## **FFT Monthly Summary: December 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	0	1	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:** 118

**Responses: 50** 

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	11	0	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	11	0	1	1	0	50
Total (%)	74%	22%	0%	2%	2%	0%	100%

## **Summary Scores**

#### **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:

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

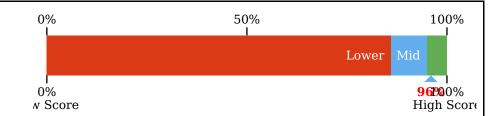
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

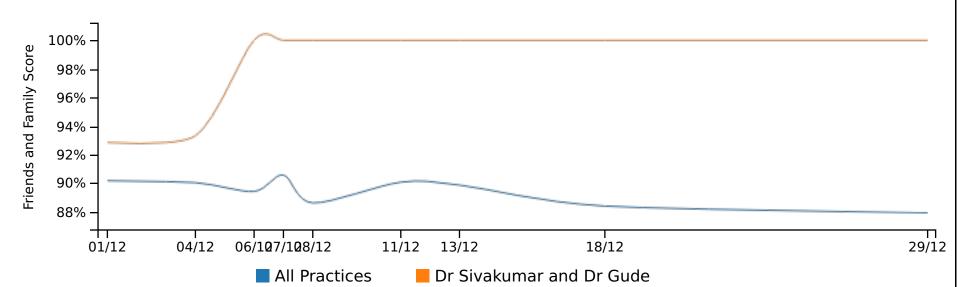
Your Score: 96%
Percentile Rank: 85TH



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	84%	89%	92%
Dr Sivakumar and Dr Gude	100%	100%	95%

## Gender

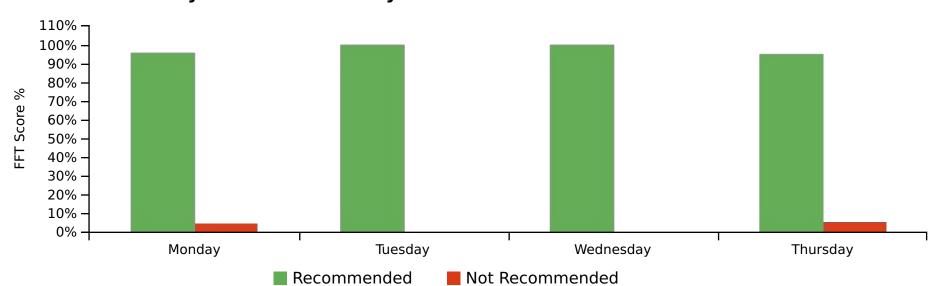




Notes: 1. Scores for current reporting month.

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

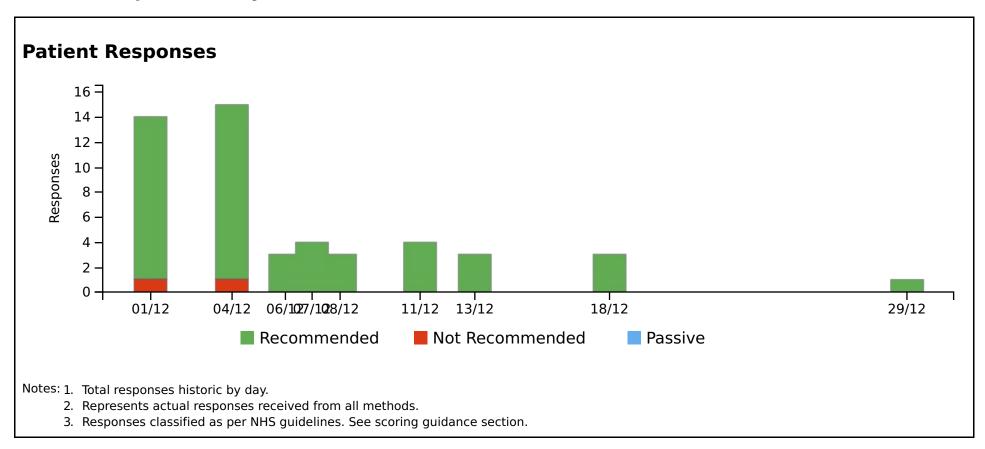
## **Practice Score: Day of the Week Analysis**



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 Free Text Comments: Summary**

#### Thematic Tag Cloud 5 Reception Experience 6 Arrangement of Appointment fantastic Reference to Clinician 22 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 'elcome frequency is reflected in text size. attentive understandable

#### **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

- ✓ Because the practice is very well run
- ✓ Nurse was very easy to talk to and straight to the point!
- ✓ Excellent service & Dietician very understanding. warm welcome by reception staff too
- ✓ Good service
- ✓ Helpful and friendly reception staff
- ✓ Dr okay, Not got to the bottom of the problem yet, ongoing
- ✓ Saw dr on same day and dr was thorough and helpful
- ✓ As always professional and helpful
- ✓ Nurse was very pleasant and helpful
- ✓ The doctor I saw today was really attentive and listened to my issue, he was on time, polite and very kind
- ✓ Dr Francis is always very polite, very thorough and is always willing to listen. Thank you
- ✓ I was seen more or less on time and everything explained clearly xx
- ✓ Very prompt service, Doctor was excellent
- ✓ Very helpful and informative
- ✓ Nice atmosphere, friendly staff and dr. Very thorough in examination. I felt listened to and my voice valued
- ✓ I had good treatment from the doctor & he listened to me.
- ✓ Listened and was professional
- ✓ Nice and friendly
- ✓ Saw me on time very professional and friendly xx
- ✓ Excellent service
- ✓Online form is easy and efficient, appointment made for 1hr later. Reception staff kind and caring. Dr listened to concerns and came up with a plan of treatment that i was involved in, reassured that had done right thing to come and see them.
- ✓ Doctor Francis is an excellent doctor, caring and listening to you.
- ✓ Doctor listened to everything I said and I didn't feel rushed.
- ✓ Professional, reassuring, with clear information.
- ✓ Because the doctor I saw was helpful, understanding and kind. I felt better just for talking to him, as I fully expected, given my previous experiences of his care and attention.
- ✓ Been coming here since 1978, excellent practice
- ✓ Toni was brilliant and really took her time and explained everything in great detail. I left the appointment feeling like I'd been chatting to a friend rather than a medical appointment
- ✓ Helpful doctor, put my child at ease despite him being upset and unsure during the visit. Felt reassured as a parent that my son was checked. Unsure what was wrong and told to monitor over the weekend.
- ✓ Excellent doctor, very professional
- ✓ I had to wait over 10 minutes past my appointment time to be seen. The doctor was thorough and explained well
- ✓ An extraordinarily good day for 'my' NHS! Contacted the GP surgery through online portal at 10h00. 11h00 face to face apointment made for 14h50 same day.14h55 called in to see Dr. Very thorough, unrushed, sympathetic and reassuring consultation. Refreshing change that the Dr actually looked me in the eye during consultation, rather than being draped over a computer for nearly the whole process.Left with an understandable treatment plan.First class! Let's hope this is not just a one off but rather, a positive sign of better times to come.
- ✓ Receptionists always polite & helpful, usually manage to get a face to face appointment when needed.
- ✓ Doctor was sympathetic informative and very pleasant
- ✓ I felt that he listened and gave me the time and respect regarding my concerns.
- ✓ Fantastic doctor and help
- ✓ Dr Gude was very friendly

#### **Not Recommended**

- ✓ Appointment cancelled at the last minute (20 mins before) due to dr being on holiday. Now late for my 6 week postnatal check for me and my baby. Very poor planning
- ✓ Not been able to see doctor for over 2years . When I finally get appointment I'm then phoned by yourselves to cancel the appointment as the doctor took ill.Do doctors actually exist? I can't get one.

