FFT Monthly Summary: November 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
43	6	1	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: **105**

Responses: **50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	6	1	0	0	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**43**	**6**	**1**	**0**	**0**	**0**	**50**
Total (%)	*86%*	*12%*	*2%*	*0%*	*0%*	*0%*	*100%*

Summary Scores

👍 98% 👎 0% ☚ 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:

$$\text{Recommended (\%)} = \frac{very\ good + good}{very\ good + good + neither + poor + very\ poor + don't\ know} \times 100$$

$$\text{Not Recommended (\%)} = \frac{very\ poor + poor}{very\ good + good + neither + poor + very\ poor + don't\ know} \times 100$$

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:
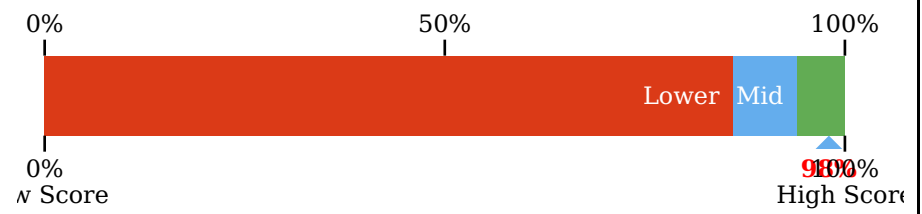
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3
Practice Scoring

Practice Score: 'Recommended' Rank

Your Score:	**98%**
Percentile Rank:	**95TH**

0%   50%   100%

Lower Mid

0%   95%   100%
Low Score   High Score
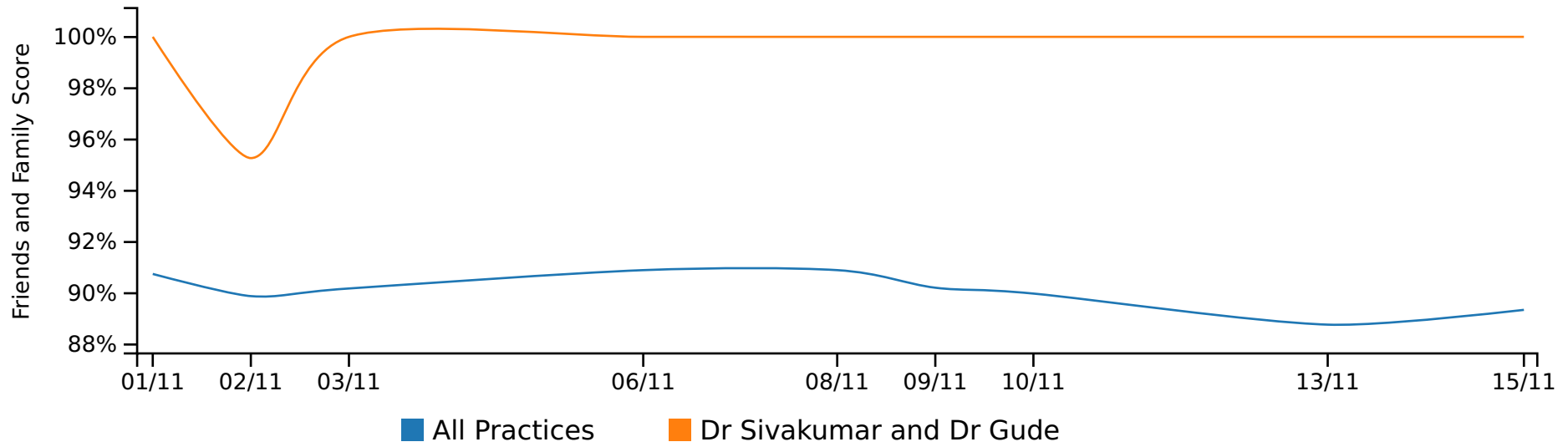
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 95th percentile means your practice scored above 95% of all practices.

Practice Score: 'Recommended' Comparison
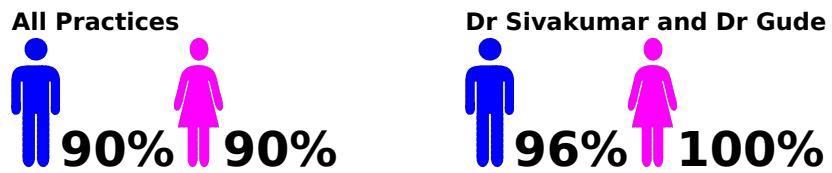

Legend: All Practices — Dr Sivakumar and Dr Gude

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%	93%
Dr Sivakumar and Dr Gude	100%	95%	100%

Gender

All Practices
90% 90%

Dr Sivakumar and Dr Gude
96% 100%

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

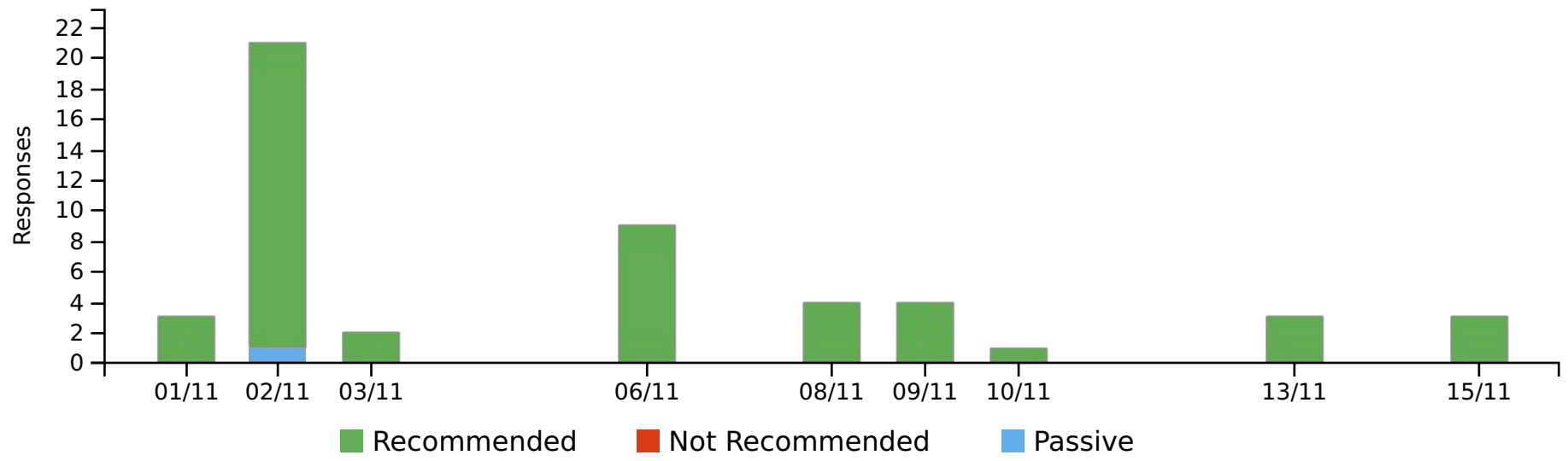### Practice Score: Day of the Week Analysis

Legend: Recommended — Not Recommended
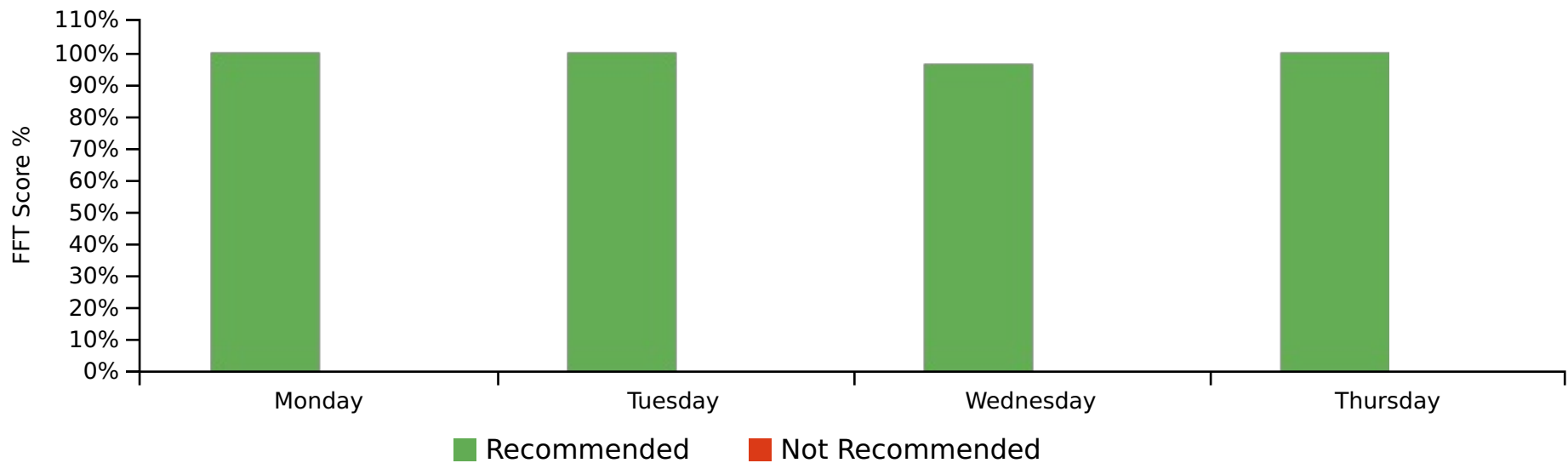
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

Patient Responses

Responses

22 ─
20 ─
18 ─
16 ─
14 ─
12 ─
10 ─
8 ─
6 ─
4 ─
2 ─
0 ─

01/11 02/11 03/11   06/11   08/11 09/11 10/11   13/11   15/11

■ Recommended   ■ Not Recommended   ■ Passive

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.

Patient Free Text Comments: Summary

Thematic

Reception Experience	6
Arrangement of Appointment	7
Reference to Clinician	15

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.
3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

Tag Cloud

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

✓Quick efficient
✓*Polite, quick & helpful service*
✓Professional and friendly and very supportive whenever need it
✓*Appt same day, GP listened and explained clearly*
✓The service at reception has always been good, doctors always very understanding
✓*Early for appointment but didn't have to wait. The nurse was very pleasant.*
✓Good service, no problems.
✓*Very quick appointment and pleased I'm being tested thoroughly*
✓Experienced friendly team
✓*yeah .. I had been looked after*
✓I was given a direct diagnosis and a referral to a specialist.
✓*Good staff*
✓Quick appointment, ood service, on time
✓*The nurse was very informative and came accross as being very good at her job.*
✓Every one is so nice....
✓*The Doctor was very thorough and helpful*
✓My appointment was with carlie. She gave me a shingles injection. She is very good and knows what she is doing 5* thanks p Jones.
✓*Always been satisfied with my Dr's been with them for 50yrs & would never change, can't find anything negative to say about them, absolutely wonderful service every time*
✓Yes the Nurse was excellent also very informative liaised with the Dr. For me.Then the Doctor was excellent in his listening informing of the besto handle the situation.Really
✓*Very happy with my treatment.*
✓very helpful, kind and gentle.
✓*Excellent doctors and staff*
✓Easy registering at reception and comfortable writing area. Dr Gude was very personal n professional
✓*Appointment time was observed and informative.*
✓Excellent professional service provided by Healthcare Assistant Nurse.
✓*Because I'm very satisfied with how well your practice is run anperated. I had a really useful appointment with your nurse todayhe was very competent and helpful. I have a clear picture of wha required to improve my health. Thank you for all your hard wor*
✓Very nice nurse made me feel very relaxed
✓*Dr Francis has been fantastic since he has taking over my career regarding my ongoing lung issues and is a really credit to the practice*
✓Decent service
✓*Excellent, thorough and clear service from Tracey*
✓The reception staff were very pleasant and helpful Doctor Tseng was very professional and helpful and you're lovely nurse can't fault her . Thank you very much love Colin.
✓*I felt very at ease and was treated with respect and she explained my results to me and how I can improve my diet and exercise at 75years old. Very pleased. Thank you.*
✓Appt on time and problem being taken forward
✓*The service was quick and everyone was polite and friendly*
✓Receptionist attentive, and listened
✓*Every body is very friendly and helpful*

Not Recommended

Passive

✓Because my visit was just that, neither good or bad. I would prefer not to visit, in fact, it was you who rang me to visit, not the other way. The appointment was 10 am, I got to see the doctor at 10 am and left at 10.15. Just what I would expect.