FFT Monthly Summary: April 2024

Dr Uddin and Dr Anwar
Code: P82626

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	8	0	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: **155**

Responses: **50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	8	0	1	0	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**41**	**8**	**0**	**1**	**0**	**0**	**50**
Total (%)	*82%*	*16%*	*0%*	*2%*	*0%*	*0%*	*100%*

Summary Scores

👍 98%   👎 2%   ☞ 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:

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

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

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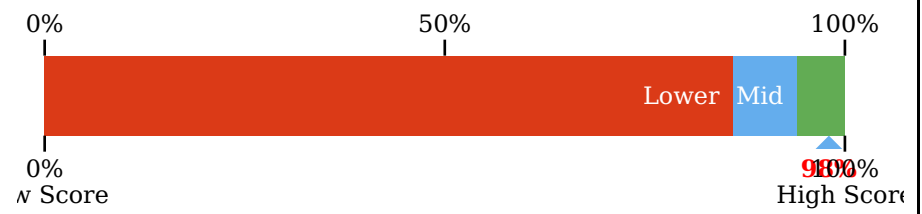
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: **98%**

Percentile Rank: **95TH**

0%   50%   100%

Lower   Mid

0%
N Score

95% 98%
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

Friends and Family Score (y-axis: 45% to 105%)

x-axis: 02/04, 04/04, 08/04, 11/04, 15/04, 22/04

■ All Practices   ■ Dr Uddin and Dr Anwar
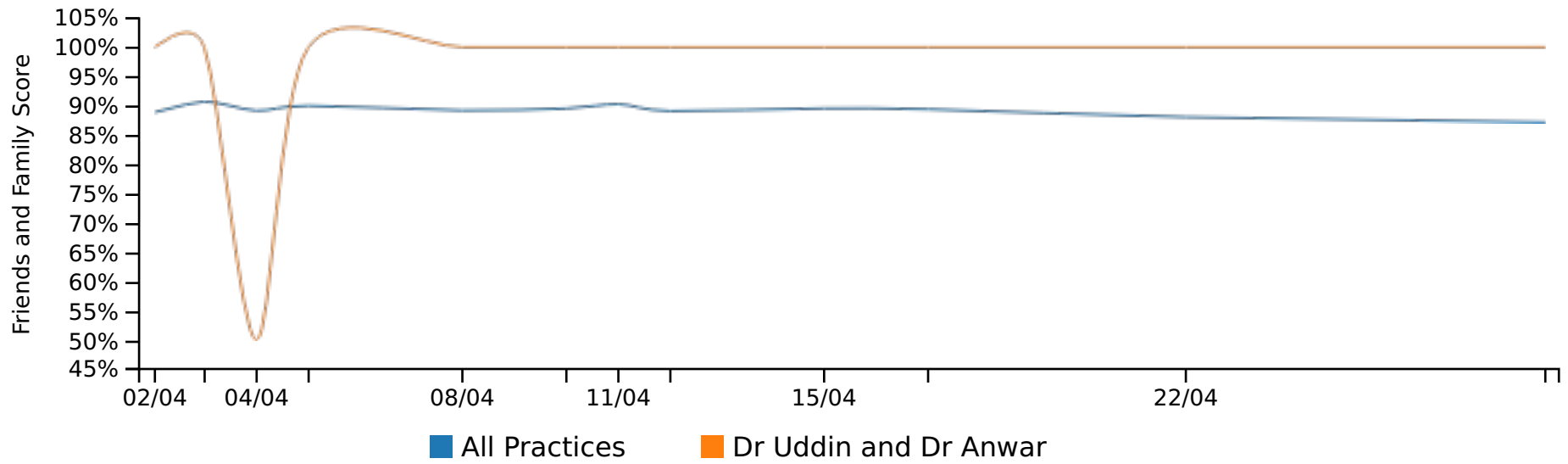
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

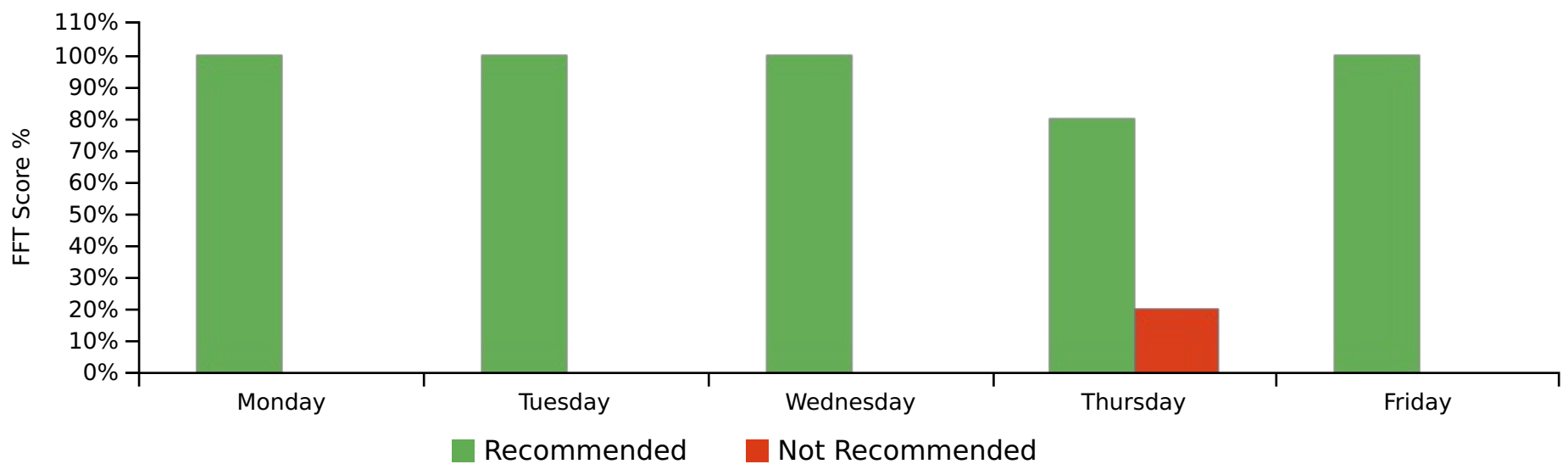## Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	84%	89%	92%
Dr Uddin and Dr Anwar	100%	97%	100%

Gender

All Practices

90% 89%

Dr Uddin and Dr Anwar

96% 100%
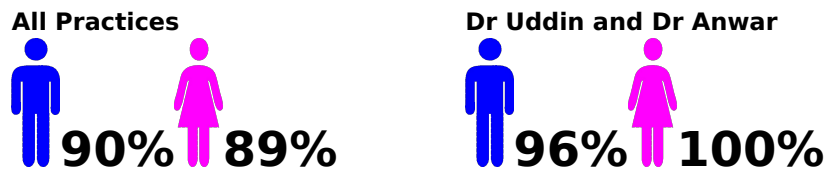
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

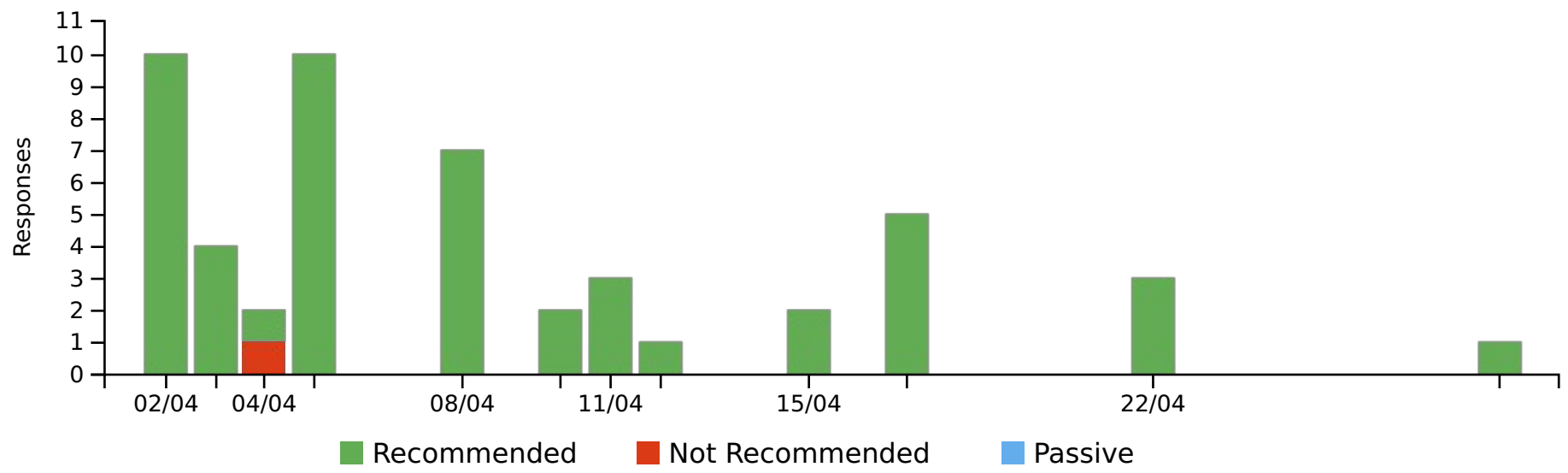## Practice Score: Day of the Week Analysis

FFT Score % (y-axis: 0% to 110%)

x-axis: Monday, Tuesday, Wednesday, Thursday, Friday

■ Recommended   ■ Not Recommended

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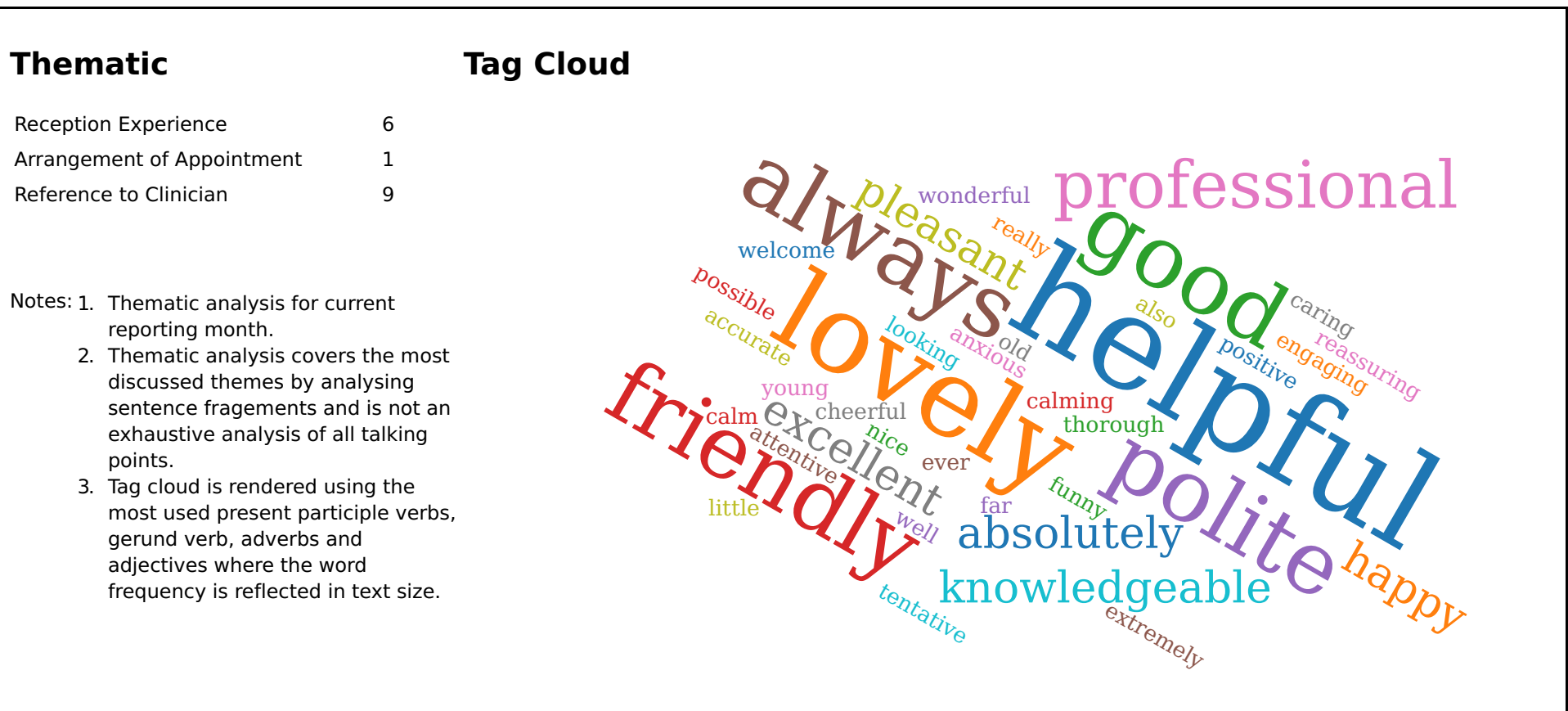2. Score calculated as per NHS requirements. See scoring guidance section.

Patient Responses

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.

Thematic

Reception Experience	6
Arrangement of Appointment	1
Reference to Clinician	9

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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

✓Lovely paramedic doctor very funny and calming knows what he's doing very well
✓*The appointment was very good*
✓Lovely people
✓*Staff*
✓Excellent service
✓*Pleasant reception staff. Dr very patient and helpful*
✓Because the service I have received has been good
✓*Friendly good staff*
✓The nurse who served me was very polite and good
✓*Staff extremely polite and helpful.*
✓Prompt and professional
✓*Very pleasant young lady put me at ease insomuch my blood pressure dropped*
✓Dr. Khan is lovely, she is so helpful and cheerful and knowledgeable. Thank you for the excellent care as always.
✓*No problems*
✓My concerns were listened to and a variety of options listed also action taken to discover the cause of my problems, first rate service
✓*Looking after my needs and requirements. thank you Mohammed Ishaq*
✓Seen to on time and with a polite welcome. Staff very friendly
✓*Listened understood & offered options to help*
✓I was seen on time
✓*The doctor was really nice to talk to,, answered all my questions, thanks.*
✓Friendly nurse very professional and calm
✓*It was answer I wanted to give*
✓The paramedic David was absolutely wonderful and ever so patient with my anxious 3 year old daughter. He interacted with her in such a way that made her feel at ease and she walked out a very happy little girl. Thank you for your help David
✓*Dr zaman listened and was very polite, tentative and was very positive and very helpful and engaging*
✓Very professional lovely and friendly very helpful
✓*Because you asked*
✓Thorough examination to eliminate possible causes of illness
✓*Because the consultancy was first class*
✓The best surgery in town by far. Always attentive and on point. Staff are absolutely lovely and doctors are always reassuring, caring, knowledgeable and always accurate. So happy with every experience with them
✓*The doctor was very understanding and helpful*

Not Recommended

Passive