

FFT Monthly Summary: September 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	9	0	3	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: 120

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	9	0	3	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	9	0	3	1	0	50
Total (%)	74%	18%	0%	6%	2%	0%	100%

Summary Scores

👍 92% 👎 8% 🙅 -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:

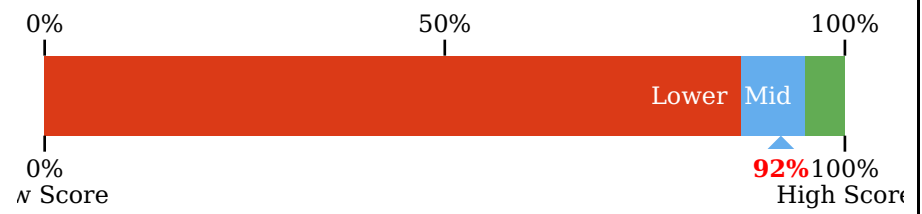
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

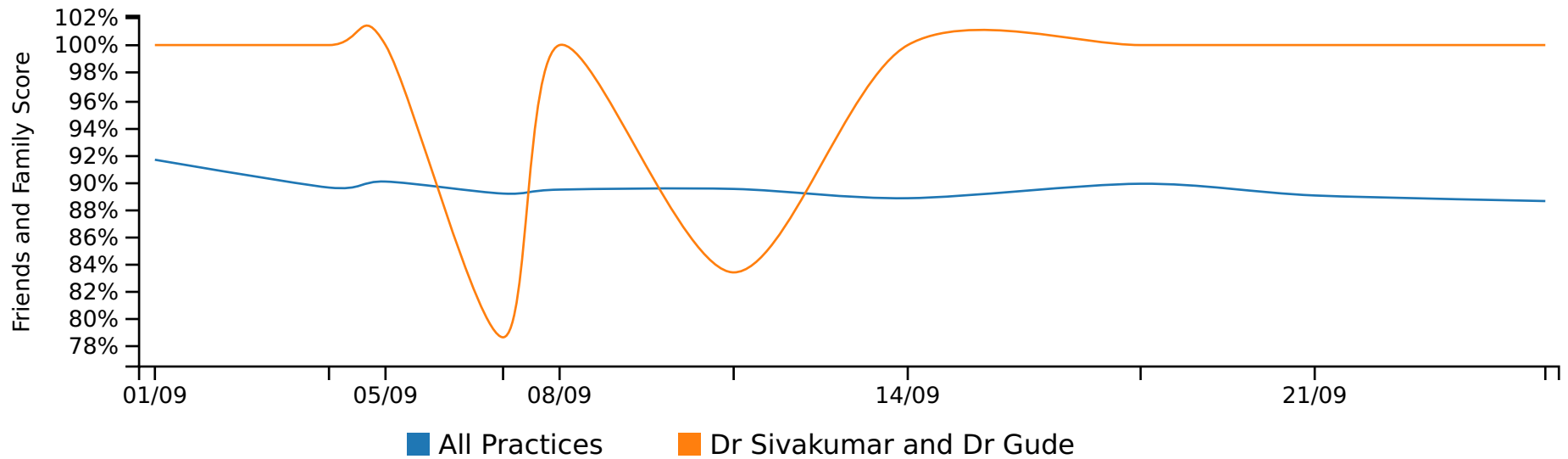
Your Score: 92%

Percentile Rank: 60TH



- 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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



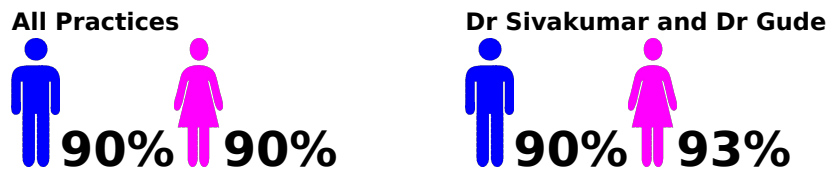
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

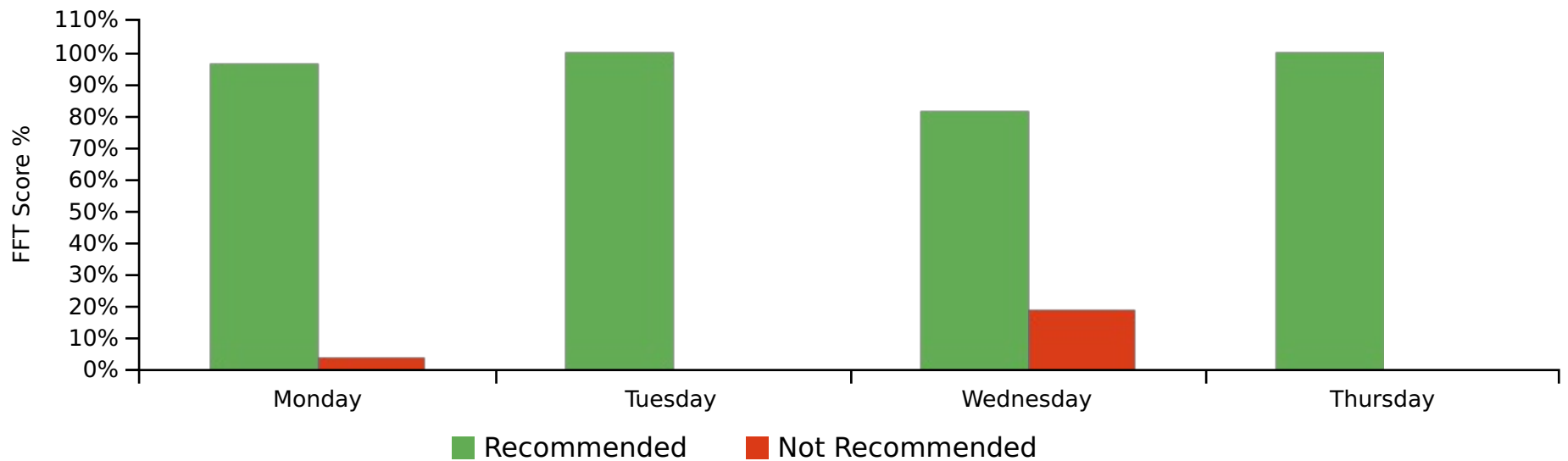
	< 25	25 - 65	65+
All Practices	84%	89%	93%
Dr Sivakumar and Dr Gude	0%	93%	90%

Gender



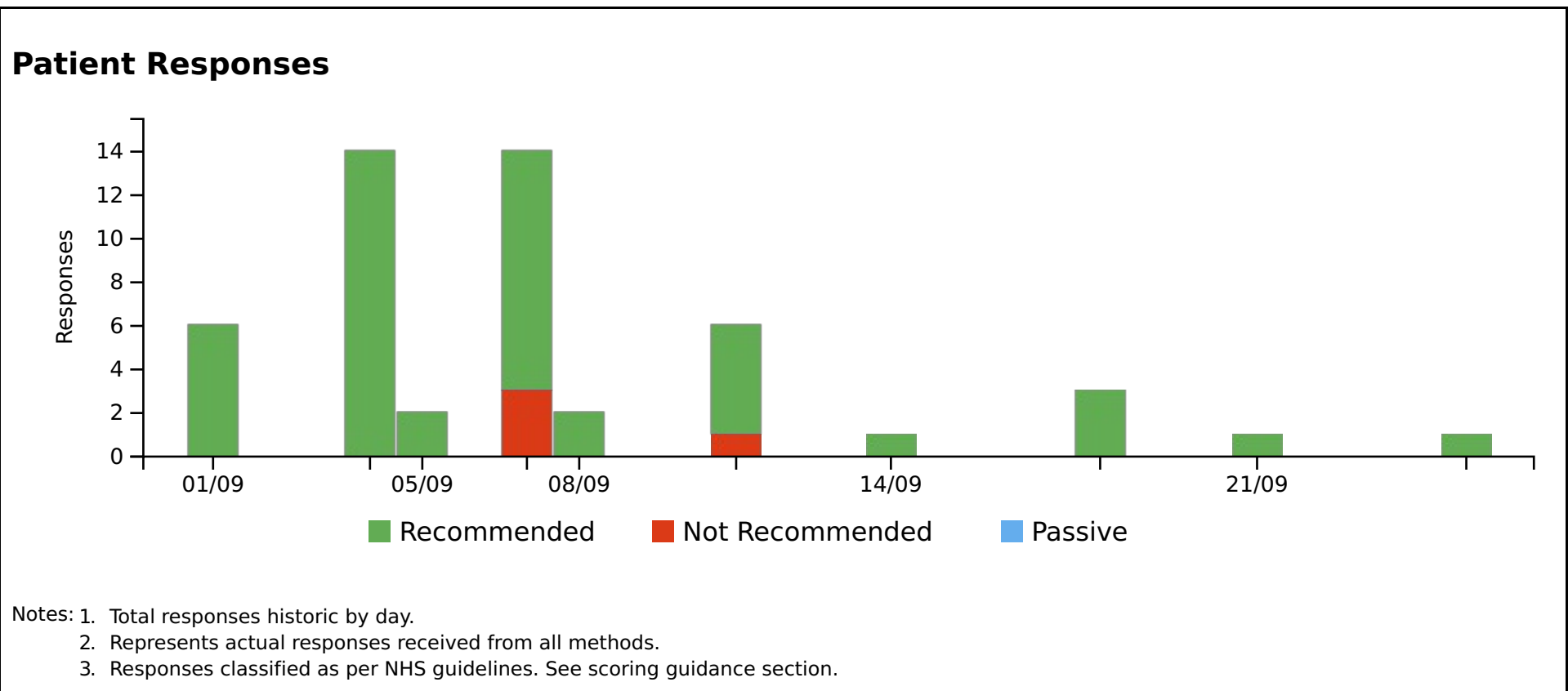
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



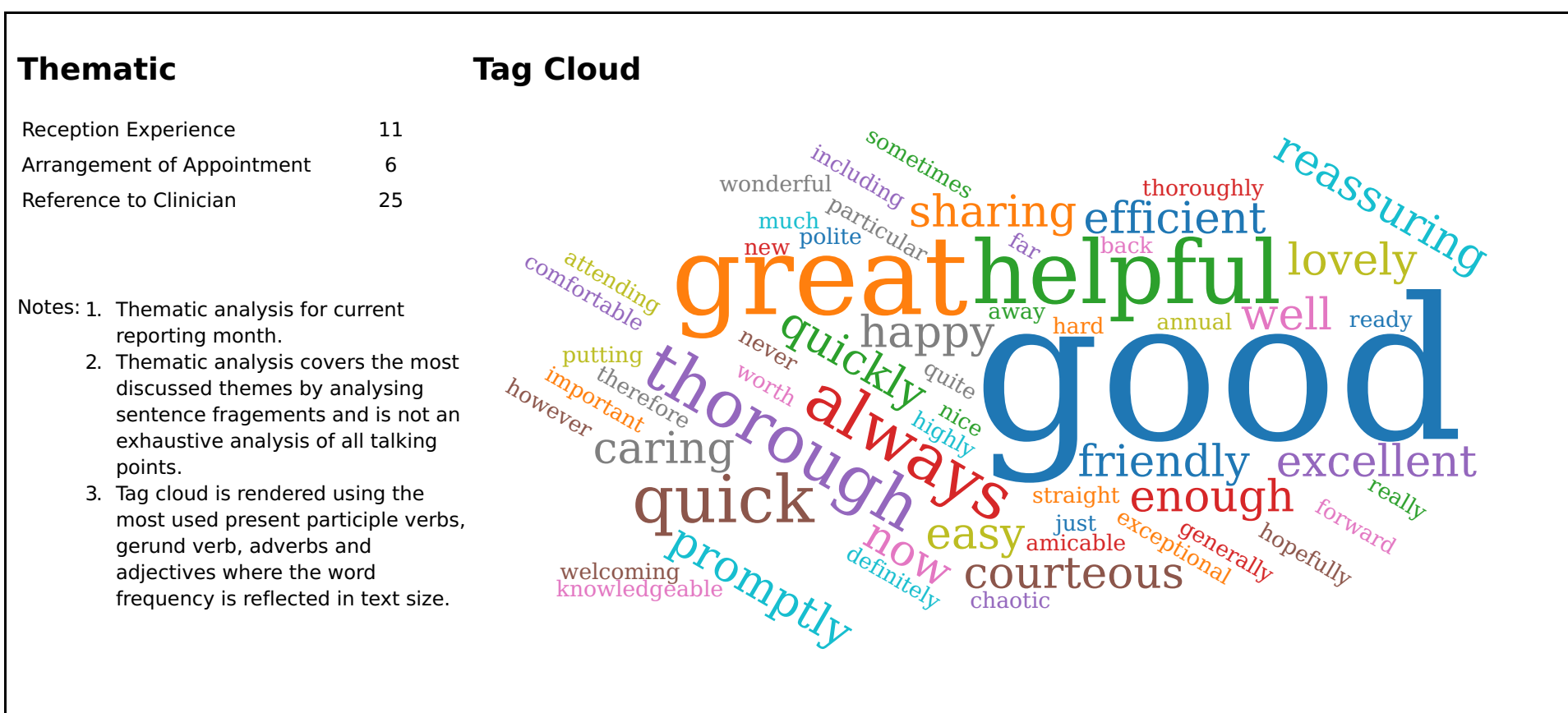
- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



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

- ✓ Use mygp got a response within minits and an appointment within a couple of hours. Saw doctor problem discussed an now on the way to a solution
- ✓ I got an appointment straight away and saw one of the training doctors(M Javed) who spent some time with me to allay my concerns
- ✓ New patient and happy so far.
- ✓ I've been with the surgery since 1976 and never had cause to complain.
- ✓ Very good
- ✓ Very helpful and understanding
- ✓ Easy to arrange appointments, repeat prescriptions processed in promptly . Helpful and friendly staff.
- ✓ Because if a service is Good it's worth sharing
- ✓ The surgery, always responds quickly, great reception staff, nurse Tracy is great & Dr Gude & Dr Jason in particular are great doctors. They contact me for annual tests and I could not rate this surgery highly enough.
- ✓ Reception staff very helpful and polite had a telephone appointment but turned up at surgery the doctors saw me had a smear this morning and the nurse put me at ease
- ✓ I always find the service very good.
- ✓ The surgery is exceptional
- ✓ The Doctor was very thorough. And I felt he listened to me.
- ✓ Gp listened and dealt with issue promptly
- ✓ The GP I saw was very nice and wasn't in a rush.
- ✓ Got same day appointment and doctor was excellent
- ✓ GP was very courteous and thorough. Surgery generally was good including atmosphere.
- ✓ Good service, With Doctor, Receptionist Very helpful and courteous Staff.
- ✓ Dr Francis was so understanding and listened so well, he offered solutions and hopefully a way forward. It was a pleasure meeting him
- ✓ I rated very good to excellent because everyone at the surgery is so caring and dedicated therefore this gives the patient confidence in sharing their health concerns putting them more at ease this is definitely so in my case as i suffer anxiety and depression the doctors and nursing staff and receptionists are always ready to listen which i find is an important quality i feel i can confide in the doctor which i need sometimes the surgery is a very amicable and comfortable environment in my eyes they are like family and i respect everyone in what they do they portray a patient attitude and an understanding of ones needs doctor mj i saw today was lovely and reassuring what more can i say ann sargent
- ✓ Very understanding DR
- ✓ Welcoming receptionists, quick efficient attention, and friendly, reassuring, understanding and knowledgeable GP.
- ✓ Was booked in with a nurse who was not quite qualified to do what I was attending for.
- ✓ Dr was on time, explained my treatment possibilities and arranged prompt appt. For further investigation
- ✓ Great service , quick appointment very happy
- ✓ I saw Dr Sehran Javed he explained everything very well and arranged things further for me which made me feel much better.
- ✓ Doctor was lovely.. just very hard to understand
- ✓ Doctor was very understanding and I felt he really cared
- ✓ Very proactive doctor who listened to me and answered any questions I had thoroughly
- ✓ Easy to speak to
- ✓ The doctor listened and I have been prescribed treatment however I rang and asked some questions about the treatment and the receptionist said the doctor would ring me back he didn't do I now haven't started the tablets because I have questions and it's weekend!
- ✓ Efficient visit
- ✓ Was seen by nurse quickly with good advice. And was dealt with by good reception
- ✓ The Doctor I saw was very thorough. He did lots of tests to figure out what my problem was.
- ✓ Quick and in and out
- ✓ Wonderful Doctor who is very caring and the reception staff are great

Not Recommended

- ✓ Because you sent me the survey!
- ✓ Not enough reception staff to deal with the number of patients
- ✓ Dr Francis was very good
- ✓ I have no problem with the consultation but reception was chaotic.

