

# FFT Monthly Summary: February 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
39	10	0	0	0	0	0	0	0	49	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients:

152

Responses:

49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	10	0	0	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	10	0	0	0	0	49
Total (%)	80%	20%	0%	0%	0%	0%	100%

### Summary Scores

100%

0%

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:

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

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:100%

Percentile Rank:100<sup>TH</sup>

0%50%100%

0%  
Low Score

100%  
High Score

Lower

Mid

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 100th percentile means your practice scored above 100% of all practices.

Practice Score: 'Recommended' Comparison

Date	All Practices	Dr Sivakumar and Dr Gude
01/02	90.5%	100%
05/02	90.2%	100%
08/02	89.8%	100%
14/02	91.0%	100%
16/02	88.0%	100%
22/02	87.0%	100%

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%	100%	100%

Gender

All Practices

90%

90%

Dr Sivakumar and Dr Gude

100%

100%

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

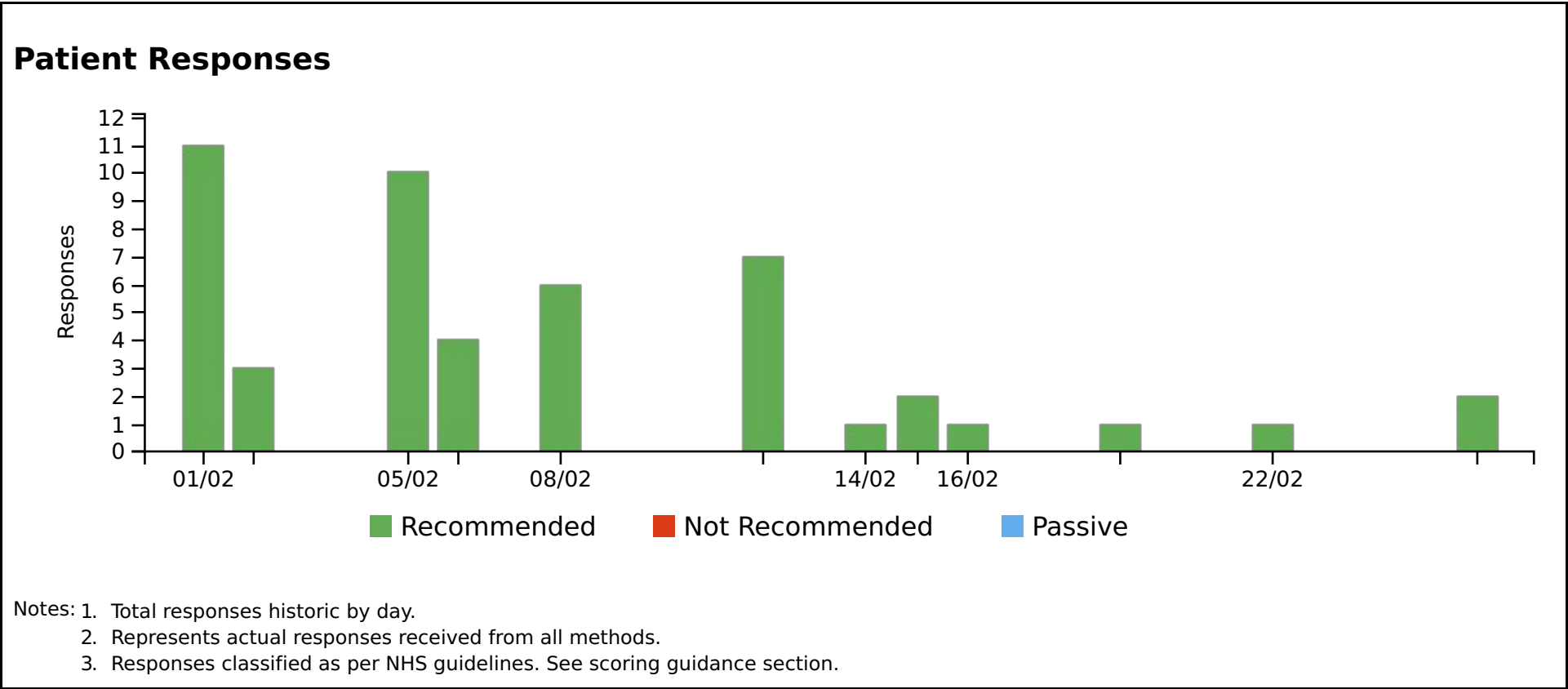
Practice Score: Day of the Week Analysis

Day	Recommended	Not Recommended
Monday	100%	0%
Tuesday	100%	0%
Wednesday	100%	0%
Thursday	100%	0%
Friday	100%	0%

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

Thematic

Reception Experience	10
Arrangement of Appointment	9
Reference to Clinician	16

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

- ✓ I was seen on time, and Dr Goud also allowed me some time to ask for advice on my FND and difficulties sleeping.
- ✓ *Very polite and quick turn around*
- ✓ Very efficient and helpful
- ✓ *Reception was easy waiting room clear doctor was good*
- ✓ Because dr javid has time to sit and listen to your problems
- ✓ *Friendly, explained blood results and answered my questions. Didn't feel rushed.*
- ✓ I was able to get an appointment the same day. Which was great.
- ✓ *Seen promptly, Dr was lovely and very attentive to my son needs.*
- ✓ Quick but Dr listened On time
- ✓ *Good service from polite knowledgeable staff*
- ✓ Needed another referral and got an appointment the same day! Excellent
- ✓ *I think the premises could do with a bit of an improvement overall*
- ✓ Always so responsive, the doctors are super friendly (Dr Ahmad always makes me feel reassured) Dr Chike was also kind and thorough. The receptionists are also very friendly and helpful
- ✓ *Dr very friendly and sympathetic*
- ✓ Swift appointment, good advice good staff
- ✓ *Didn't have to wait and was happy with the outcome of the appointment*
- ✓ Contacted quickly by surgery and given an appointment for that day.
- ✓ *Appointment on time and medication availability was very fast.*
- ✓ Very helpful staff
- ✓ *Satisfied with everything*
- ✓ Dr Javed was very thorough, understanding and caring and is trying his best for me, it's the first time I've been seen by him and his manners and caring are second to none.
- ✓ *Dr took time to listen to me ensuring that I had no other concerns . He was courteous and gave reassurances .*
- ✓ Lovely staff my appointment was on time as always
- ✓ *Lady on reception was lovely when I need to change appointment plus the lady doctors there are great. They are lovely with you*
- ✓ Dr Javed was extremely considerate and professional. Very happy with his treatment. Thank you do mucg
- ✓ *Initial appointment on same day, todays procedure quickly carried out after being precisely explained*
- ✓ Knowledgeable Polite friendly efficient service treatment
- ✓ *The doctor was very welcoming and made me feel comfortable*
- ✓ Because you requested a response
- ✓ *Felt welcome*
- ✓ My gp The secretary s all staff are great ,I think this surgery is absolutely great , when my mum was very poorly they was brilliant , Can not praise you enough Sharon Vanessa and all the girls are wonderful
- ✓ *Excellent service from the Doctor and receptionist.*
- ✓ Advice from GP very helpful.
- ✓ *Lovely GP very helpful and the staff are very friendly x*

Not Recommended

Passive