

FFT Monthly Summary: October 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
37	11	2	0	0	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:	115						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	11	2	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	11	2	0	0	0	50
Total (%)	74%	22%	4%	0%	0%	0%	100%

Summary Scores

👍 96% 👎 0% 🗳️ 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:

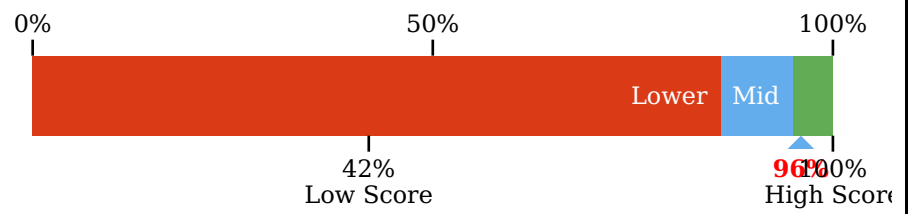
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 96%

Percentile Rank: 85TH

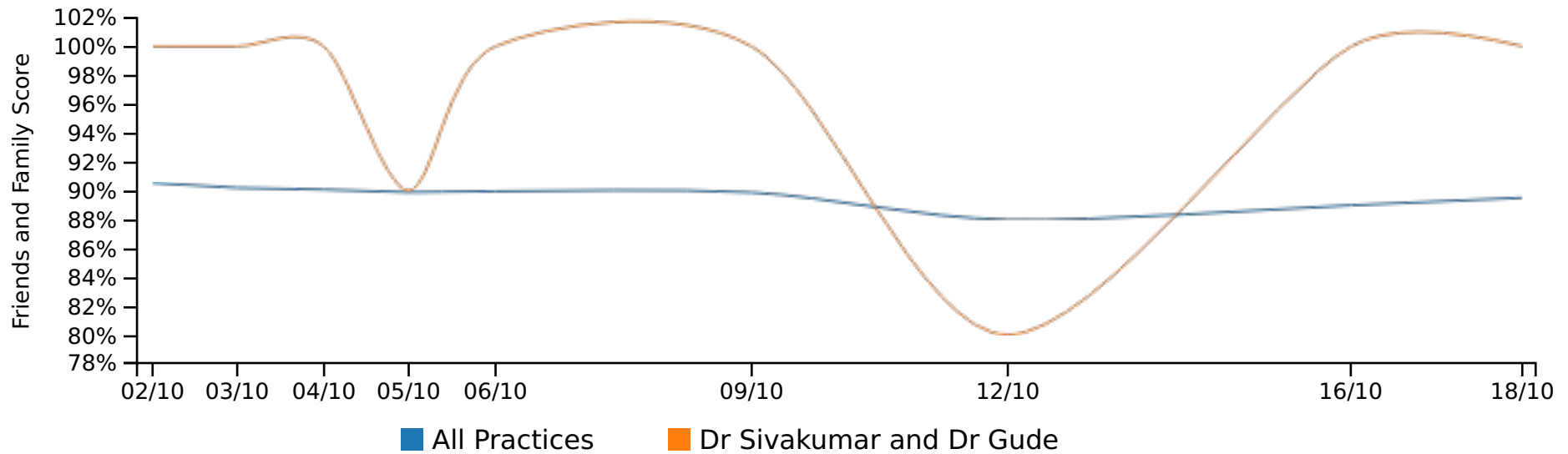


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 85th percentile means your practice scored above 85% of all practices.

Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

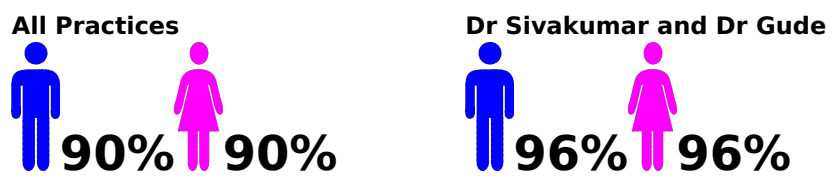
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	89%	92%
Dr Sivakumar and Dr Gude	86%	100%	93%

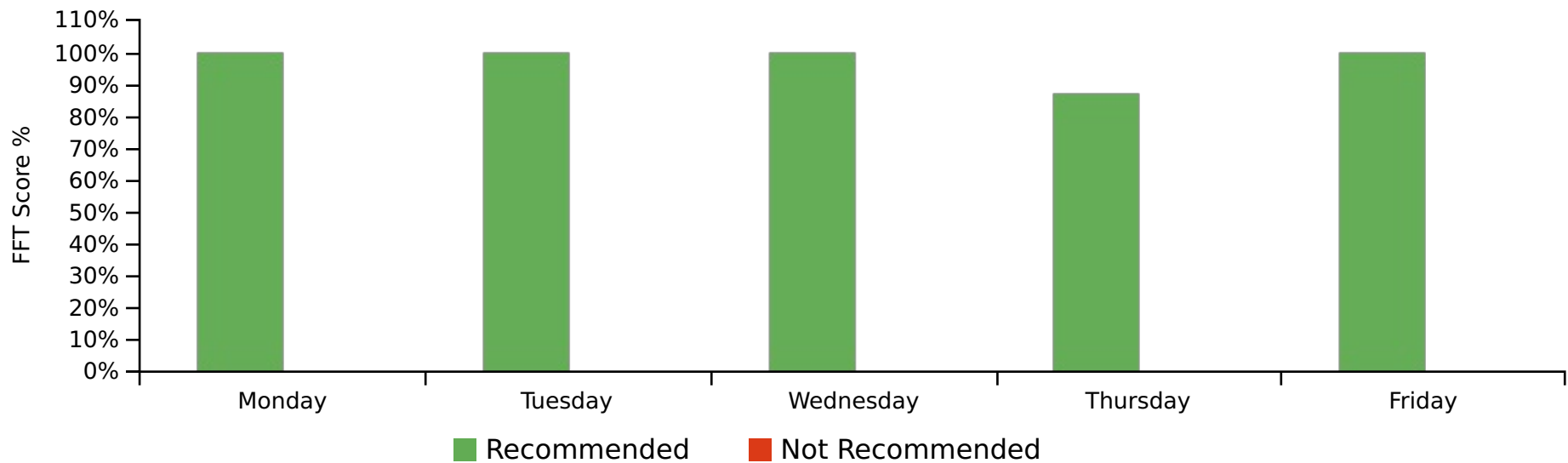
Gender



Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

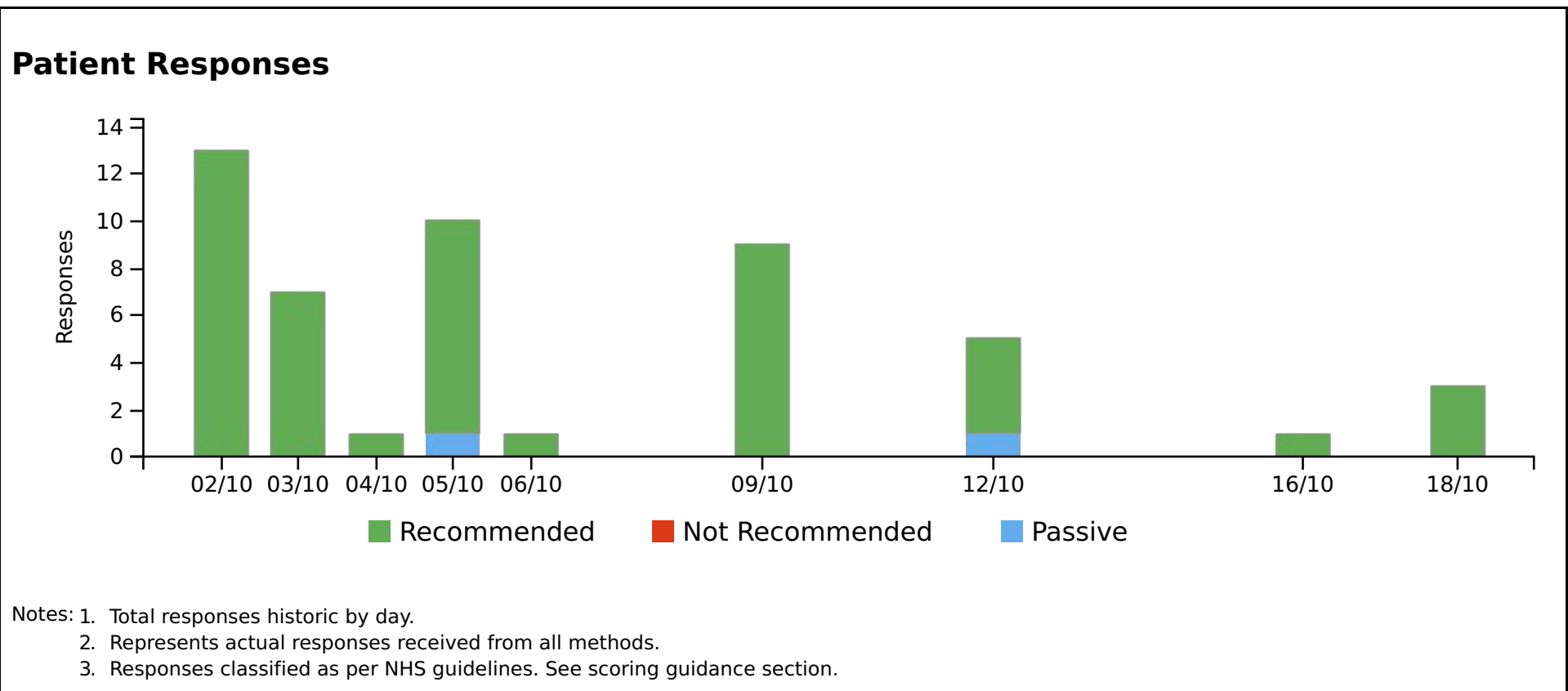
Practice Score: Day of the Week Analysis



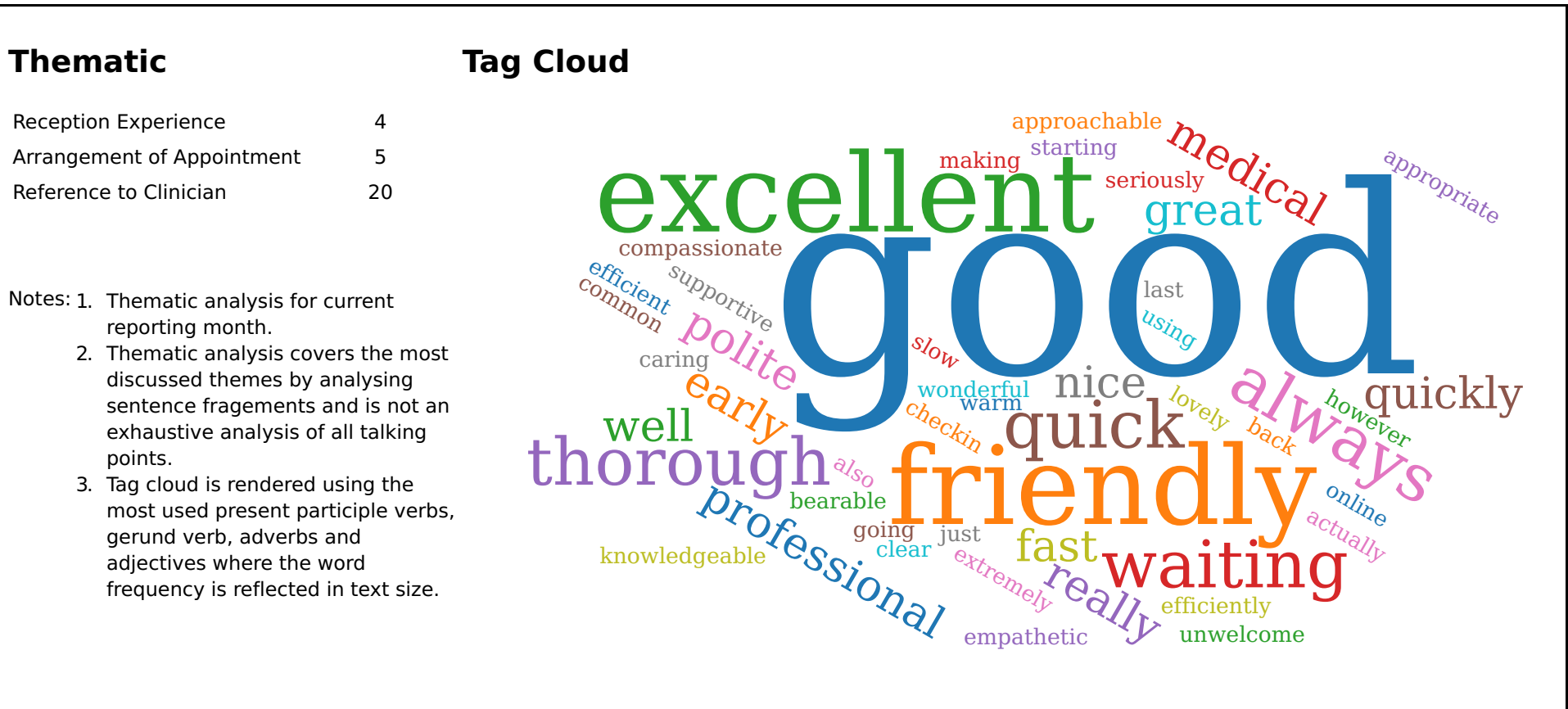
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



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

- ✓ Very good
- ✓ *Just the waiting time as sat in waiting room for around 25 minutes. Dr was lovely and very thorough*
- ✓ *Very nice doctor, listened and took time to check everything*
- ✓ *Very quick reply and very nice*
- ✓ *Because our surgery and its doctors are wonderful*
- ✓ *I thought the doctor was very good*
- ✓ *Fast responses, invited to in person appointment, thorough check up, good advice, warm manner*
- ✓ *Good service , reception staff & doctor. Great communication*
- ✓ *Very professional surgery*
- ✓ *Friendly doctor who resolved my request*
- ✓ *Because I had a good examination, and everything explained and advice given.*
- ✓ *Although the selfserve checkin did not work, the receptionist was most helpful. Michelle was excellent and made the visit bearable*
- ✓ *The doctor listen to everything I said and took all my concerns seriously. Starting some medication with a follow up appointment in a couple of weeks*
- ✓ *Appointment on time thorough examination, friendly compassionate doctor*
- ✓ *Appointment was on time and doctor was extremely caring and provided excellent service*
- ✓ *The service was excellent. The GP was patient and took the time for me to explain my symptoms.*
- ✓ *Fast response and dealt with query efficiently*
- ✓ *Excellent service from professional people they always assure that I am look after and that my needs are met.*
- ✓ *Quick response from using the online mygp. I arrived early for my appointment and was seen early. The Dr was very helpful and explained everything well.*
- ✓ *Saw Carlie the nurse today, she was so helpful, understanding, and went to great length to sort us out with our needs.*
- ✓ *I was listened to by medical staff and they felt approachable. Reception staff however were slow to respond.*
- ✓ *Kind and empathetic doctors, always make me feel reassured and go above and beyond*
- ✓ *I was going for a flu jab but wanted to speak to a doctor as well so was fitted in*
- ✓ *On time and good advice given*
- ✓ *It's good to get a doctor that actually listens*
- ✓ *Really quick response and very supportive*
- ✓ *Because we were seen to quickly and the doctor was good with his diagnoses*
- ✓ *Always helpful and friendly staff. Dr. Jason really knowledgeable about the reason for my visit and has an excellent "bedside manner "*
- ✓ *Seen quickly*
- ✓ *Prompt service*
- ✓ *Friendly staff, good medical advice*
- ✓ *Clear, focused and friendly*
- ✓ *Good service.*
- ✓ *Helpful Understanding Efficient*
- ✓ *Doctor listened and discussed my concerns*
- ✓ *Very good service from gp*
- ✓ *Very thorough with my son and checked him over, making him feel at ease*
- ✓ *Polite helpful and referred for appropriate tests*
- ✓ *Common sense...*
- ✓ *Very good service*
- ✓ *Because today the doctor explained things to me and was very polite, and he also checked on the last blood tests and blood pressure tests I did at home.*

Not Recommended

Passive

- ✓ *I was kept waiting 15 min and the app was rushed and Kurt I asked for further help on another query that I have I produced a copy of a letter sent to you I was told that she didn't have time to read it she had other patients to see she would call me back after surgery today and felt unwelcome*

