FFT Monthly Summary: January 2024

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
45	3	1	1	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: 112

Responses: **50**

Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
45	3	1	1	0	0	50
45	3	1	1	0	0	50
90%	6%	2%	2%	0%	0%	100%
	45 45	45 3 45 3	Very good Good pood nor poor 45 3 1	Very good Good good nor poor Poor 45 3 1 1 45 3 1 1	Very good Good poor poor Poor poor Very poor 45 3 1 1 0 45 3 1 1 0	Very good Good poor poor Poor poor Very poor Don't know poor 45 3 1 1 0 0 45 3 1 1 0 0

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.

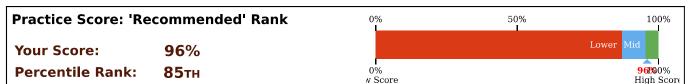
The percentage measures are calculated as follows:

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/

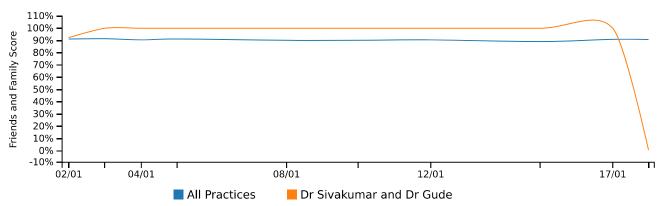
SECTION 3 Practice Scoring



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



Notes: 1. Scores for current reporting month.

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

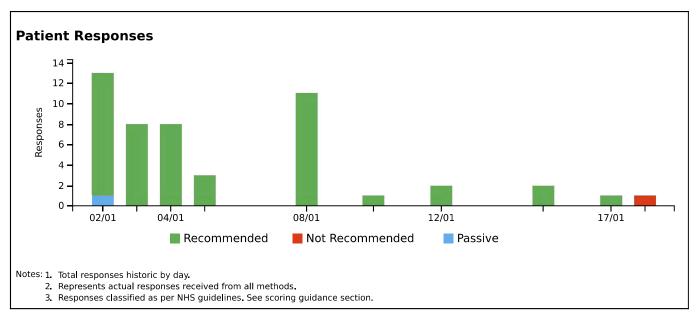
Practice Score: Day of the Week Analysis



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



Thematic Reception Experience 10 Arrangement of Appointment 8 Reference to Clinician 25

Notes: 1. Thematic analysis for current reporting month.

- Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.
- 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.



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

- ✓ The doctor was pleasant and listened
- ✓ Fantastic Surgery, always polite professional & helpful Sharon on reception an asset to the team always goes that extra mile & nothings to much trouble for her Dr Ahmed genuinely caring professional & a fantastic GP overall brilliant surgery
- ✓ Always a good service, esp the health care assistants, whom I tend to see more frequently than the GP.
- ✓ The person I saw was polite and friendly. She explained the reason behind the changes she made. Very happy.
- \checkmark Very efficient and thorough with examination .
- ✓ Because I have excellent service every time I visit
- ✓I can get an appointment when needed, the only downfall is ordering medication. If medication is continual for a patient it shouldn't need ordering week in week out, it should just be ordered automatically. I am also still struggling adding my brother to 'ask my GP' app so need to ring the surgery every time for appointments & medication for him.
- ✓ Excellent Doctor felt he helped a lot and listened to what I was asking.
- ✓ Went to see nurse who was brilliant and she got the doctor to see me straight away excellent service
- ✓ Efficient booking, Sharon on reception welcoming as always and shows genuine care. New doctor was amazing. Put my son at ease and took time to listen. Really great to see a new face with personal people skills
- ✓ Everything good with visit and Allison was very professional
- ✓ Lady on reception was very polite and with a smile, the doctor was also polite and explained everything that I needed to know.
- ✓ Dr Hamad was wonderful and so was Dr Sivacoma they got me to the hospital and I was admitted
- ✓ Because i was in with the nurse within a few minutes of my appointment time. I get all worked up if i have a long wait. It effects my bowels then i start to panic.
- \checkmark Because the doctor had time for me and asked me the right questions
- ✓ As new patients my husband myself we are very impressed with the service we have received since joining in December.
- ✓ Great Dr, helped emensily
- ✓ Staff are really understanding and friendly
- ✓ Because everything was sorted when I got there receptionist very pleasant and Doctor knew why I'd come
- ✓ Staff very nice and caring
- ✓ Swift appointment was scheduled and dr was lovely with my son
- ✓ Quick, efficient staff especially Tracy
- ✓ Because he listens to you and discusses plan of action with you
- ✓ I felt the doctor I saw listened to me and was interested in what I had to say.
- \checkmark GP app response was very quick and a face to face appointment was made the same day x
- ✓ As already quoted an excellent team so caring kind and understanding there is a warmth and a feeling you can trust all staff and doctors so empathic for reassurance and guidance i regard the surgery as like family ann sargentx did rate as very good though excellent is the true marker
- ✓ Felt listened too, showed empathy and understanding.
- ✓ Appointment on time blood results explained knowledgeable nurse with a nice caring approach
- ✓ Doctor listened to my concerns and provided a good plan of action to try to help my son and work out what is going on. The ladies on reception were lovely and very helpful
- ✓ Good check over by Tracy 10 out of 10
- 🗸 The doctor listened carefully and advised as to diagnosis. Was helpful and professional in manner. Pleased I received a F2F appointment quickly.
- \checkmark The nurse was amazing made me feel very comfortable and put my mind at rest
- ✓ Doctor sympathetic and helpful.
- ✓ Seen on appointment time by nice pleasant nurse
- ✓ My appointment was dealt with friendly and efficiently.
- ✓ Always help when it's needed polite friendly staff very good doctors very clean surgery
- ✓I think the accessibility to doctors and nurses is first class in quality and speed of response. Compared with what I hear from other people at other practices I think we are grateful for this.

Not Recommended

Passive