

FFT Monthly Summary: January 2024



Dr Jha and Dr Yerra Surgery
Code: P81647

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
32	8	1	1	0	1	0	0	0	43	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:	245						
Responses:	43						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	32	8	1	1	0	1	43
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	32	8	1	1	0	1	43
Total (%)	74%	19%	2%	2%	0%	2%	100%

Summary Scores

93% 2% 5%

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:

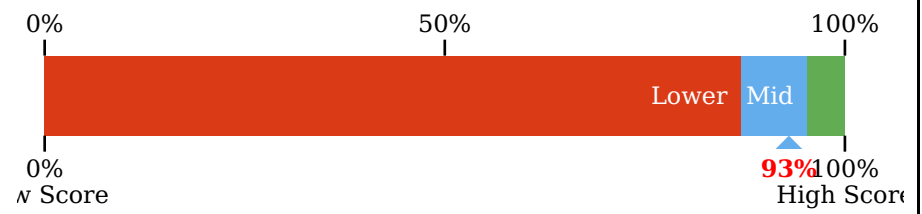
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

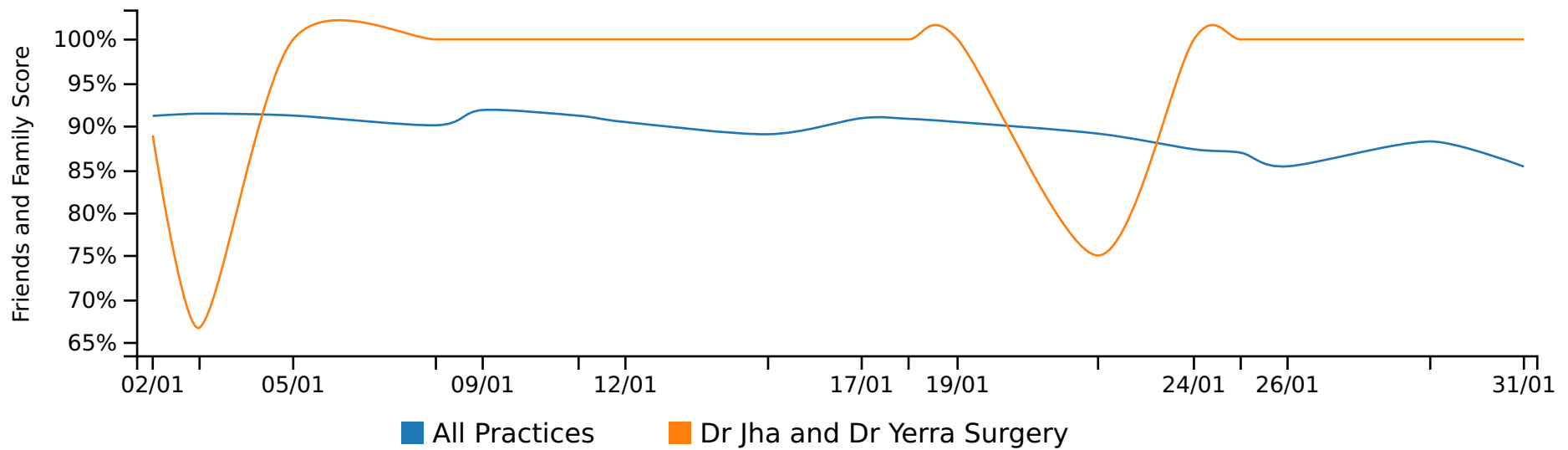
Your Score: 93%

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



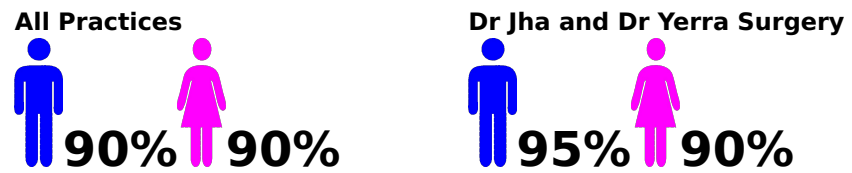
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

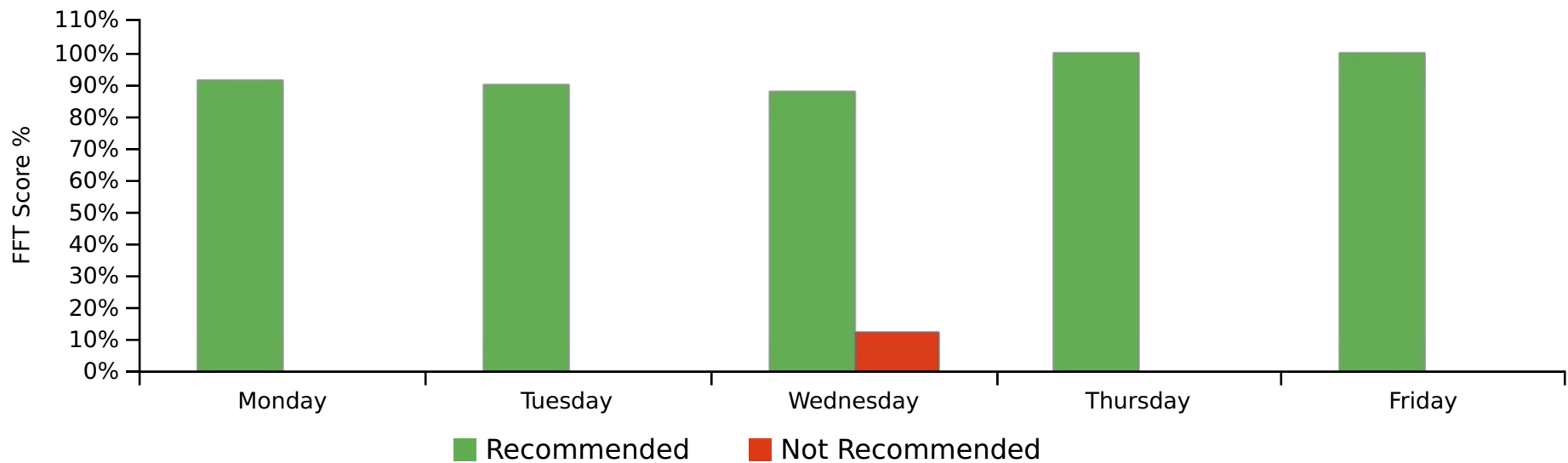
	< 25	25 - 65	65+
All Practices	85%	90%	93%
Dr Jha and Dr Yerra Surgery	88%	92%	100%

Gender



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

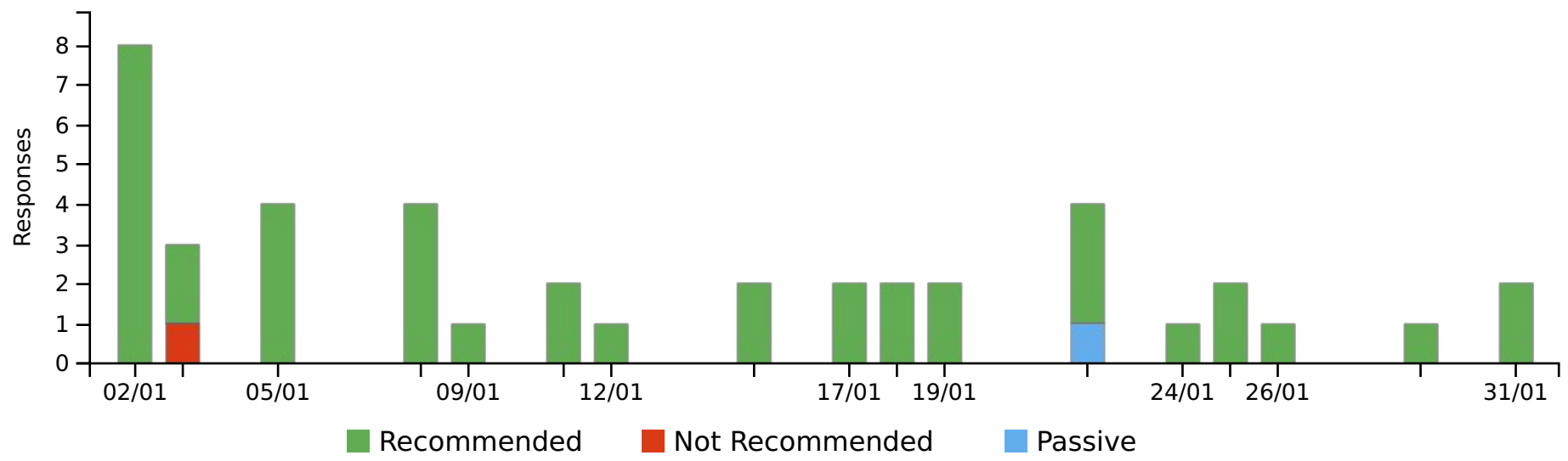
Practice Score: Day of the Week Analysis



- 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

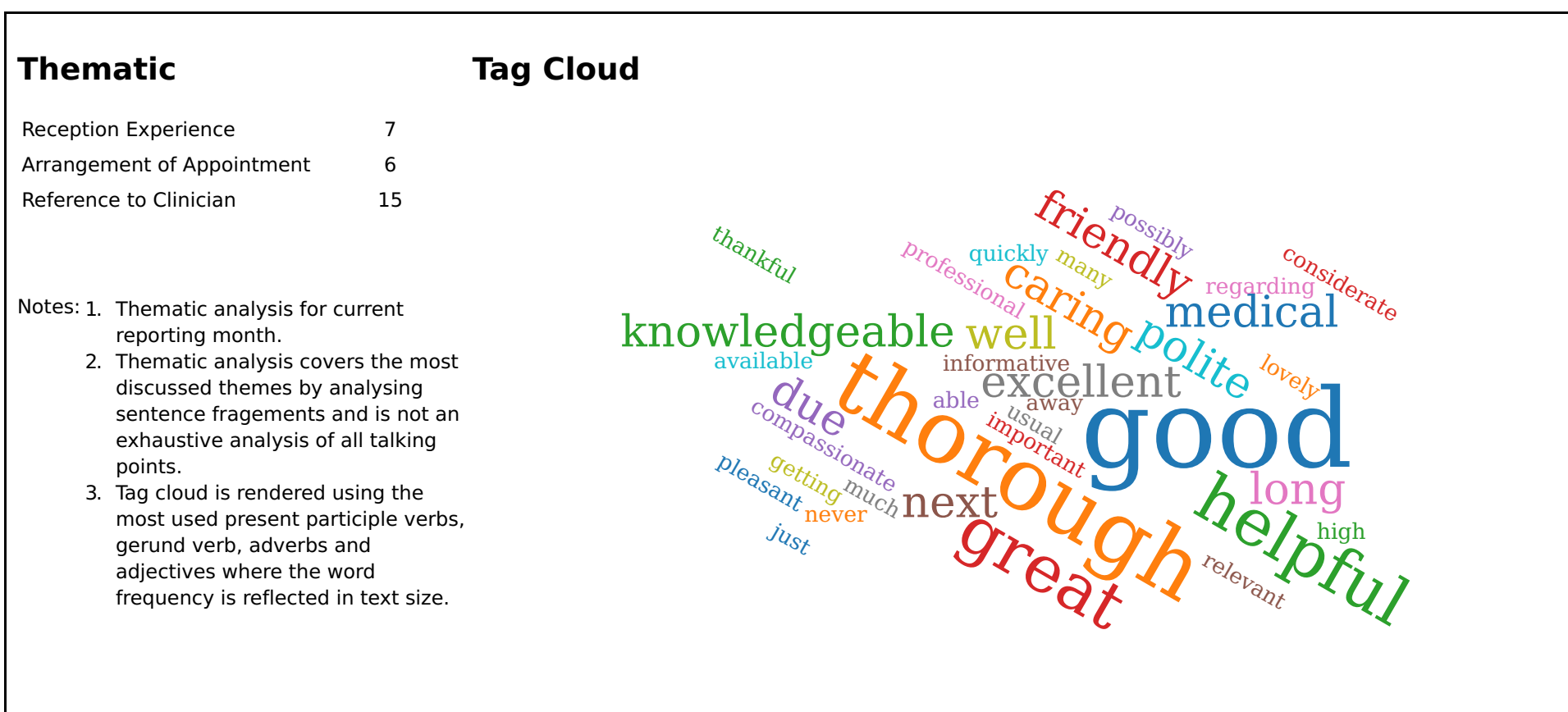
Patient Responses



- 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

- ✓ Had telephone consultation on 3 occasions due to me not able to attend the surgery due to mobility issues I was telephoned on the given time and given the relevant advice and medication and the GP organised an X-ray for me and telephoned me regarding results and advised on next steps all in all good service
- ✓ I came in today, and it didn't take too long to be seen by a GP.
- ✓ Doctor called as promised, gave advice and issued prescription
- ✓ Excellent service
- ✓ Today they did give me good service but so many times I can't get appointment with doctor yarrow
- ✓ I rang the surgery at 8.05 this morning and had a app for 9.50
- ✓ Rang in the morning for a phone appointment because my son was vomiting and had diarrhoea at same time but got told they dont do them and will try to get dr to call when available from dr which was just before 4pm - 10 mins before.
- ✓ Very prompt service and GP listen and explain everything very well
- ✓ Never had any problems with my enquiries and very polite and helpful
- ✓ I am thankful for gp service same day i got appointment and most important thing is when i call gp for appointment they pick call in less than 5 min and it's great for me because i have a experience with another gp compared to another gp Guttridge medical service is good
- ✓ Answered all queries and received treatment and medical advice as expected
- ✓ Polite and caring team
- ✓ Cause that's what i think
- ✓ The doctor is very helpful and very knowledgeable The receptionist are very friendly and helpful
- ✓ Appointment on time. Dr very thorough and compassionate.
- ✓ Because I think today was very good
- ✓ Stright away attend by a Receptionist with a smile and a caring behaviour.
- ✓ I was given an appt. Doctor checked my daughter Gave advice. And prescription. Receptionist friendly and very knowledgeable
- ✓ Professional staff great customer service and dr was very good with me, did not have to wait long
- ✓ Excellent service from the receptionist & the doctor as usual
- ✓ Getting an appointment quickly and a call from the doctor the same day, the choice of a face to face after the call. Pleasant staff who listen and thorough doctors who listen.
- ✓ Got an appointment for my daughter same day receptionist were lovely and Dr Ali did thorough check and prescribed medicine and advised of next high professionalism at all times
- ✓ Seen on the same afternoon and doctor was very thorough and considerate
- ✓ The person I saw listened well and was understanding and informative
- ✓ Satisfied with outcome

Not Recommended

- ✓ ofcourse

Passive

- ✓ The office ladies are great bless but I'm not too pleased with some doctors possibly.