

FFT Monthly Summary: January 2015



THE MISSION PRACTICE
Code: F84016

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	9	3	3	1	0	4	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:		158									
Responses:		54									
		Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total			
SMS - Autopoll		37	9	2	2	0	0	50			
SMS - User Initiated											
Tablet/App											
Web/E-mail											
Manual Upload		1	0	1	1	1	0	4			
Total		38	9	3	3	1	0	54			
Total (%)		70%	17%	6%	6%	2%	0%	100%			

Summary Scores

87% 7% 6%

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 (%) =
$$\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

Not Recommended (%) =
$$\frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

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:87%

Percentile Rank:35TH

0%50%100%

LowerMid

50%100%

Low ScoreHigh Score

87%

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 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score

100%90%80%70%60%50%40%30%20%

02/0107/0110/0114/0116/0123/0128/01

All Practices

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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	79%	89%	94%
THE MISSION PRACTICE	75%	76%	100%

Gender

All Practices

89%

88%

THE MISSION PRACTICE

73%

84%

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 %

110%100%90%80%70%60%50%40%30%20%10%0%

MondayTuesdayWednesdayThursdayFriday

Recommended

Not Recommended

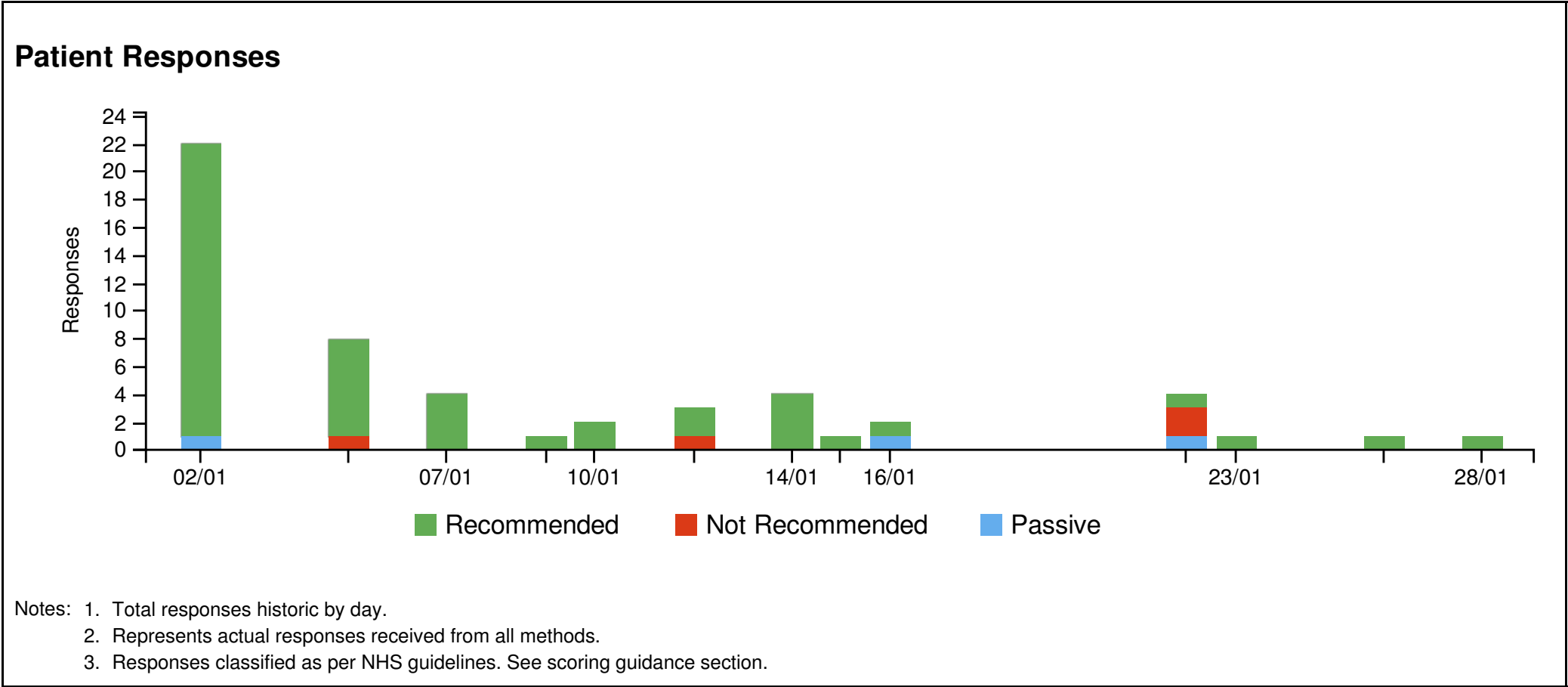
Notes:

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.

SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	5
Arrangement of Appointment	6
Reference to Clinician	20

Tag Cloud

Notes:

1. Thematic analysis for current reporting month.

2. Thematic analysis covers the most discussed themes by analysing sentence fragementts 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.

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

- ✓

As every one is so help full and has a smille keep it up
- ✓

Excellent care from my GP DR F KENNEDY AND ALSO RECEPTIONISTS
- ✓

very pleased for the attention i got from the doctor
- ✓

Im happy with what the doctor had to say.
- ✓

Good service, help doctors, short waiting time during appointment, but very hard to get and appointment within one week
- ✓

Because all the doctors, nurses. Staff are all helpful and friendly
- ✓

Can't explain but I feel it's on this way.
- ✓

Best service
- ✓

Been at the same doctors since i was born an very happy with the care i receve
- ✓

From reception to doctor service was positive, friendly and professional
- ✓

I have always found you helpful and caring and keep me updated
- ✓

Doctor helpful, seen on time. I like the telephone booking system. Previous visit was a longish wait but made to feel at ease when seen.
- ✓

Dr Littlejohn is excellent
- ✓

The doctor I sw today was really nice person. Dr Louise Vaughan
- ✓

The exceptional care received from Dr. Kennedy.
- ✓

When you see patient or call them in a emergency in the same day doctors call back is excellent they call back within an hour
- ✓

Most of the docs really listen and most importantly care n treat you as a person not just another patient
- ✓

Its extremely hard to get an appointment
- ✓

I get good service
- ✓

The consultation cannot be faulted really - every time I've been and whichever GP I happen to have been allotted an appointment for
- ✓

The nurse I saw today was great - she didn't rush me, covered all my concerns/questions and explained everything clearly. The reason I didn't respond with a 1 though was that I was asked specifically to come in before my appointment today to fill in a form about my travel plans. However this wasn't given to the nurse so felt like a waste of time.
- ✓

Doctor was very good and easy to talk to. Reception are friendly. 2 weeks to get an appointment isn't good which is why I didn't give a 1, but they do what they can
- ✓

The GP was very helpful but the waiting time wasn;t so good but the docotrs and nurses are good.
- ✓

Gps kind and understanding and helpful

Not Recommended

- ✓

Easy to book, didn't have to wait long in the waiting room, helpful advice provided by doctor
- ✓

Receptionists are very rude, unhelpful and unapproachable. Doctors are ok
- ✓

Apointment at 17:10 arrived 16.50, seen at 18:23. My son had an appointment on JAn 16 for 17.10. I rushed home form work to take him to the docotrs, over an hours wait, no explanation, very fistrated. I came with my son as he has autism and sometimes finds it hard to explain in detail about hil illness. If I were to run late, docotrs would not see me. Something needs to be done. Over an hour and 15 mins wait.

Passive

- ✓

Bcos need to wait long time to see an specialist.
- ✓

The doctors run late.