

# FFT Monthly Summary: September 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
45	4	1	0	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients:**  
**Responses:**

**183**  
**50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	45	4	1	0	0	0	<b>50</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>45</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>90%</b>	<b>8%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

98% 0% 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:

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: 98%

Percentile Rank: 95<sup>TH</sup>

0%50%100%

0% Score

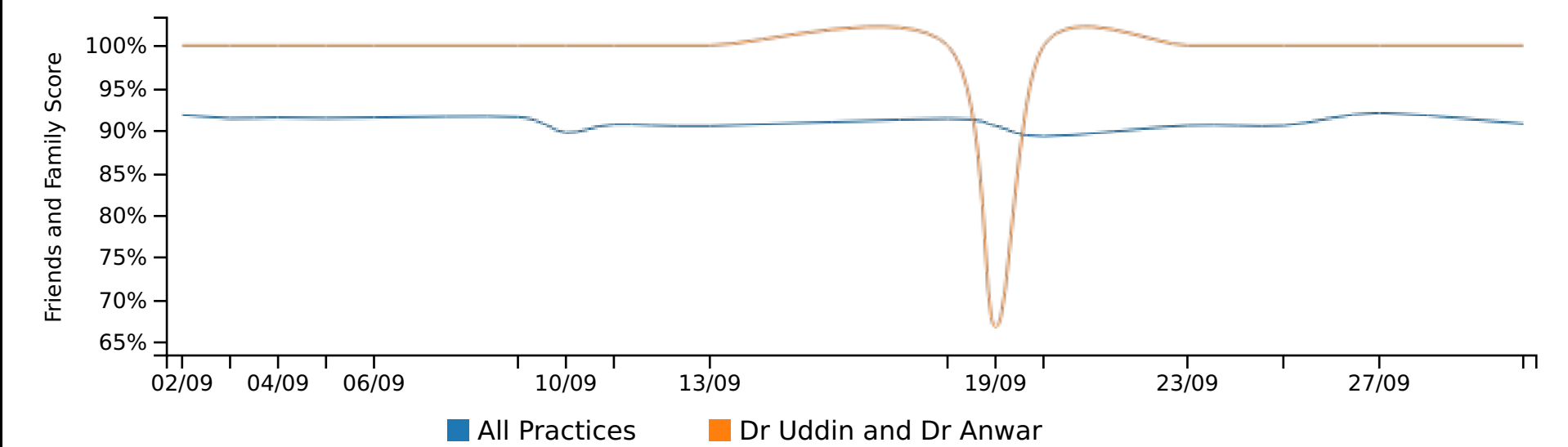
LowerMid

High Score

95<sup>TH</sup>

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



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%	93%
Dr Uddin and Dr Anwar	100%	97%	100%

Gender

All Practices

91%

91%

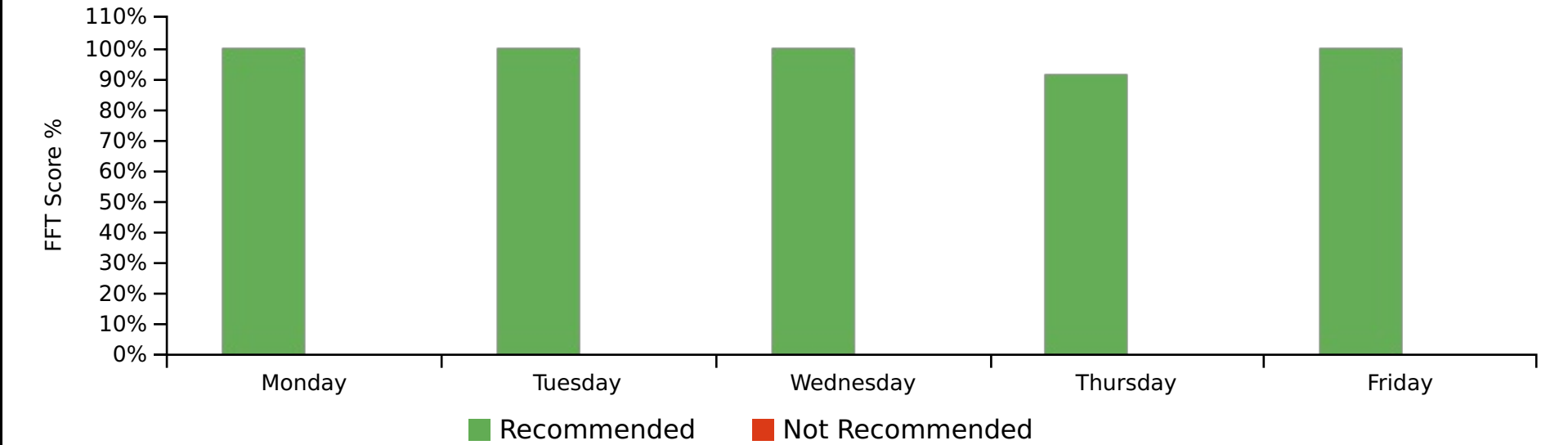
Dr Uddin and Dr Anwar

96%

100%

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

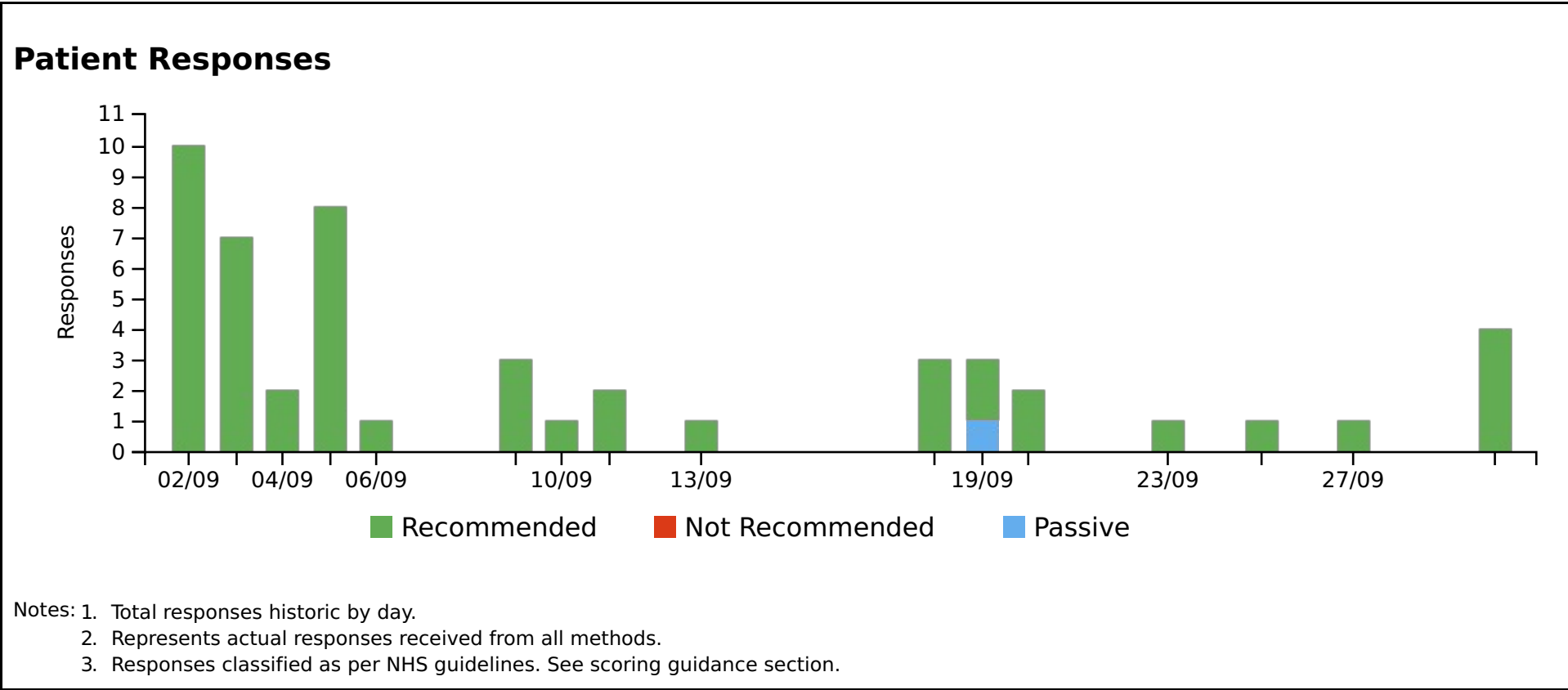
Practice Score: Day of the Week Analysis



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

Theme	Frequency
Reception Experience	7
Arrangement of Appointment	8
Reference to Clinician	15

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

The tag cloud features words of varying sizes and colors representing their frequency. The largest words are 'friendly', 'good', 'always', and 'efficient'. Other prominent words include 'polite', 'pleasant', 'caring', 'regular', 'amazing', 'comfortable', 'swift', 'fast', 'much', 'away', 'full', 'trying', 'different', 'quick', 'okay', 'supportive', 'promptly', 'difficult', 'never', 'early', 'requesting', 'busy', 'reassuring', 'instead', 'generally', 'straight', 'nearly', 'ever', 'also', 'recent', 'welcome', 'nice', 'seeing', and 'definitely'.

## 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's always very good service at this doctors
- ✓ *Pleasant people and very efficient.*
- ✓ I have no complaints and the Nurse Assistant's manner and chat was friendly.... I'm okay with everything... thanks
- ✓ *Found the doctor very understanding never felt rushed.will definitely be booking in again with same GP.*
- ✓ Greeted by reception seen by doctor before appointment given a check over and advise on verios matters
- ✓ *Saw James very professional put my needs first*
- ✓ Excellent prompt service
- ✓ *All the staff are very friendly and helpful. They always welcome you With Smile*
- ✓ The nurse was very understanding and supportive and gave me helpful advice
- ✓ *Dr: asks what problem you have. And he listens and short it out for you. That's how I get much better with my health. Thanks for that .*
- ✓ reception staff are so friendly and helpful and my GP Dr Uddin is an amazing doctor whom I have full confidence in.
- ✓ *Arrived for appointment on time and seen straight away*
- ✓ Rachel Croft was so professional and caring with me .
- ✓ *I go for BP checks. The nurse is very nice and the doctor that came for a chat was also very pleasant.*
- ✓ Polite staff, fast appointments
- ✓ *Early notification of 40 minutes change to appointment time, blood test taken within 10 minutes of requesting appointment.*
- ✓ Seen quickly , nurse was very efficient , professional and friendly.
- ✓ *Receptionist Ellie is always very helpful.. appointments are offered promptly. Dr Lomas was also very helpful and caring*
- ✓ Kind friendly staff
- ✓ *Appointment on time doctor very understanding of my condition*
- ✓ Always had a good service from the practice. Had much contact with Dr Lomas over recent months for different issues. He is always friendly, professional and efficient. I think a credit to the practice.
- ✓ *Always polite & helpful*
- ✓ Rebecca Jayne Hill is very friendly and professional.
- ✓ *Is good service*
- ✓ Seen on time, nurse was polite and reassuring as ever
- ✓ *Generally helpful and swift*
- ✓ Your service was very quick and professional
- ✓ *Today appointment with GP haliwel*
- ✓ Because we have been treated very good
- ✓ *Good service and good staff*
- ✓ Very good service
- ✓ *For seeing me quicly ta*
- ✓ Very fast service

## Not Recommended

## Passive

- ✓ Took nearly 2 weeks to get an appointment and too many locum Dr's instead of regular same GP and nurses and paramedics. Same regular GP which Patient's are comfortable with is required. Seems like GP's/Doctors are too busy trying to hit target's instead of quality of service and difficult to get appointments at the Patient's required needs.