

FFT Monthly Summary: July 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
40	7	0	1	2	0	0	0	0	50	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:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	7	0	1	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	7	0	1	2	0	50
Total (%)	80%	14%	0%	2%	4%	0%	100%

Summary Scores

94% 6% 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:

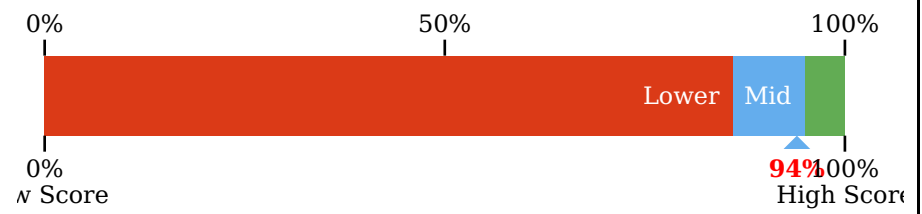
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

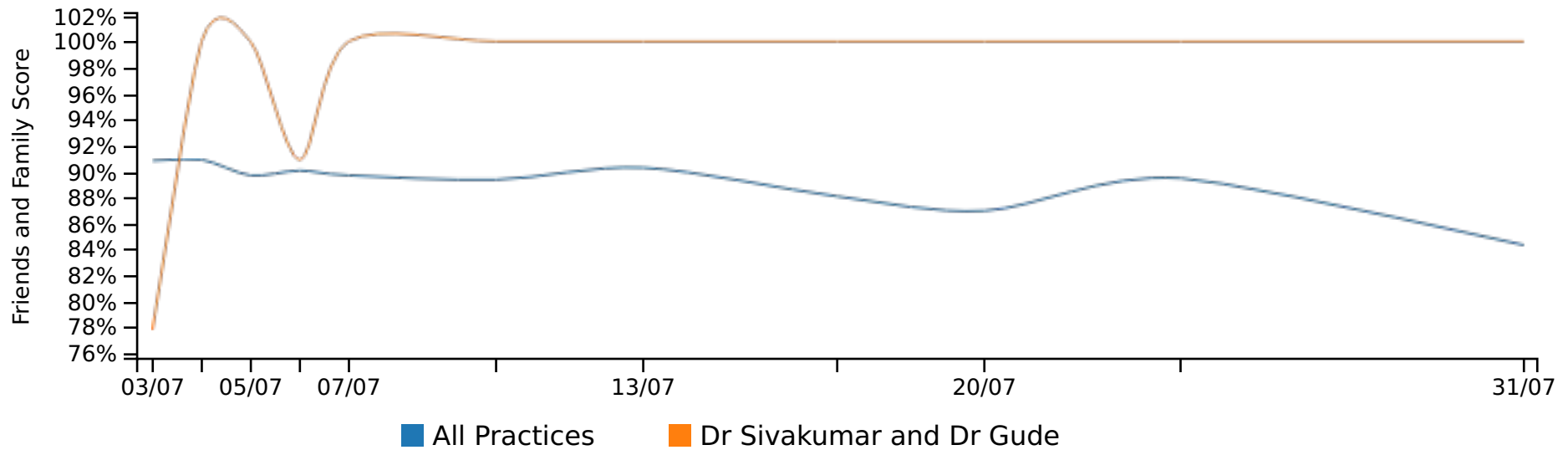
Your Score: 94%

Percentile Rank: 75TH



- 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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



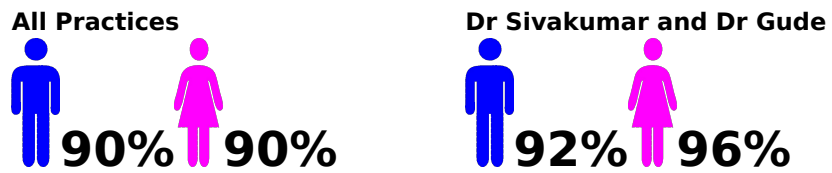
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

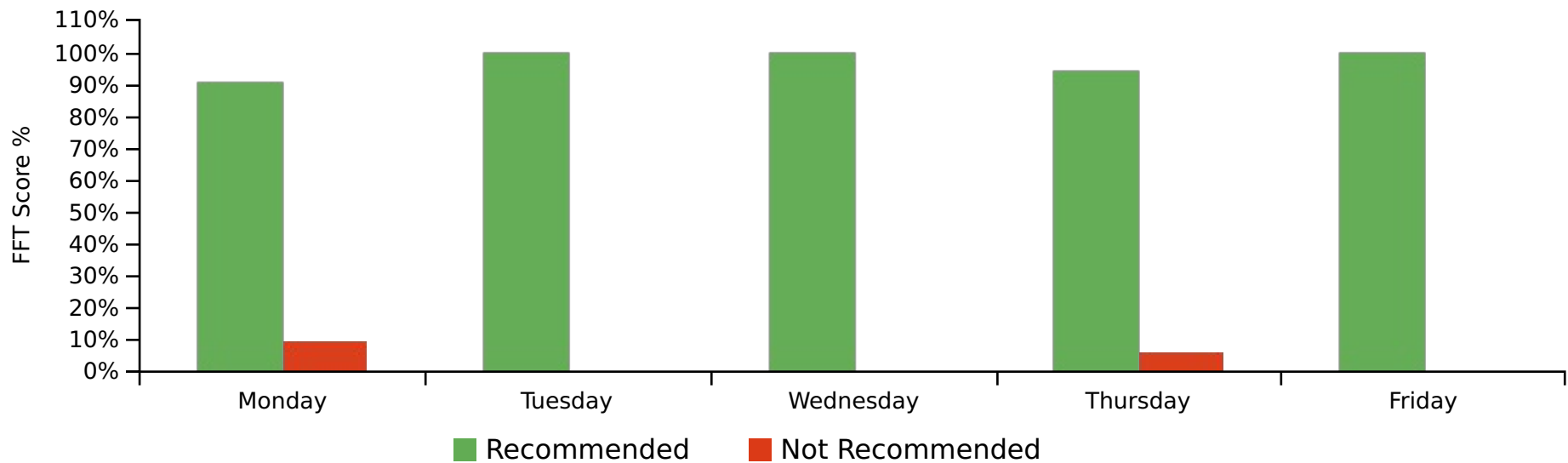
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Dr Sivakumar and Dr Gude	100%	92%	95%

Gender



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

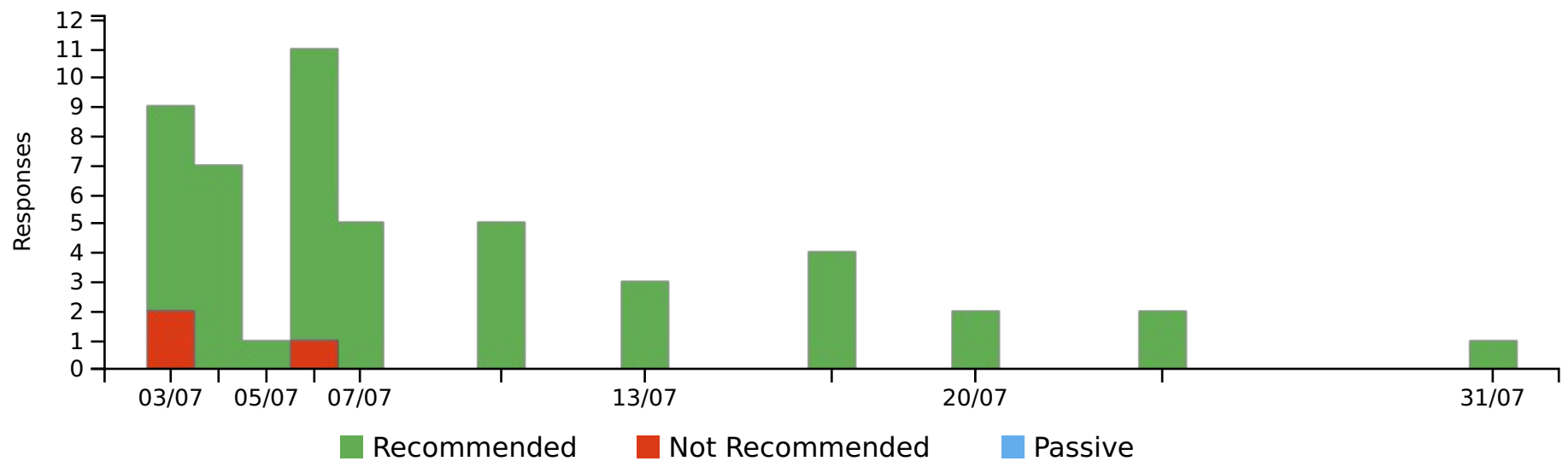
Practice Score: Day of the Week Analysis



- 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

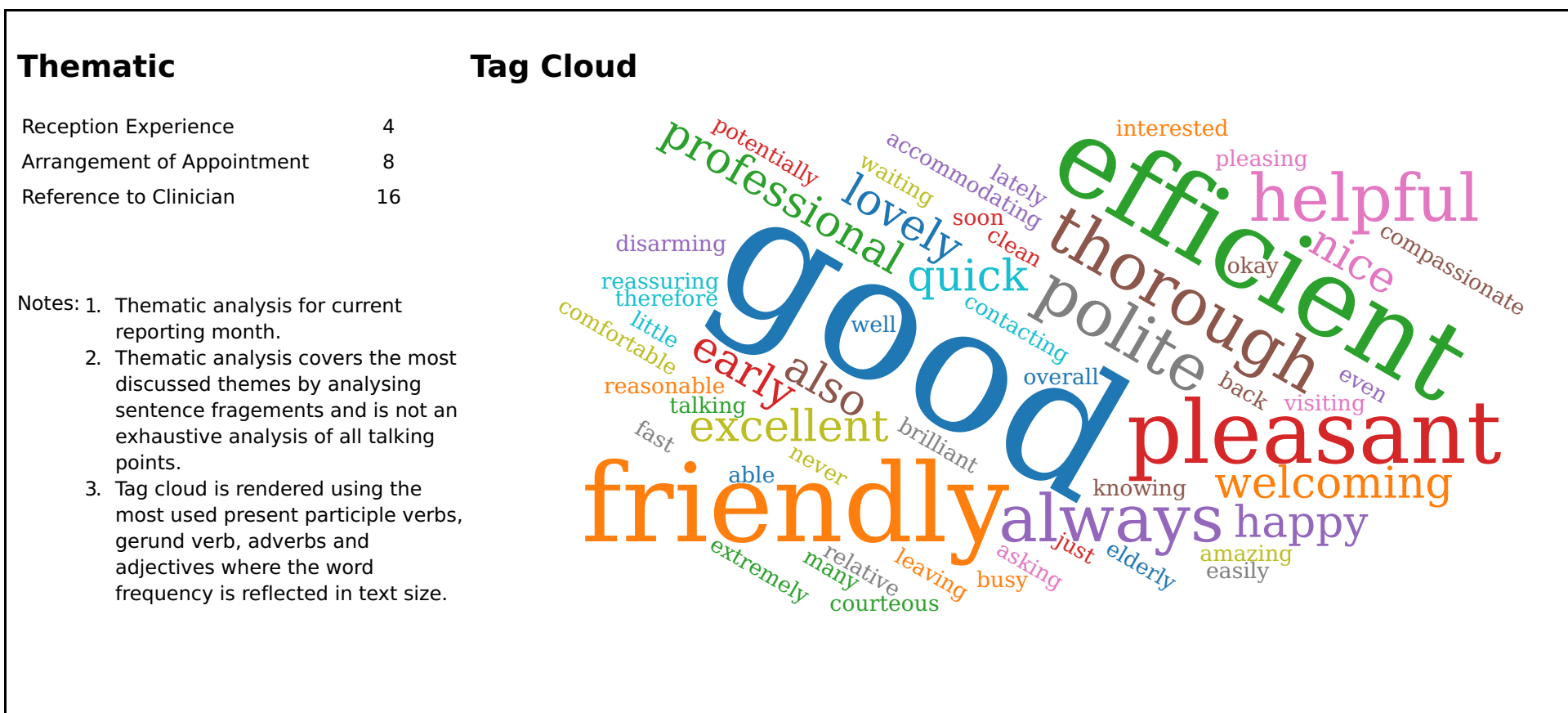
Patient Responses



- 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

- ✓ Service was excellent
- ✓ Always pleasant and punctual
- ✓ Good service
- ✓ On time, quick & pleasant
- ✓ Dr Olofinlade is such a brilliant doctor and a credit to the nhs
- ✓ I've never had an issue contacting the surgery I've always been able to get a reasonable appointment for myself and all my family. The surgery is extremely clean and is very accommodating with its facilities and all the staff are lovely and welcoming
- ✓ I got a survey in my experience and I texted back?
- ✓ Nurse was very good and appointment on time
- ✓ Professional, thorough doctor who explained everything
- ✓ My experience was friendly, efficient and from the reception to nurse to doctor very helpful
- ✓ I arrived earlier than my appointment time and was seen early. The doctor greeted me with a friendly smile, and listened to me whilst asking relative questions. I felt comfortable, not rushed therefore happy with the overall outcome. I then received my referral by text within 10 minutes of leaving the surgery.
- ✓ I rang up myself and spoke to the lovely receptionist for my appointment and also the Dr was so nice and helpful
- ✓ I've been checked for so many things just lately blood tests ectt knowing that all the staff are very professional and pleasant
- ✓ I had to arrange the appointment by visiting the surgery as every time I rang there was no response. The appointment was good.
- ✓ The doctor did what he had to do it all made sense!
- ✓ Fast efficient service
- ✓ He was polite and welcoming. I felt listened to and like he cared and wanted to help. He was reassuring.
- ✓ The Dr we saw was very patient and explained everything to my elderly neighbour who I brought to the appointment. He loves to chat and he also humoured him which was nice as I know how busy you all are. Thank you
- ✓ Because I feel my experience was a good one the doctor was talking to me face to face and in language I understood thank you
- ✓ The Doctor assured me about my toenail and the podiatrist and if I had any problems thank you
- ✓ Quick and efficient service as soon as we we arrived even though we were a few minutes early.
- ✓ Prompt efficient compassionate
- ✓ Dr Frances is a good communicator and listener
- ✓ Good, pleasing service
- ✓ Friendly and efficient
- ✓ Appointment easily accessed, no waiting, thorough and very child friendly assessment for my little girl
- ✓ Dr Francis good listener and explains things well.
- ✓ Like I have said in the passed everything you do for me is excellent from start to finish
- ✓ The Dr is very thorough, interested in his patient, pleasant, polite & courteous.
- ✓ Dr Olofinlade handled a potentially embarrassing consultation/examination with disarming sensitivity, consideration and professionalism.
- ✓ Prompt appointment. Helpful review and plan
- ✓ Okay
- ✓ Prompt response doctor did home visit very good polite attitude

Not Recommended

- ✓ I gave 1 because everybody is always friendly and happy. The nurse today was amazing.

Passive