

FFT Monthly Summary: April 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
39	4	1	1	2	0	0	0	0	47	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: 111

Responses: 47

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	4	1	1	2	0	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	4	1	1	2	0	47
Total (%)	83%	9%	2%	2%	4%	0%	100%

Summary Scores

91% 6% 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:

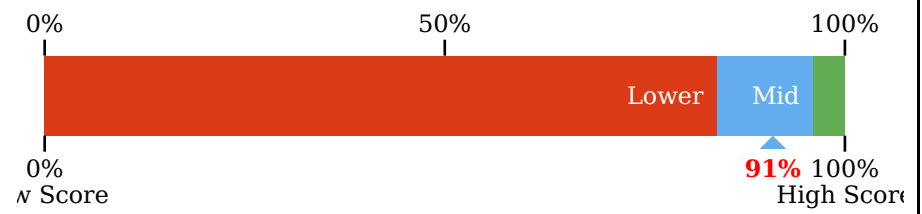
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

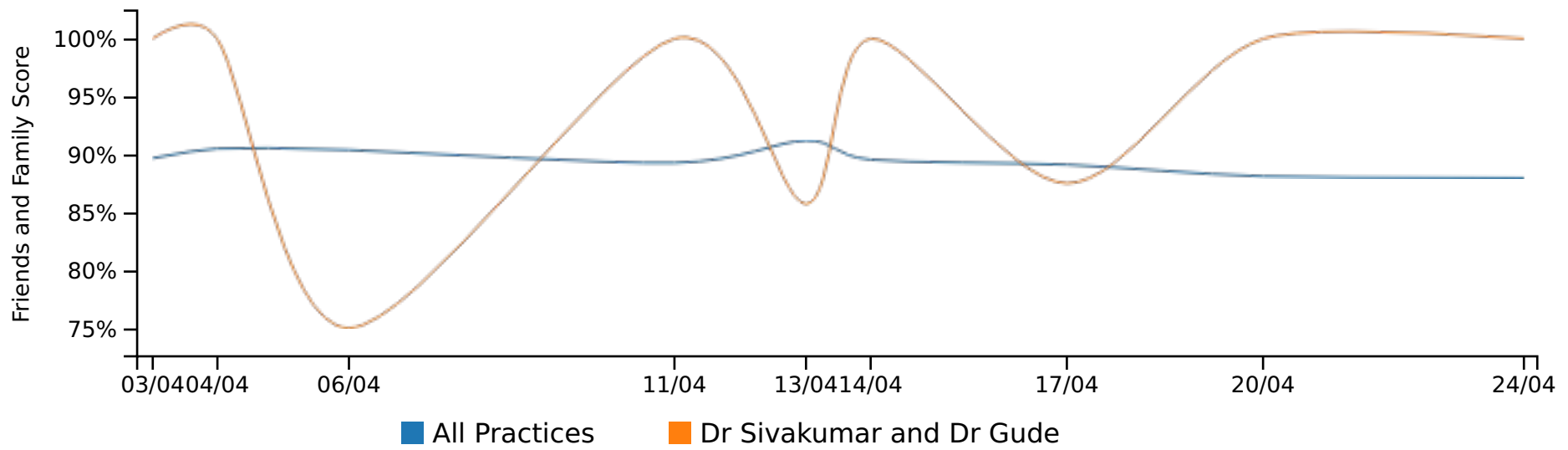
Your Score: 91%

Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



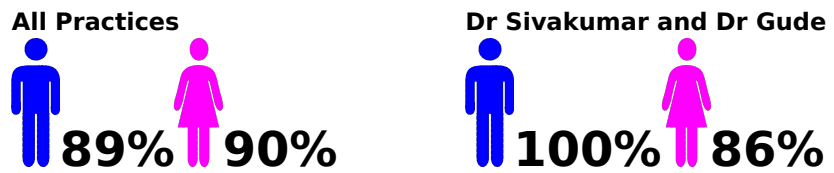
- Notes: 1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

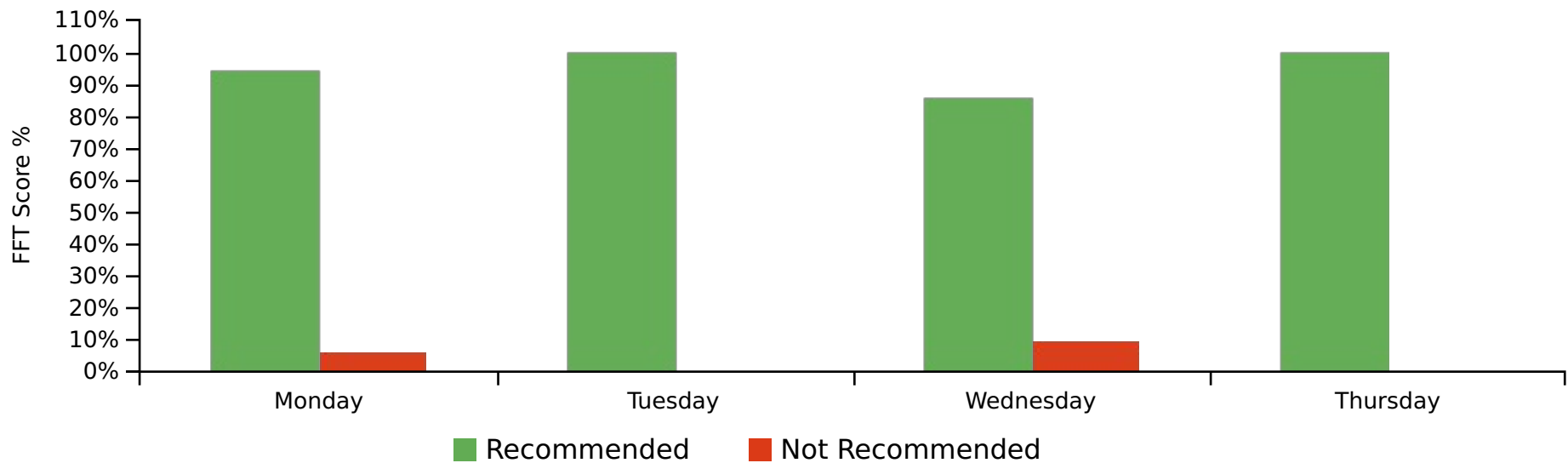
	< 25	25 - 65	65+
All Practices	84%	89%	91%
Dr Sivakumar and Dr Gude	100%	88%	94%

Gender



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

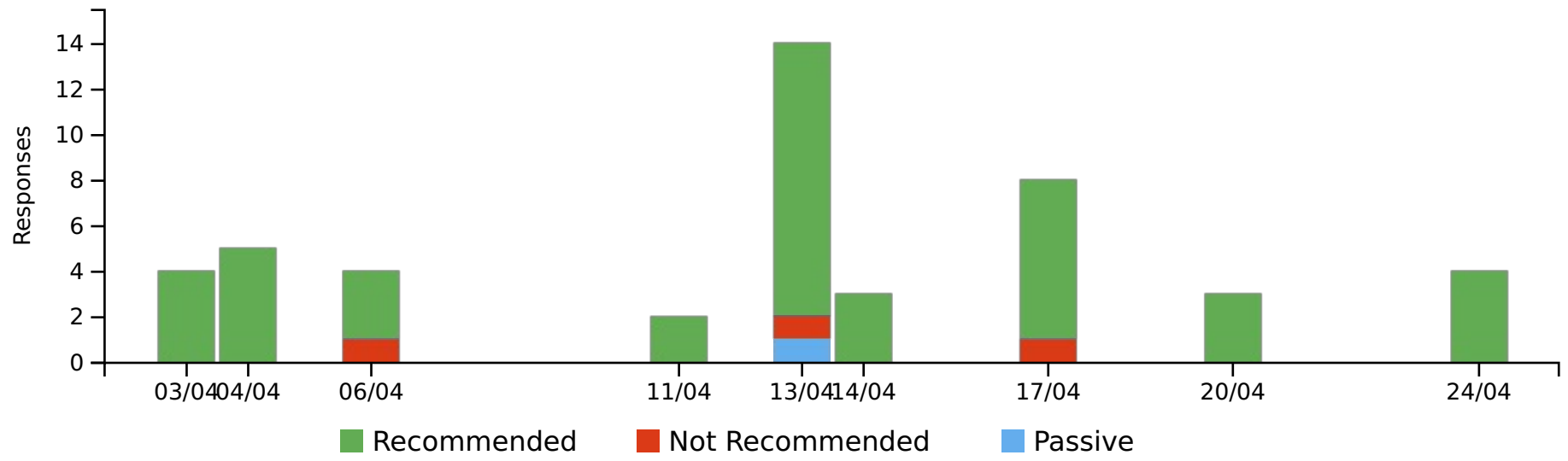
Practice Score: Day of the Week Analysis



- 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

- ✓ good discussion with the doctor
- ✓ *I've always been very happy with my Drs at the surgery & I wouldn't go anywhere else. They always get me the treatment I deserve & quick*
- ✓ *Because, I always receive excellent service from the reception staff, doctors, and nurses.*
- ✓ *Fantastic Doctor*
- ✓ *Dr Francis listened and spent time with me*
- ✓ *Great service*
- ✓ *Lovely staff at reception, checked on how i was and put son at ease. Nothing to fault. Thanks*
- ✓ *Very helpful and kind*
- ✓ *Again, excellent service, Doctor amazing with my little boy who has additional needs, seen on the same day.*
- ✓ *Quick and reliable service*
- ✓ *Dr Guide was so lovely and very patient with me as I have a phobia of injections.*
- ✓ *Dr Gude very professional*
- ✓ *Very efficient and asked a lot of relevant questions. Made me at ease all the time.*
- ✓ *Dr really good*
- ✓ *The GP was very good*
- ✓ *The doctor was great she said I could have sent in a photo and got treatment the same day. But the receptionist didn't tell me this when I rang on Tuesday. I asked if it could be done over the phone and was told no. I had to wait 2 days for antibiotics unnecessarily. So not happy.*
- ✓ *Excellent receptionist, nothing too much trouble! Doctor was lovely too*
- ✓ *We have always been able to get an appointment with either the doctors or nurse. The surgeries receptionists are excellent and very helpful at all times. Can't praise our surgery highly enough, especially since my husbands cancer diagnosis last December. They have been very responsive to his needs, to which we are extremely grateful.*
- ✓ *From booking the appointment to seeing the dr everyone was the right mix of friendly and professional. Excellent*
- ✓ *10.30 appointment with Dr Francis who was lovely ! Patient & caring*
- ✓ *Ask my GP enquiry was responded to the same day, I then received contact from the surgery and was provided with an appointment as requested.*
- ✓ *Dr listened and discussed condition and looked at finding a solution and followed up on treatment prescribed*
- ✓ *Dr Francis was excellent, he explained everything and what he recommended for my treatment.*
- ✓ *Advice and appointment quickly*
- ✓ *I have always received first class friendly service, extremely helpful.*
- ✓ *All the staff are very helpful And friendly*
- ✓ *The Dr had a nice friendly manner, he gave me a thorough examination and put me at ease. I was happy with the outcome of my consultation.*
- ✓ *Alison was pleasant, and we didn't have to wait.*
- ✓ *The nurse that did my Smear test was is reassuring and understanding. I felt really comfortable and comfortable*
- ✓ *Efficient friendly Nurse who put me at ease, respectful of my privacy and explained the process fully*

Not Recommended

- ✓ *Doctor not really listening to my problem. Also handed a leaflet on Anxiety to deal with tinnitus*
- ✓ *Had an appointment just to be given a leaflet. No advice or discussion*
- ✓ *All staff pleasant and Dr very pleasant and caring.*

Passive

- ✓ *Sorry meant 2 Good service from doctor today*