

FFT Monthly Summary: August 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	5	1	4	1	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:	114						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	5	1	4	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	5	1	4	1	0	50
Total (%)	78%	10%	2%	8%	2%	0%	100%

Summary Scores

88% 10% 2%

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:

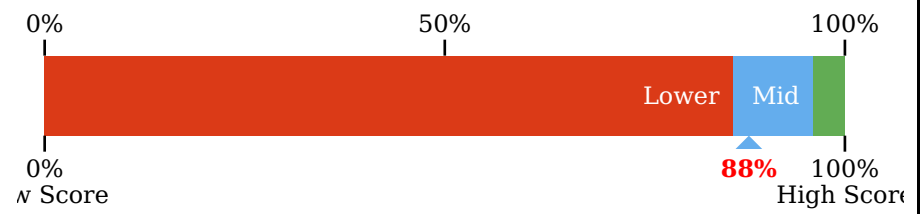
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

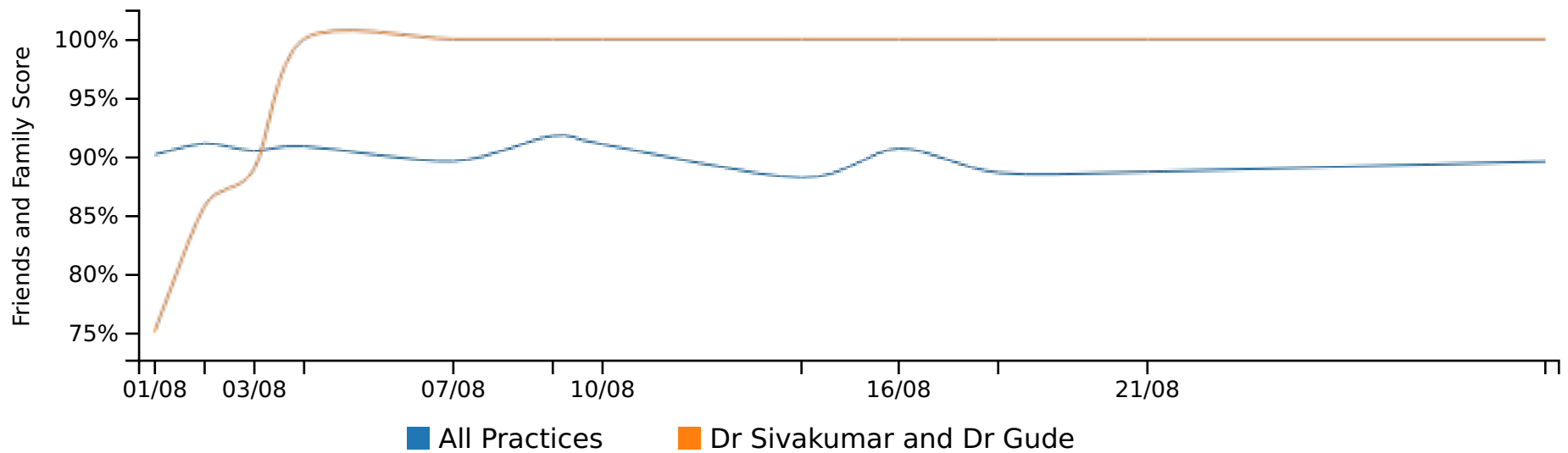
Your Score: 88%

Percentile Rank: 35TH



- 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 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison



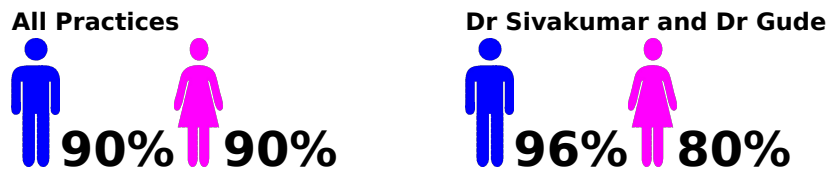
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

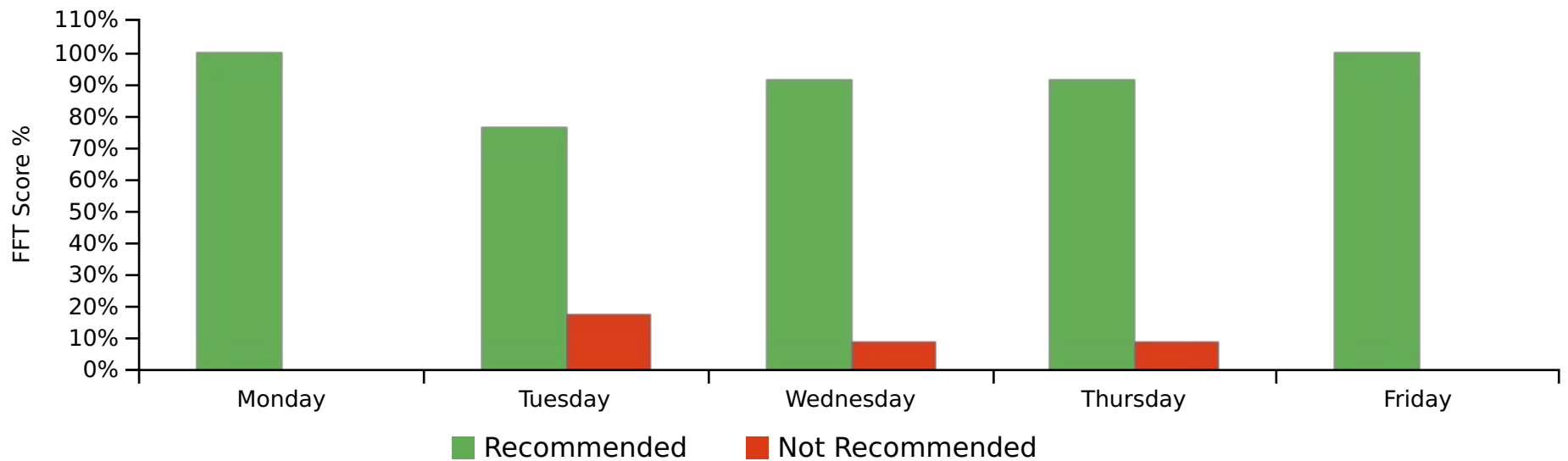
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Dr Sivakumar and Dr Gude	67%	91%	90%

Gender



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

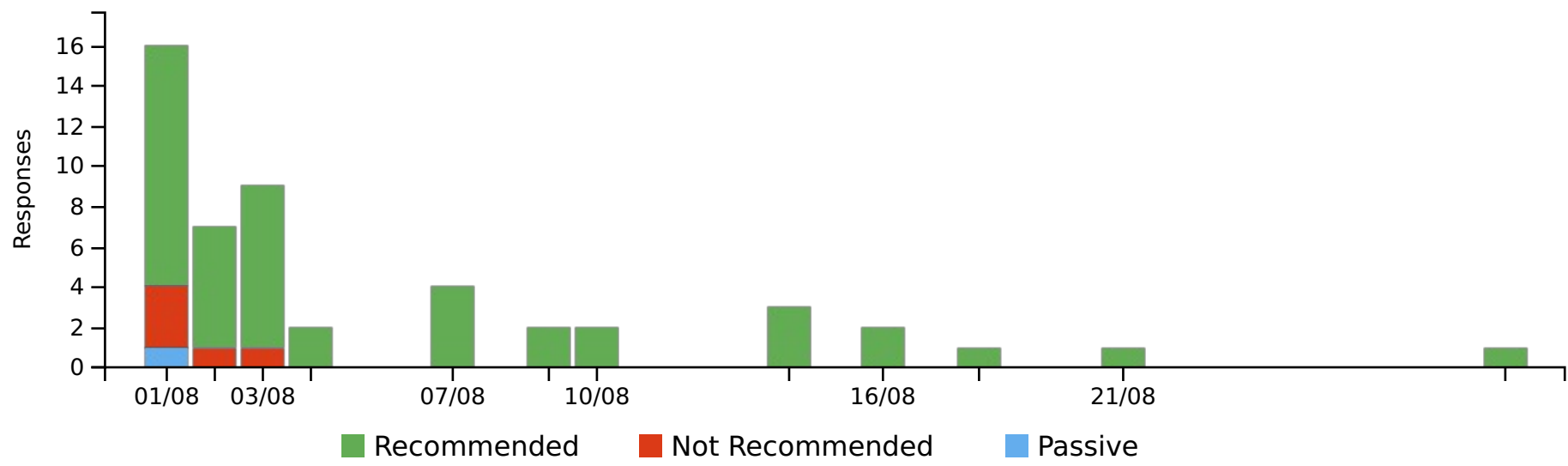
Practice Score: Day of the Week Analysis



- 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

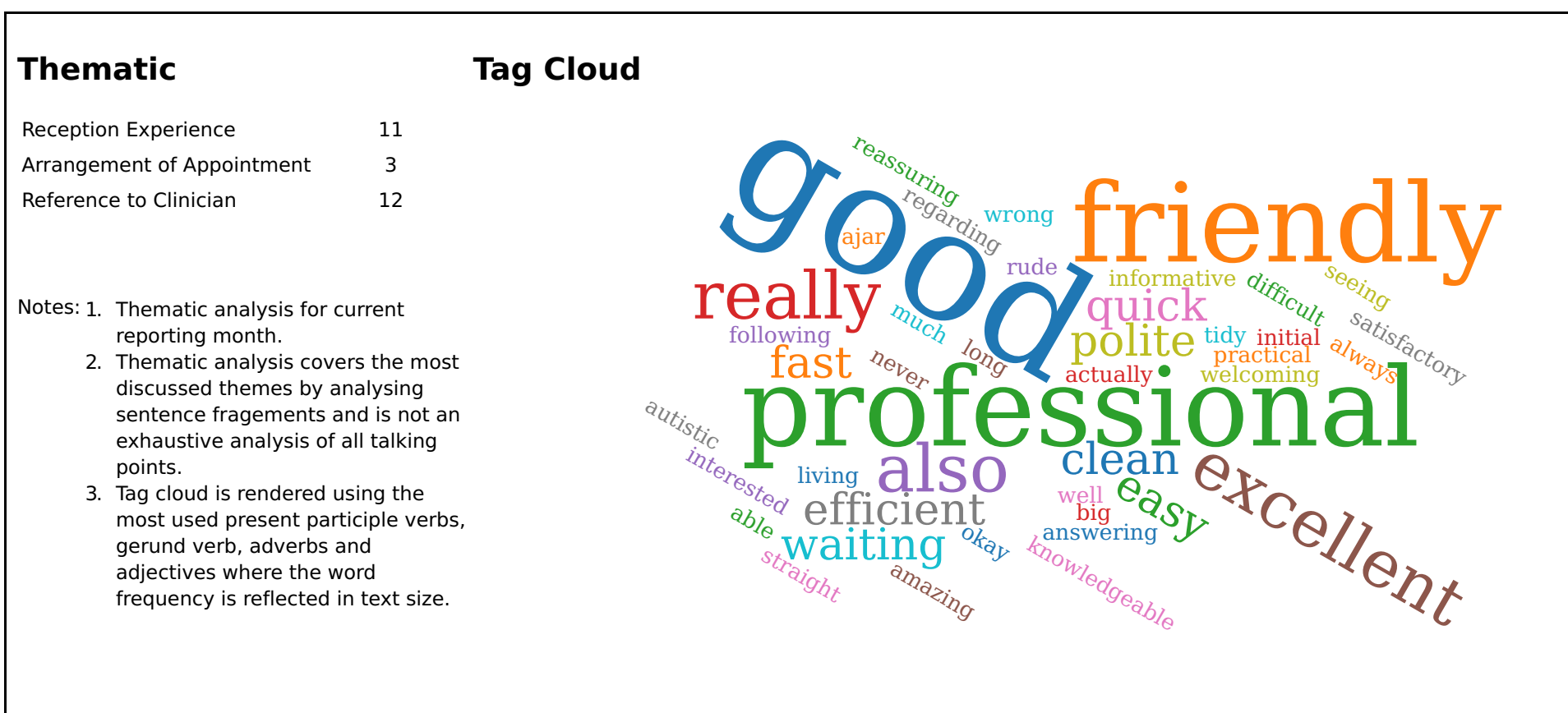
Patient Responses



- 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 prompt service helpful receptionist.
- ✓ *Dr Francis was very friendly, professional - not dismissive and actually seemed interested - best experience I've had there in a long time! Well done guys!*
- ✓ Friendly and professional
- ✓ *I thought the Dr really listened to me, and put me at ease regarding my problems.*
- ✓ The doctor did a really good check of me, and was very informative.
- ✓ *Very quick and efficient service, very pleasant staff*
- ✓ Receptionists very helpful and polite doctors very good
- ✓ *Because dr frances is very professional and nothing is to much trouble for him .he explains everything to you and you feel very satisfied when you leave .also the receptionists Are helpful and do what they can to help*
- ✓ No issues Straight in and out
- ✓ *Very good service*
- ✓ I've received excellent support
- ✓ *Understanding with my autistic daughter*
- ✓ Very pleasant and welcoming staff. The surgery is clean and tidy
- ✓ *Lady was very professional*
- ✓ Polite staff, clean and fast service
- ✓ *Was an okay visit*
- ✓ Easy to book an appointment. Very good communication + reminders. Appointment on time.
- ✓ *Very quick response.*
- ✓ Very friendly staff
- ✓ *Everyone's very professional & helpful.*
- ✓ Doctor listened gave practical advice, was also very pleasant and helpful
- ✓ *Fast efficient receptionist Amazing, understanding, knowledgeable, patient & helpful doctor.*
- ✓ The reception staff are excellent , easy check in & Alison was excellent too
- ✓ *Since we returned from living in Spain in November and joined your practice we have been so impressed with the service re appointments, prescriptions and referrals. Everything appears to run like clockwork. Thank you to all the staff.*
- ✓ Because, my experiences with the practice have always been very good.
- ✓ *The ladies on reception were very helpful and friendly and the doctor was very reassuring and helpful and very pleasant*
- ✓ Good bed side manners

Not Recommended

- ✓ Doctor asked what my visit was for and stifled a yawn while I was answering. Also left the door ajar so people in the waiting area were able to hear my conversation. Not big things I know, but I thought it was rude. Never had any complaints with the practice before this visit
- ✓ *Because I wanted to see a doctor face to face but had to make do with a phone call which was not satisfactory as seeing the doctor*
- ✓ The doctor wrote the wrong information down, with regards to my symptoms , which I took to A&E..

Passive

- ✓ Really friendly doctor, put the child at ease. Didn't know what the problem was. Told to keep an eye on it. Found it difficult to get the initial appointment without waiting a week. Spoke to 111 and managed to get an appointment at the gp the following day.