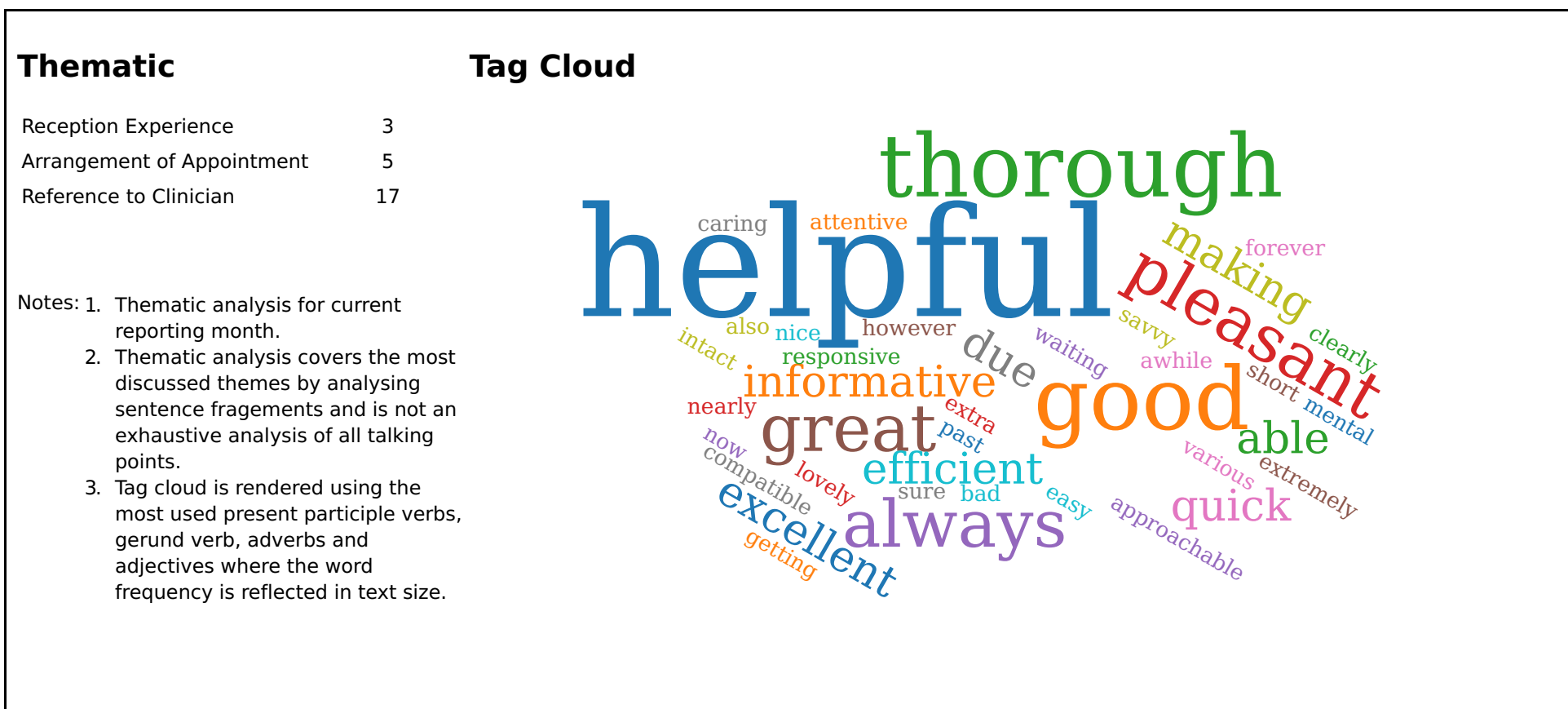
Patient Responses



- 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



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

- ✓ Doctor was very good explained everything and answered all my questions
- ✓ Quick response
- ✓ very thorough examination very impressed with both doctors
- ✓ Niece nurse to talk to
- ✓ Only give it a2 due to the waiting time
- ✓ Took forever to use the app system. Its not compatible with my phone, and struggled to do it through the laptop. God knows how your older and not tech sa@ch savvy people get anything done. @one.
- ✓ Dr Neal was very easy to talk to and listened.
- ✓ While I can wait past an appointment time, they are very helpful, attentive and responsive
- ✓ Helpful with making my appointment very pleasant and efficient staff and Doctor Francis Olofinlade told me all about my skin problem and how the medicat@ducation works and fingers crossed makes it better thank you kind people love Colin x@lin x
- ✓ The doctor was very patient Reception very helpful
- ✓ Excellent Doctors and staff they always go that extra mile for their patients
- ✓ Doctor was thorough, understanding, approachable and helpful
- ✓ I received a very good service. I however had to wait awhile before I was seen
- ✓ The reception staff were very helpful and the doctor we saw was very informative and caring
- ✓ The doc was thorough patient and pleasant
- ✓ Doctor was exalant, explained everything in great detail.
- ✓ My Wife Brenda Fenlon had a doctors appointment esrlier this week - i vant remember his name but the score is based on the booking in system but primaril@marily due to how he dealt with my wife. For clarity I was also there for her consultation.@tion.
- ✓ Excellent advice and consultation
- ✓ Good service
- ✓ Asked for and got a home visit on the day. Doctor was great, professional, pleasant manner. Clearly explained treatment and medication to be prescribed.
- ✓ Very quick response after I filled out a myGP request and then a further phone call making me another appointment with a doctor who was so lovely and has@d has now referred me for further investigation @tion
- ✓ The doctor was extremely thorough and very patient focused, she took the tone to listen and discuss various ways in which she may be able to help . She w@She was personable and professional - a credit to the surgery @gery
- ✓ Service. Attitude. Attention given
- ✓ Very efficient service from the doctor
- ✓ Always able to speak to a doctor on the day and always very helpful
- ✓ Very good
- ✓ the great doctor i saw. understanding and very profeshtional. unlike my spelling.
- ✓ Very helpful
- ✓ I had an appt with Michelle Riley. She was very professional, informative and made sure my dignity was intact. Very nice person.

Not Recommended

- ✓ Very short notice cancellation.
- ✓ I was in a bad way with my mental health having a break down on the phone and I didn't get the help I needed which resulted in me getting arrested

Passive

- ✗ Because I waited for nearly an hour & had an appointment