

# FFT Monthly Summary: July 2016



THE MISSION PRACTICE  
Code: F84016

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
29	11	1	5	3	0	0	0	0	49	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:

243

Responses:

49

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	29	11	1	5	3	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	29	11	1	5	3	0	49
Total (%)	59%	22%	2%	10%	6%	0%	100%

### Summary Scores

82%

16%

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

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/>

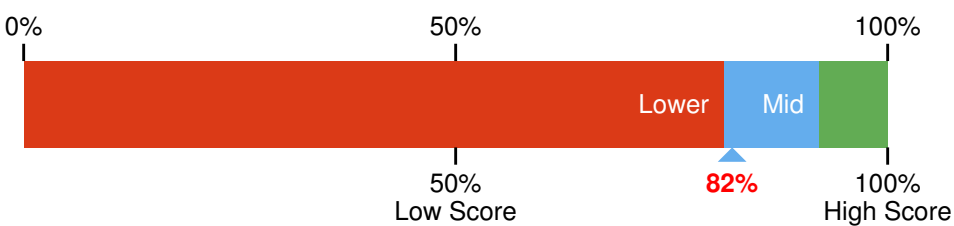
SECTION 3

Practice Scoring

Practice Score: 'Recommended' Rank

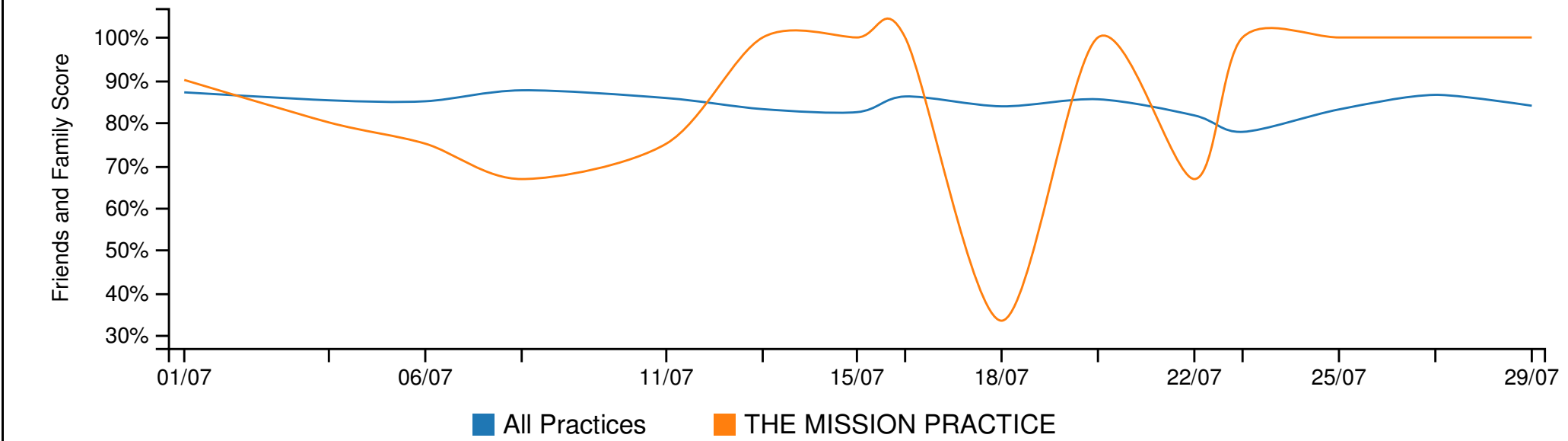
Your Score: 82%

Percentile Rank: 30<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 30th percentile means your practice scored above 30% 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

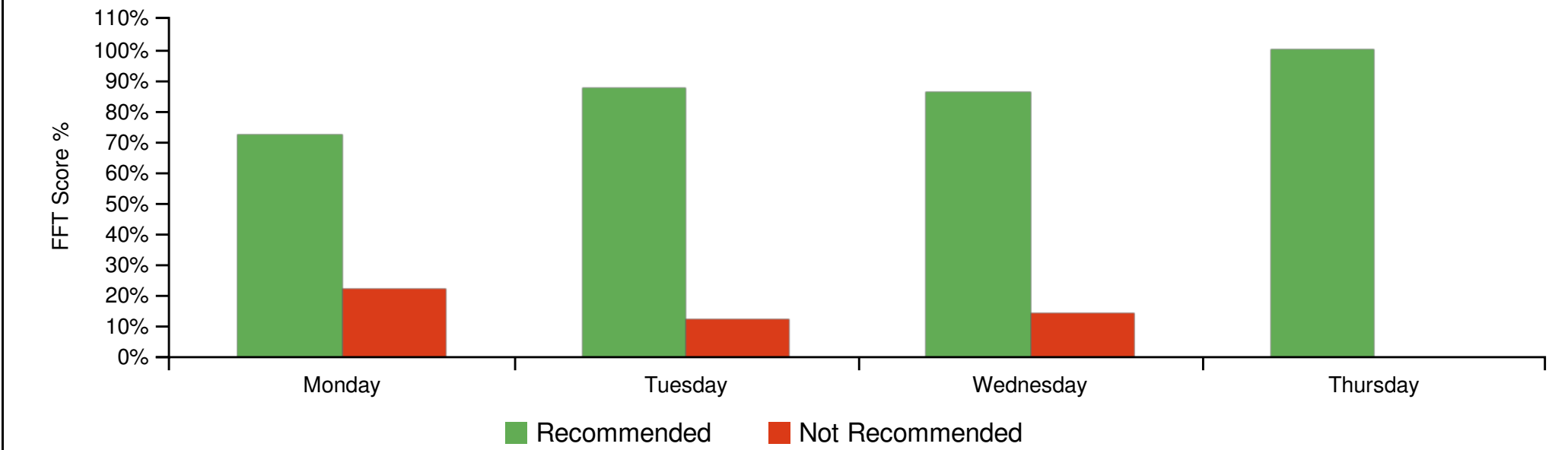
	< 25	25 - 65	65+
All Practices	77%	85%	90%
THE MISSION PRACTICE	78%	80%	100%

Gender



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

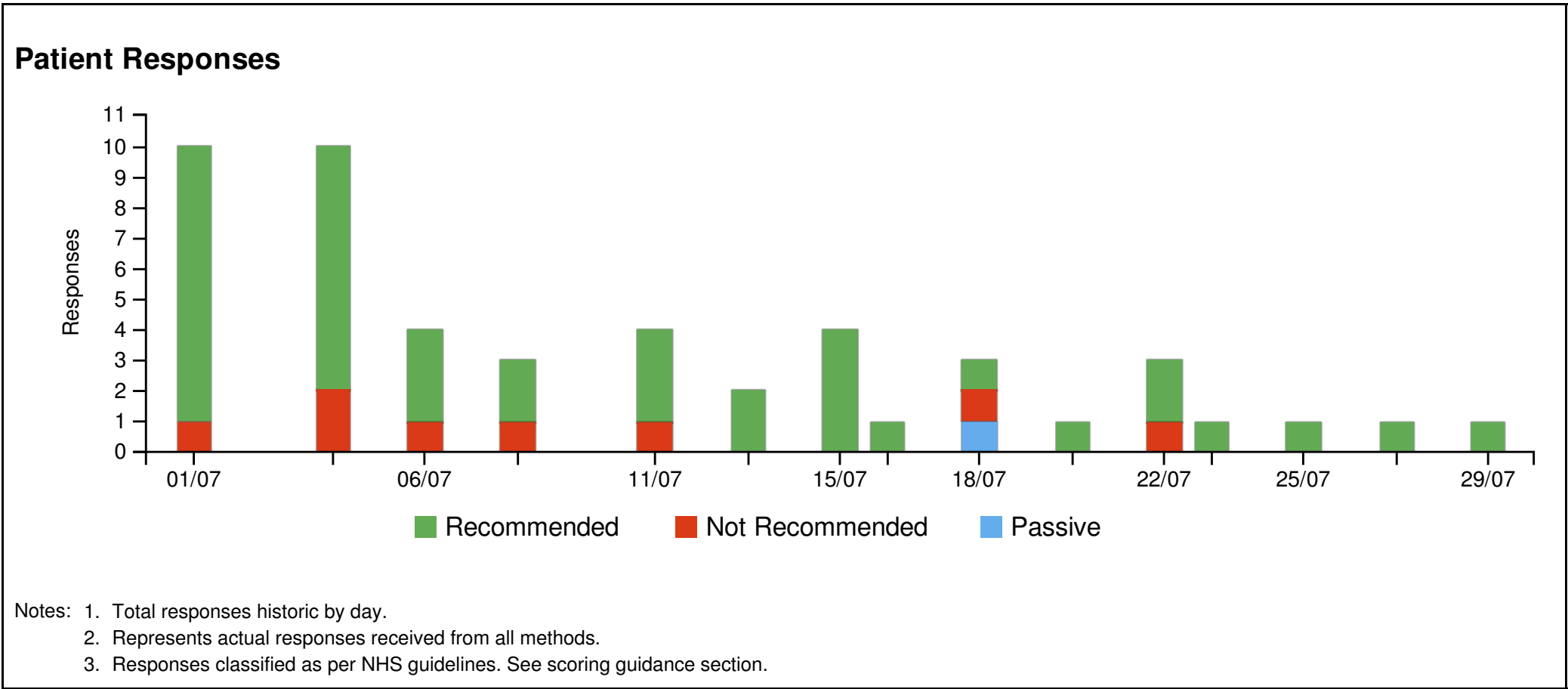
Practice Score: Day of the Week Analysis



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



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	4
Arrangement of Appointment	4
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 fragements 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

- ✓

Usually get an appointment in the time I need. Doctors are nice. Surgery is nice and clean.
- ✓

*Personalised care*
- ✓

The first doctor i saw diagnosed me without doing any tests however the second doctor is testing me to see whats actually causing my problems
- ✓

*Lovely doctors*
- ✓

Good service very hard to get an appointment
- ✓

*Good service*
- ✓

Very nice Doctors, to put it mildly.
- ✓

*Very good service throughout, from reception to the GP. Good availability.*
- ✓

Th nurse was super nice and I didn't have to wait long
- ✓

*Your practice is very caring and shows concern for your patienients under their care re*
- ✓

Good service
- ✓

*Because in dark times they have always been there for me, and i ain't easy!*
- ✓

Excellent Doctors: genuine and caring!
- ✓

*Good Dr & good receptionist.*
- ✓

The time they spend to listen and they try to solv the problem...
- ✓

*Very polite and good service*
- ✓

The doctor listened carefully to what I said then answered my question
- ✓

*Because I come in and I can book in my self and just sit down and wait and after 5mins they straight away call you and they know what medicine they are treating you with and very polite and kind staff the person that is really awesome and knows what his doing is Dr A Mead very brilliant doctor*
- ✓

Because every time I ask for appointments I always get it and also I get really good customer services doctors and receptionist
- ✓

*I have had very good and appropriate care over many years.*
- ✓

Great doctor
- ✓

*Very satisfied withthe service today*
- ✓

Kind caring doctors
- ✓

*Saw a different doctor today. Lucy vaughan. She was very good and listened to my concerns*
- ✓

I've sent you an Orange Photo/Video Message. Go to <https://orange.mms.ee.co.uk/orange/> Your message is valid for 7 days

Not Recommended

- ✓

Your doctors like. Dr. Judith. Little joins. Prefer nhs money more than our health.
- ✓

*As always never on time*
- ✓

Because when i ring up for an appoiment never get one always like next month
- ✓

*I've sent you an Orange Photo/Video Message. Go to https://orange.mms.ee.co.uk/orange/ Your message is valid for 7 days*
- ✓

Doctor cancelled her surgery after I had been waiting 40 mins
- ✓

*Second doctor I have seen at the practice with poor interpersonal skills. The Doctors do not seem friendly at all and I'm not used to that.*
- ✗

It took too long to get an appointment for a five minute phone call.

Passive