

FFT Monthly Summary: June 2016

THE MISSION PRACTICE
Code: F84016



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
34	8	1	2	2	1	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: 205

Responses: 48

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	34	8	1	2	2	1	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	34	8	1	2	2	1	48
Total (%)	71%	17%	2%	4%	4%	2%	100%

Summary Scores

88% 8% 4%

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:

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

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

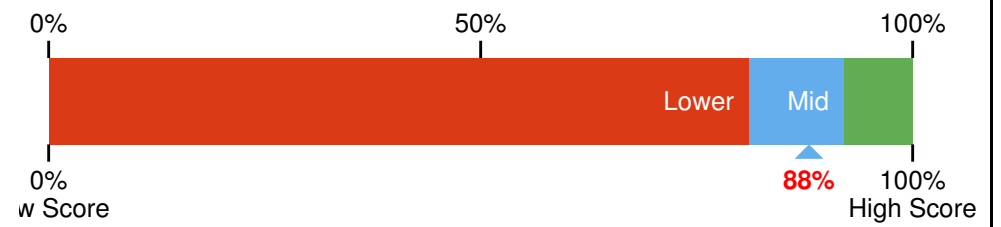
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

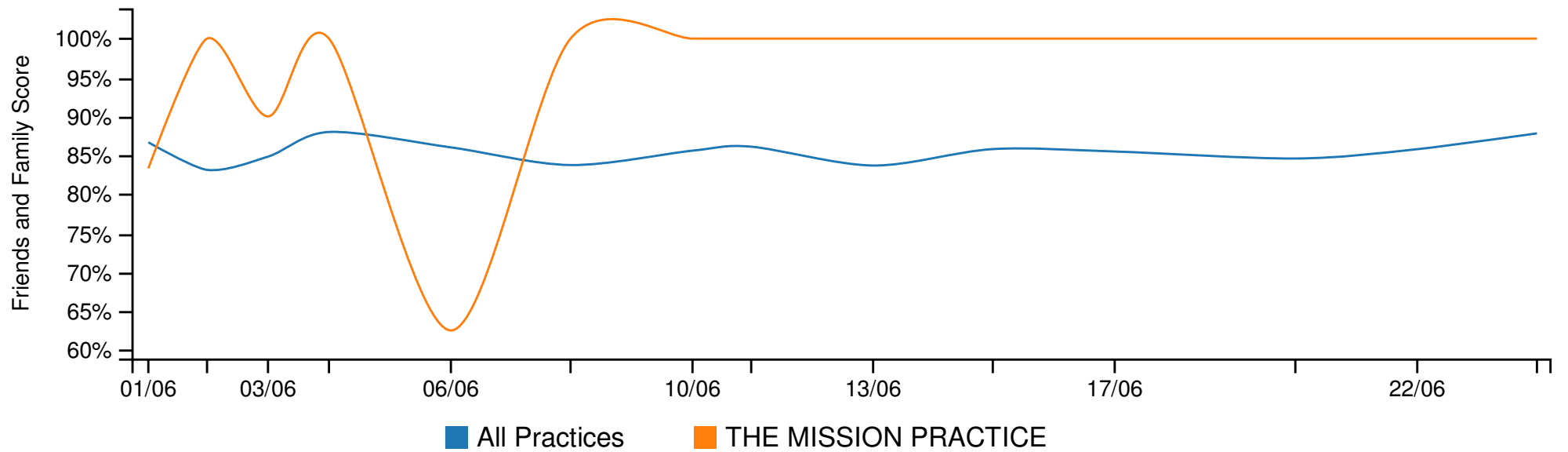
Practice Score: 'Recommended' Rank

Your Score: 88%
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

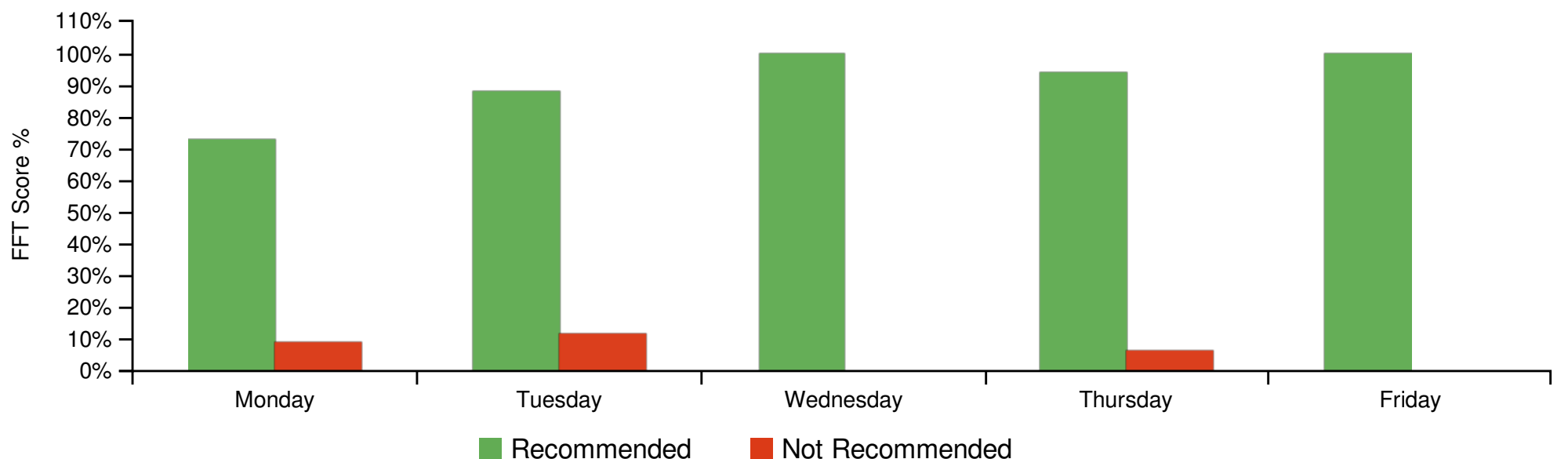
	< 25	25 - 65	65+
All Practices	78%	85%	92%
THE MISSION PRACTICE	75%	86%	100%

Gender



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

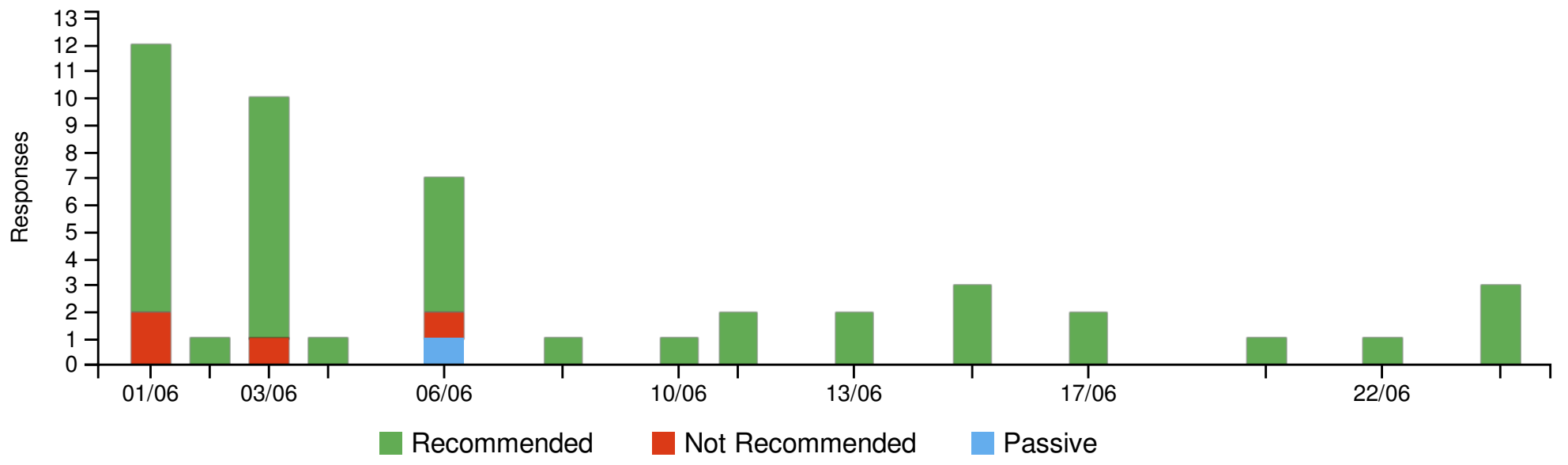
Practice Score: Day of the Week Analysis



- 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

Thematic	Tag Cloud
Reception Experience 4	
Arrangement of Appointment 4	
Reference to Clinician 20	

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.

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

- ✓ Dr Edwards professionalism and other very good doctors.
- ✓ I really happy with Dr ellizabeth Edward
- ✓ Always happy with service
- ✓ Good doctors polite receipts
- ✓ Helpful staff, helpful and interested doctors but usually 2 to 3 weeks to get an appointment
- ✓ Intended to say 1 extremely likely. Always been happy with treatment I have received.
- ✓ Excellent personalised support. Not treated as anonymous or a non-person. Staff willing to engage and are open minded. Listening and hearing.
- ✓ Good service support from the over waiting time. My appointment today was for 12.00 I did not get seen until 13.00!
- ✓ I needed an appt with the nurse urgently for depo injection and nothing available until the 16 th June Kim ver kindly squeezed me in at 8.30am. Thankyou so much Kim.xx
- ✓ Prompt and efficient service
- ✓ Very helpful and caring knows her patients
- ✓ Known doctors there a long time
- ✓ The Doctors at the Mission practice are amazing. So professional and friendly.
- ✓ Nice doctor. Seen promptly. Clean place.
- ✓ Quick service, cheerful nurse, easy follow up booking
- ✓ Doctor I saw
- ✓ All the doctors are very helpful
- ✓ Friendly staff
- ✓ Because everything was easy
- ✓ The dr's listen and want to get to the bottom of the issue rather than palming you off with pills
- ✓ Dr McKenzie was very proficient and expert in her examination. I was both taken seriously and reassured.
- ✓ I have received thorough care by my gp.
- ✓ No waiting and a very helpful doctor.
- ✓ The nurse was great. Also think dr Kennedy is great. That I could book blood test for Saturday.
- ✓ Very thorough doctor who listened and explored options
- ✓ I have been with my GP for 26 years now and they always been helpful and I'm happy to be with them
- ✗ Always caring the needs of the patients

Not Recommended

- ✓ The availability of appointments are so far apart. The earliest appointments are months apart! I've been waiting to see the doctor since January! And my daughter also. First I didn't make the advance appointments because I thought I would find something earlier if I kept calling back but realised in the end I have no other choice but to advance book.
- ✓ I've generally received pretty poor care at your surgery over the past decade
- ✓ Its been two weeks i havnt recived my blood test back, and the receptionist do not know how to talk, always moody over the phone!! I dont understand how it takes the dr two weeks to jus check my blood test!! It take only few days for the blood test to come back .. so it will only take few minutes to check and put it down on the notes!! Thankyou

Passive