

FFT Monthly Summary: January 2025

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
40	5	1	1	1	0	0	0	0	48	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:	175						
Responses:	48						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	5	1	1	1	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	5	1	1	1	0	48
Total (%)	83%	10%	2%	2%	2%	0%	100%

Summary Scores

94% 4% 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:

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

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

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

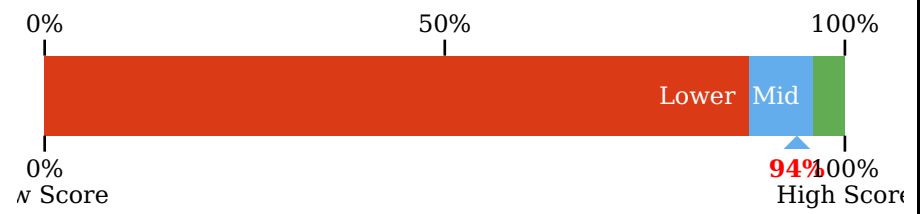
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

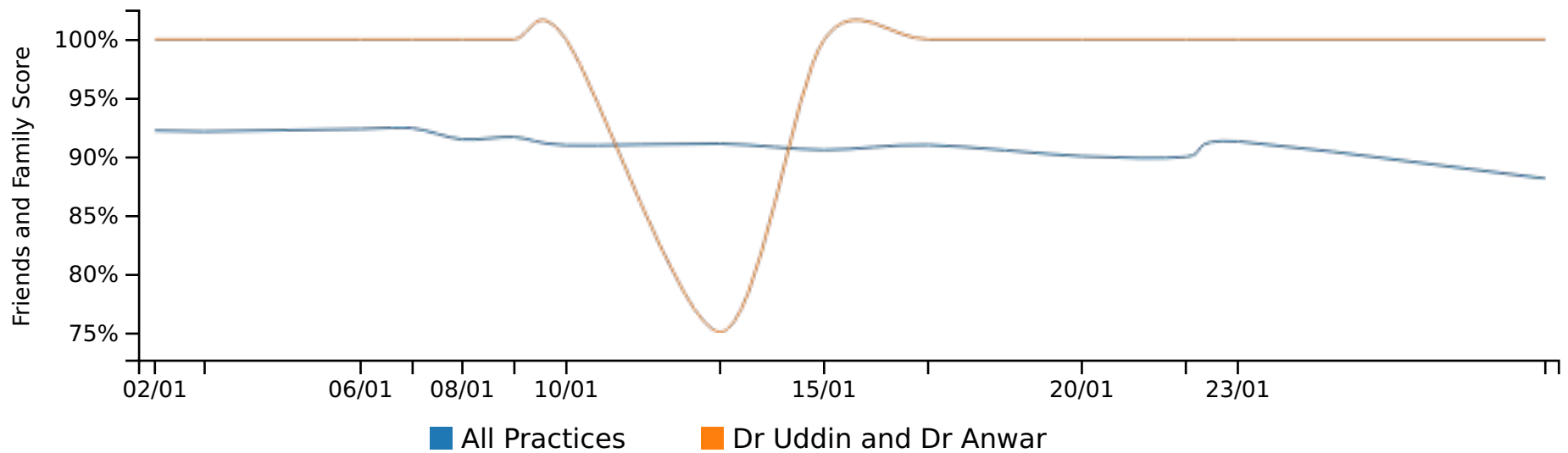
Your Score: 94%

Percentile Rank: 65TH



- 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 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison



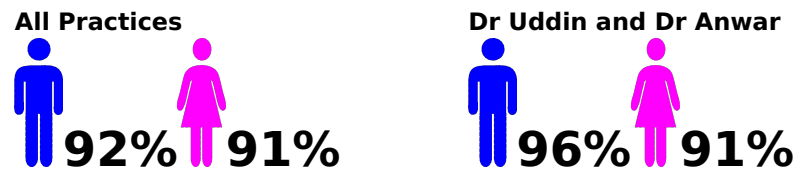
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

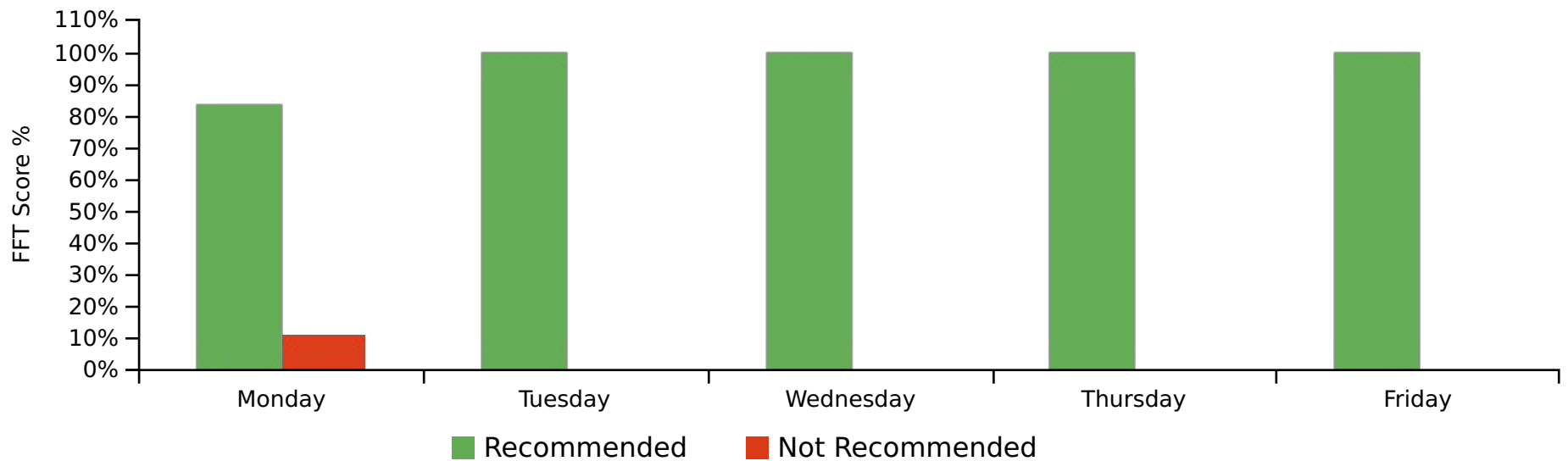
	< 25	25 - 65	65+
All Practices	86%	91%	94%
Dr Uddin and Dr Anwar	80%	94%	100%

Gender



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

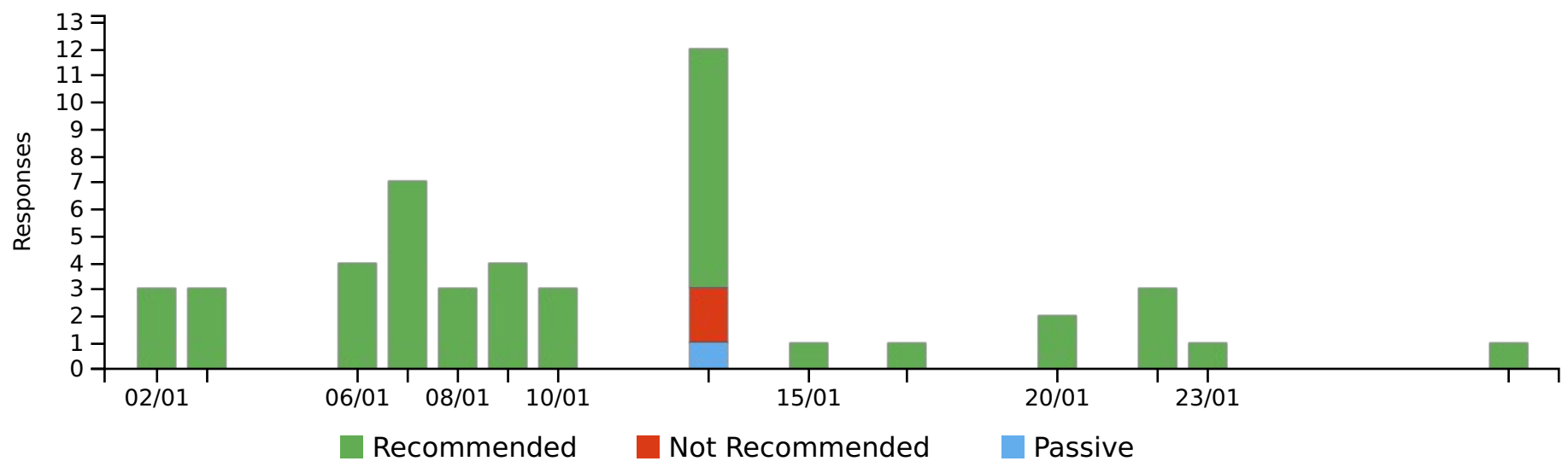
Practice Score: Day of the Week Analysis



- 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.

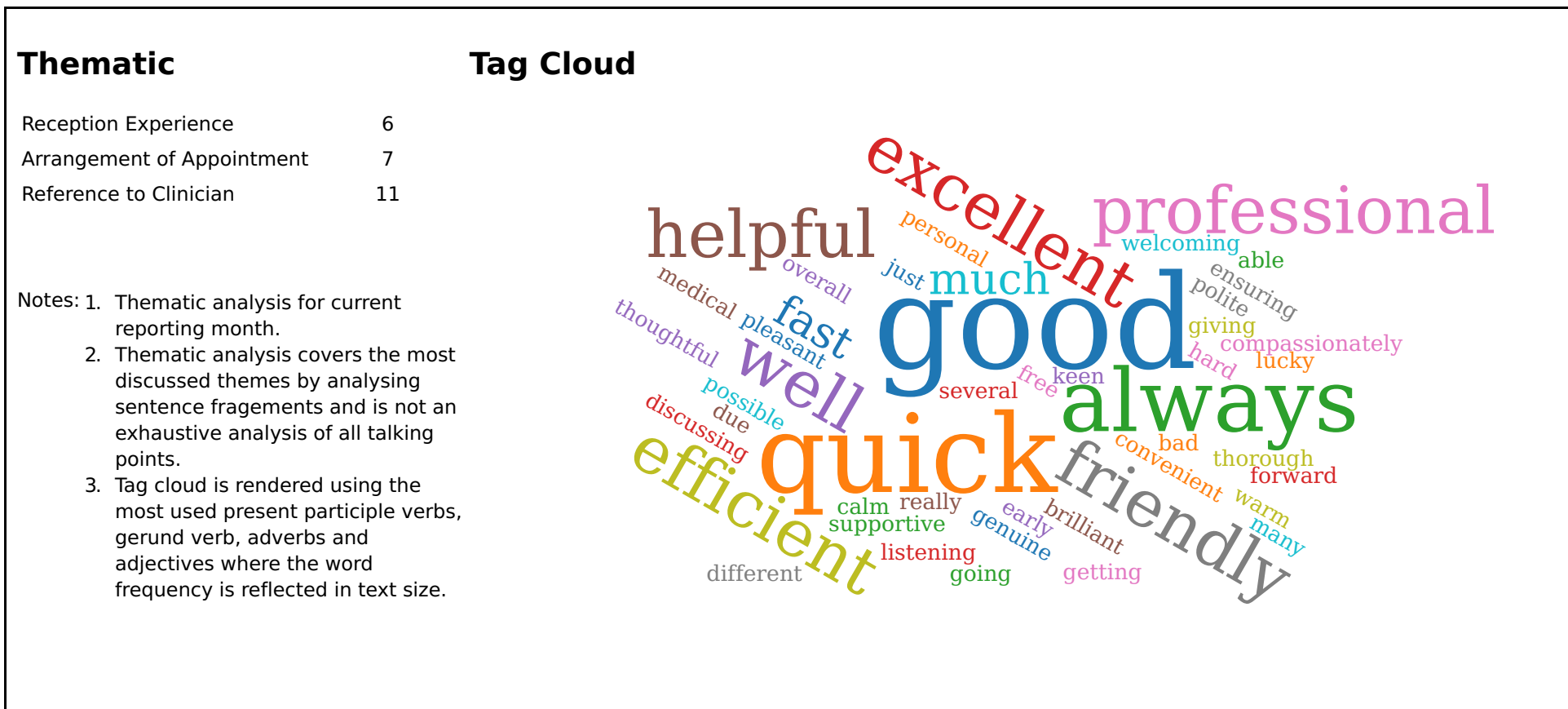
SECTION 4 Patient Response Analysis

Patient 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.

SECTION 5 Patient Free Text Comments: Summary



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

- ✓ It was convenient for me and I was able to get several things done all at once.
- ✓ Because the response from phone call was a appointment within 2 hourd
- ✓ Overall got seen to really fast same day didn't have to wait for an appointment to become free
- ✓ Because I got good care
- ✓ I got excellent service
- ✓ On time, very polite lady did my blood test
- ✓ Good listener that used the time to explain giving a possible solution and a goal
- ✓ Very good service
- ✓ Listened and well looked after
- ✓ It was a quick and pleasant experience
- ✓ I have not got anything bad to say..the level of care and all the staff are very helpful and supportive I can't find words any higher but I can't fault the service
- ✓ The doctor kept me at ease whilst discussing my symptoms.
- ✓ Always quick and well organised
- ✓ Very professional very helpful very fast
- ✓ Prompt appointment time. And friendly staff
- ✓ Have always received good service from reception to the nurse.x friendly atmosphere x
- ✓ Because the doctor was very keen to solve my issues
- ✓ Excellent practice Brilliant staff friendly best gp in.town
- ✓ All right
- ✓ It was quick and efficient
- ✓ From the moment I arrived, the receptionist greeted me with a warm, welcoming smile. She displayed genuine empathy and took a personal interest in my well-being as a registered patient. The physician was calm and had excellent listening skills. He asked thoughtful questions and took his time to explain my medical situation compassionately, ensuring that I could understand everything. By the end of my session, I felt much happier.
- ✓ Seen by doctors on time and given thorough examination
- ✓ Frankley staff
- ✓ My surgery is the best because they kindness they have shown me since I got cancer. My gp rang me many times just to see how I was and asked me was there anything they could do to help me while I was on chemo .they are so professional and listen to me .I am so lucky thank you all Mary hill
- ✓ Good outcome for my appointment made future plans going forward
- ✓ Always get good service from GP
- ✓ Quick, efficient and helpful
- ✓ Text reminder and I was seen before my appointment as I got there early
- ✓ Went to see the nurse for my first visit and she got my heart checked due to getting chest pains and got the doctor too see me aswel
- ✓ Always professional, quick and efficient.

Not Recommended

- ✓ Hard to get an appointment different doctor every time it's not like it used to be feeling like cattle

Passive

- ✓ Didn't feel I got very much out oof the appointment