

FFT Monthly Summary: May 2016

THE MISSION PRACTICE
Code: F84016



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
27	12	3	2	0	1	0	0	0	45	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: 248

Responses: 45

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	27	12	3	2	0	1	45
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	27	12	3	2	0	1	45
Total (%)	60%	27%	7%	4%	0%	2%	100%

Summary Scores

87% 4% 9%

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:

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

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

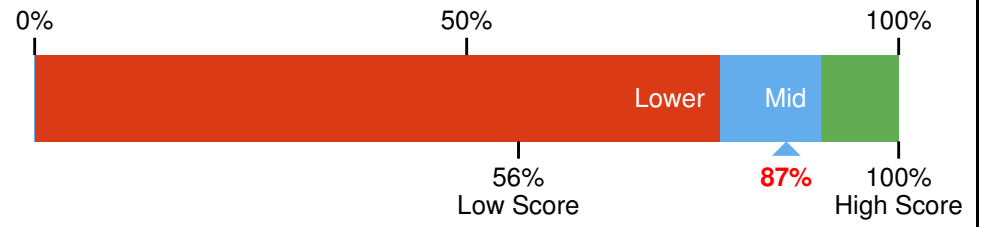
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

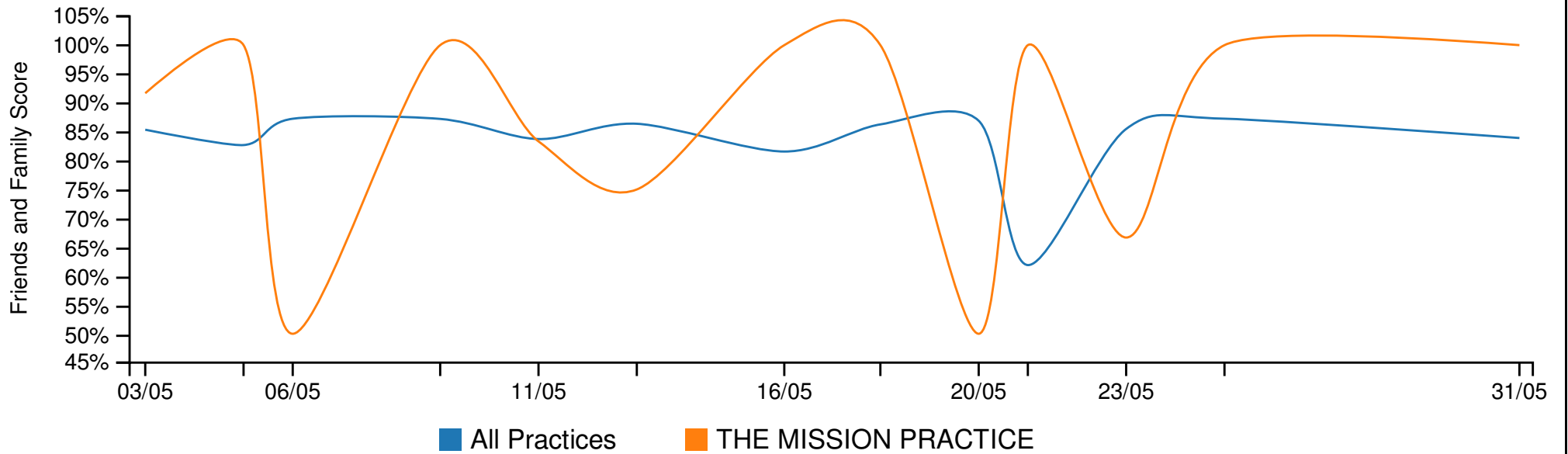
Practice Score: 'Recommended' Rank

Your Score: 87%
Percentile Rank: 55TH



- 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 55th percentile means your practice scored above 55% 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

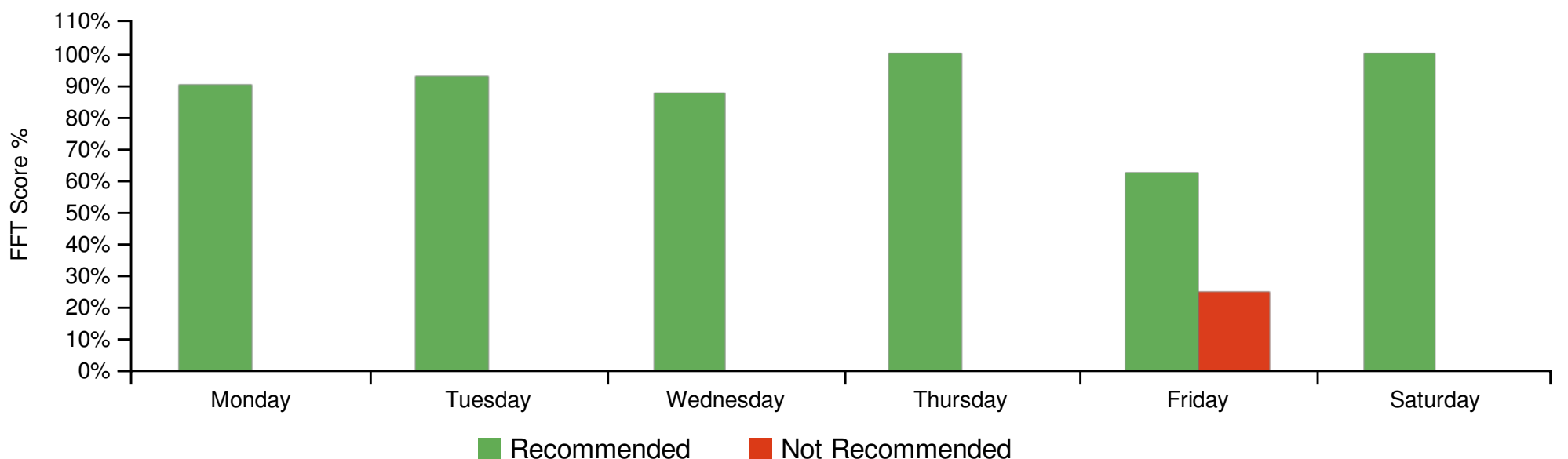
	< 25	25 - 65	65+
All Practices	76%	85%	90%
THE MISSION PRACTICE	75%	92%	67%

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

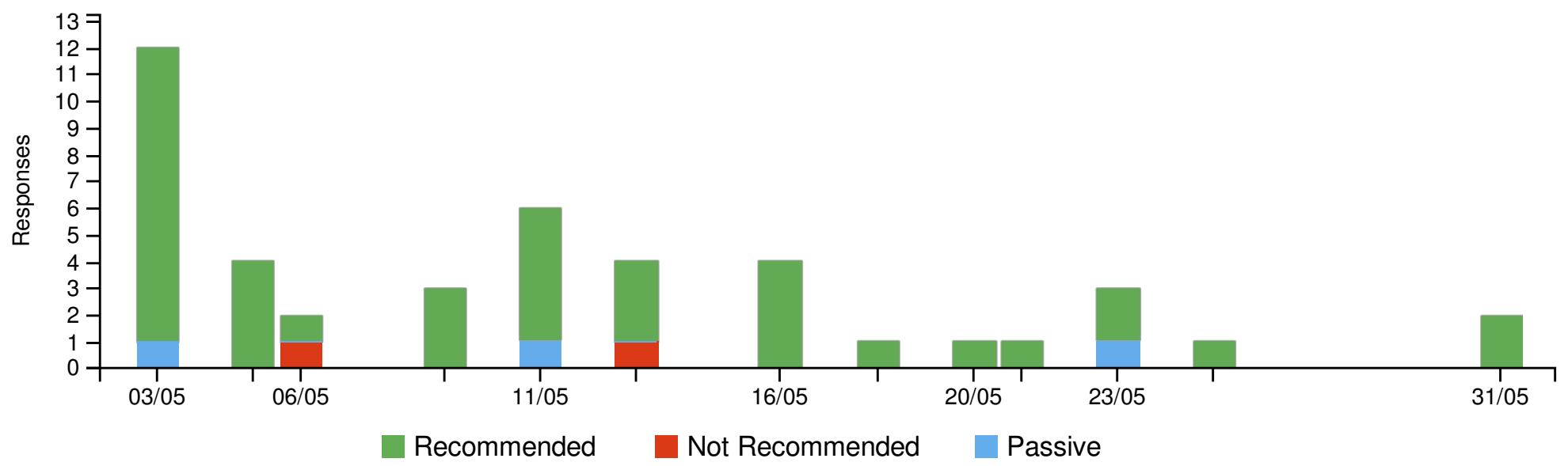


- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis

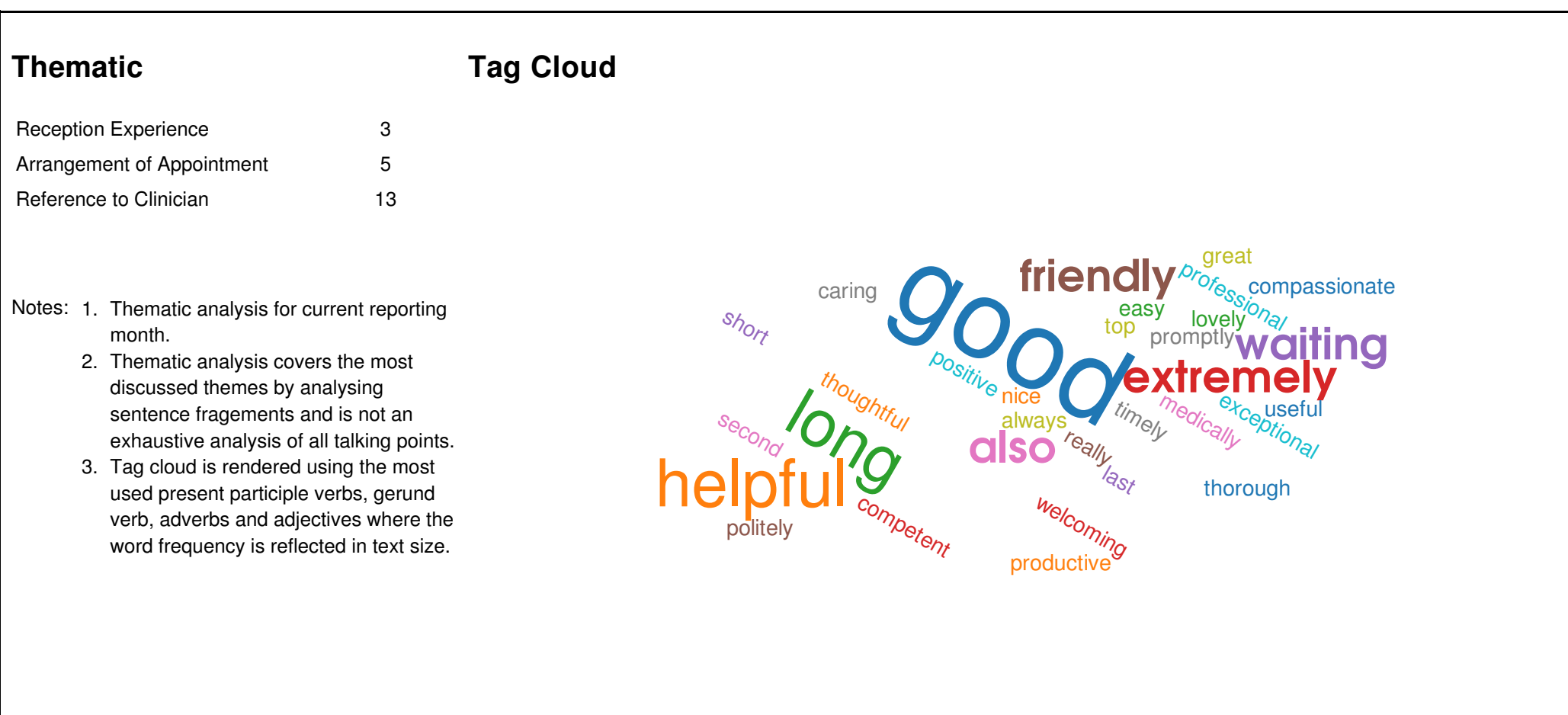
Patient Responses



- 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 is a good practice with good doctors
- ✓ Very caring and understanding and very good at there job top marks
- ✓ The doctor was professional and compassionate
- ✓ I didn't have any appointments in advance but I called them if I can see any doctors today and I could see a doctor in the end.
- ✓ The nurse was extremely nice and she explained everything so I could understand
- ✓ The doctors are lovely but the reception staff aren't very welcoming
- ✓ Short waiting time, friendly staff
- ✓ I have been attended to politely and medically my needs have been met also your reminder of my appointments helps me to keep my appointments promptly
- ✓ The service from the doctors and nurses has always been first clase and exceptional
- ✓ Good service
- ✓ Everyone is very kind & helpful
- ✓ Dr meade is very thorough and thoughtful
- ✓ Friendly staff
- ✓ It is close by and easy to get to, I did not say 'extremely likely' as I had to wait a long time until I could get an appointment
- ✓ Because your doctor s are very supportive Mash Rahman :-)
- ✓ The nurse I had my appointment with was very helpful
- ✓ Competent doctors but since last year long waiting time to get appointments
- ✓ The doctors are really helpful
- ✓ The support and care from Dr Littlejohn has been second to none- her patience, care and expertise has been timely through a range of health issues. Helga and Liz are good people who are also great at their jobs. My experience of the healthcare professionals has been positive. When my partner and I had a few concerns we met with the practice manager and it was a useful and productive meeting. Thank you.

Not Recommended

- ✓ Long wait, Dr seems clueless

Passive