

FFT Monthly Summary: August 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	13	2	3	2	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:178

Responses:49

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	29	13	2	3	2	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	29	13	2	3	2	0	49
Total (%)	59%	27%	4%	6%	4%	0%	100%

Summary Scores

86%

10%

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:

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/>

Practice Score: 'Recommended' Rank

Your Score:

86%

Percentile Rank:

45TH

0%

50%

100%

Lower

Mid

58%

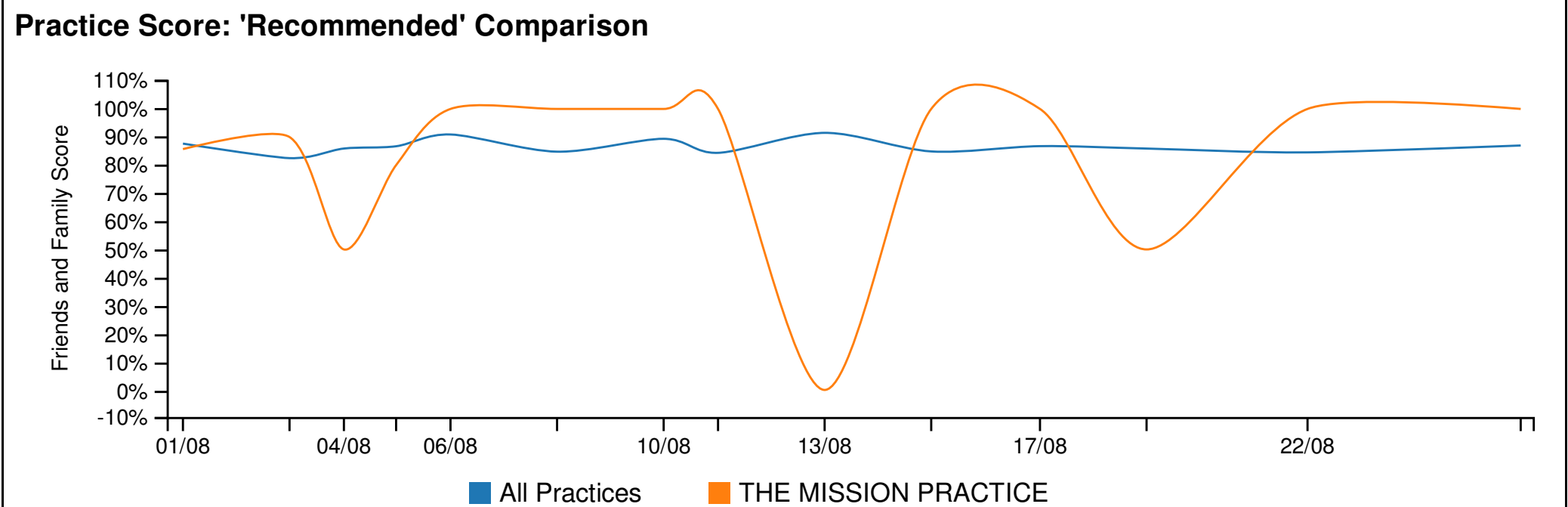
86%

100%

Low Score

High Score

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 45th percentile means your practice scored above 45% of all practices.



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%	86%	90%
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Gender

All Practices

87%

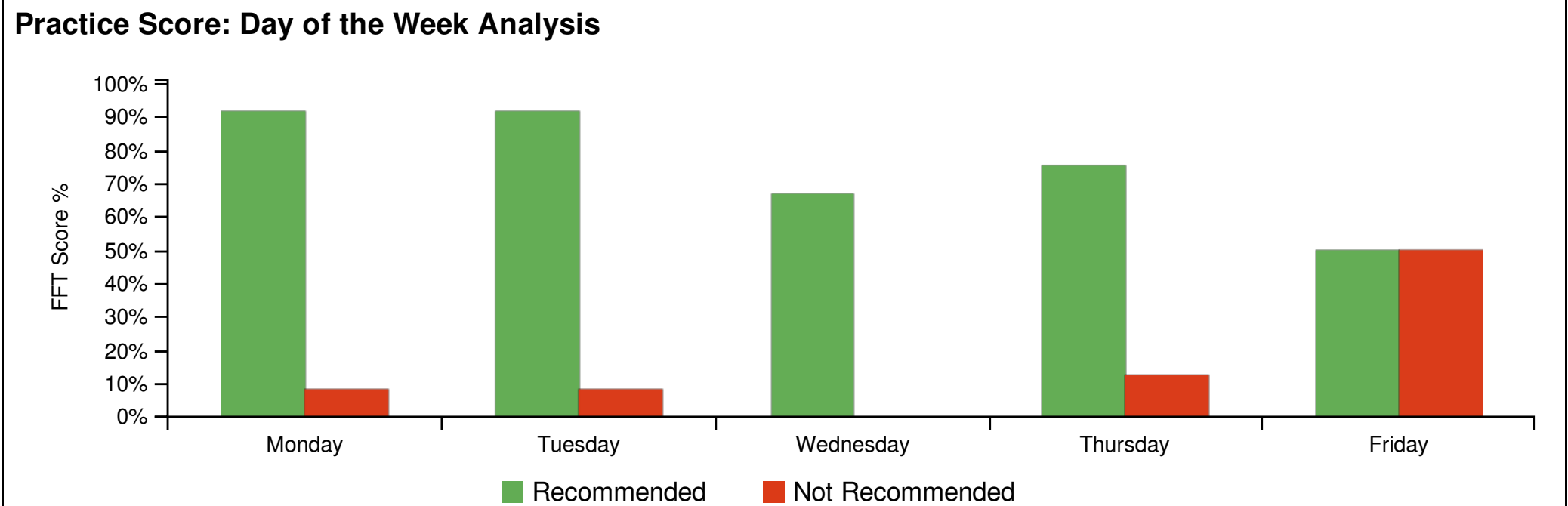
85%

THE MISSION PRACTICE

81%

89%

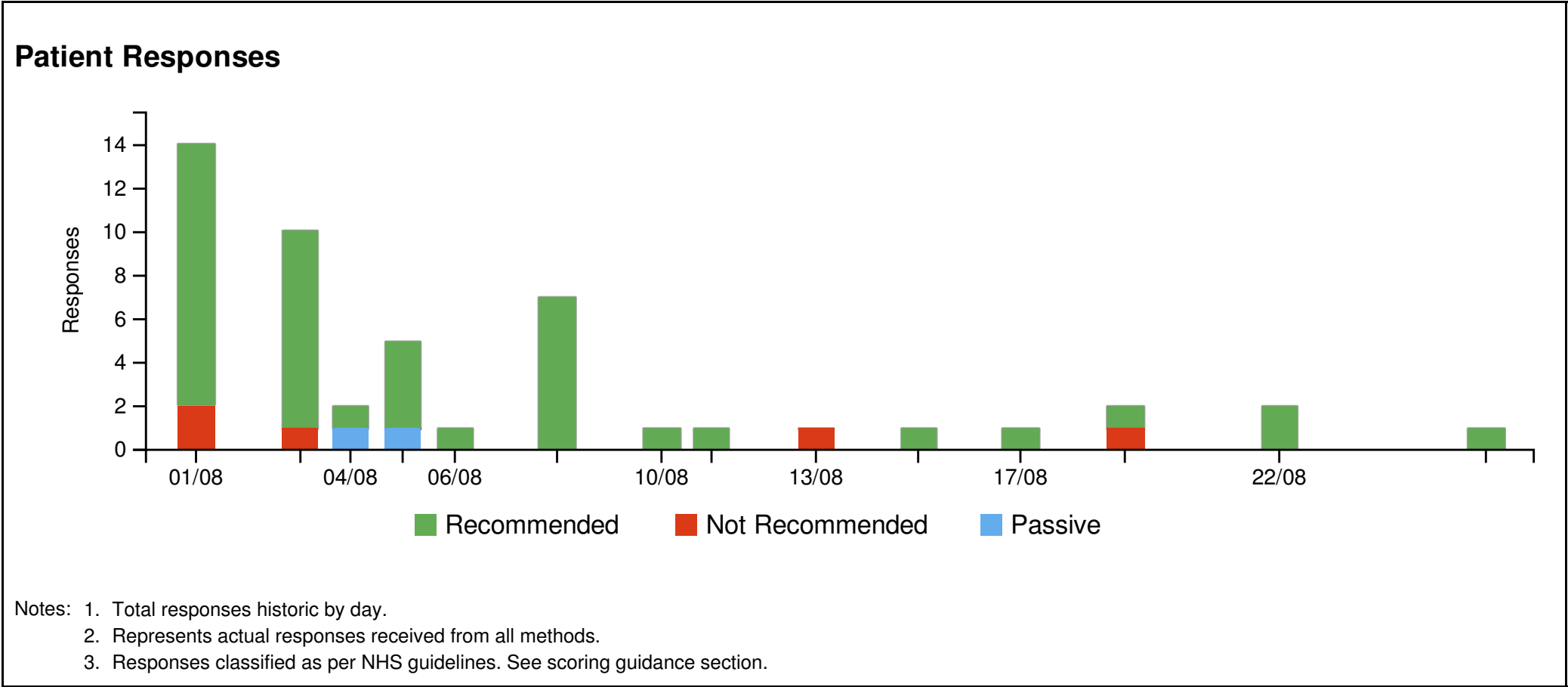
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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	6
Arrangement of Appointment	5
Reference to Clinician	13

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.

Tag Cloud

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

- ✓ The doctors are very good.
- ✓ *I have been with the surgery for at least 40 years and never had any problems X*
- ✓ I am very well satisfied with my service
- ✓ *I like the mix of doctors and nurses. The antenatal care was great. There's room for improvement with reception staff however*
- ✓ I got positive feedback and answer to my problem
- ✓ *Competent and compassionate Gp and staff on desk*
- ✓ Attentive GP
- ✓ *Very good gp's, Easy booking service, friendly reception staff*
- ✓ I had an appointment today and was seen just before my appointment time I was impressed with the caring efficient treatment I received.
- ✓ *The doctors are kind and listen to you and they take their time when dealing with you. They make you feel secure.*
- ✓ Appointments were on time. The nurse and doctor I saw were both really friendly.
- ✓ *Friendly caring helpful approachable*
- ✓ Being a new Christian I like the ethos and friendliness of the place, good service and a relatively short space of time between registering and getting an appointment with a GP.
- ✓ *Doctors and staff are helpful and kind 85% of the time*
- ✓ Because I was satisfied
- ✓ *The GP I saw was outstandingly knowledgeable and has an excellent style with Patients*
- ✓ Everyone I've seen is nice, helpful, friendly and professional
- ✓ *Staff there are always pleasant and polite*
- ✓ The reception staff were polite and helpful , I saw medical staff coming to meet and greet patients and made effort to check name pronounced correctly , I joined practice today and nurse was professional checked for consent to view full records , and was thorough , phlebotomist was also very nice lady and professional
- ✓ *I don't know but help my family a lot thank you*
- ✓ Trusted doctor and friendly efficient services
- ✓ *Seen promptly good advice about my problem*
- ✓ Satisfied with the service
- ✓ *Always very helpful and caring.*
- ✗ Very good treatment

Not Recommended

- ✓ Friends are routinely offered basic services by their GPs which are not offered by Mission
- ✓ *Extremely long wait. 1hr 45 mins for a booked appointment*
- ✗ Long time waiting, and the doctor will give you just a 10 min for some patients and longer time for others.

Passive

- ✓ I have been waiting for my appointment so long.