FFT Monthly Summary: September 2016

THE MISSION PRACTICE
Code: F84016

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
33	13	3	2	2	0	4	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: **53**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	31	12	3	2	1	0	**49**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	2	1	0	0	1	0	**4**
Total	**33**	**13**	**3**	**2**	**2**	**0**	**53**
Total (%)	*62%*	*25%*	*6%*	*4%*	*4%*	*0%*	*100%*

Summary Scores

👍 87%   👎 8%   ☞ 5%

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:

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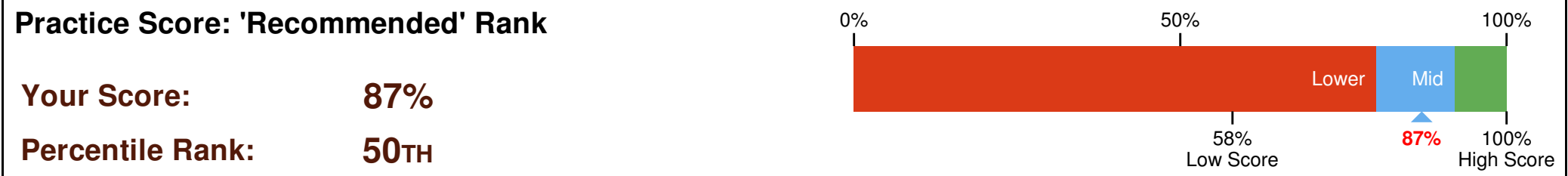
$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

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/

Practice Score: 'Recommended' Rank

Your Score: **87%**

Percentile Rank: **50TH**

0% 50% 100%

Lower Mid

58% 87% 100%
Low Score High Score

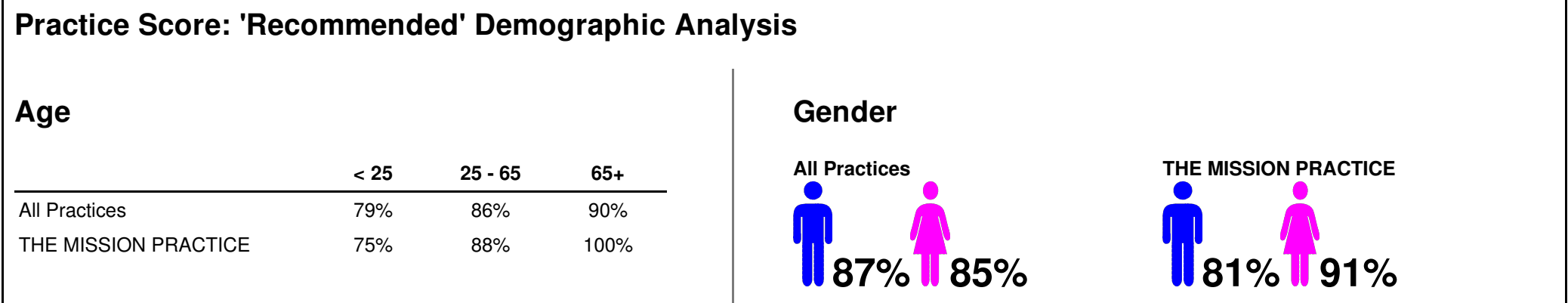Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison

- All Practices
- THE MISSION PRACTICE
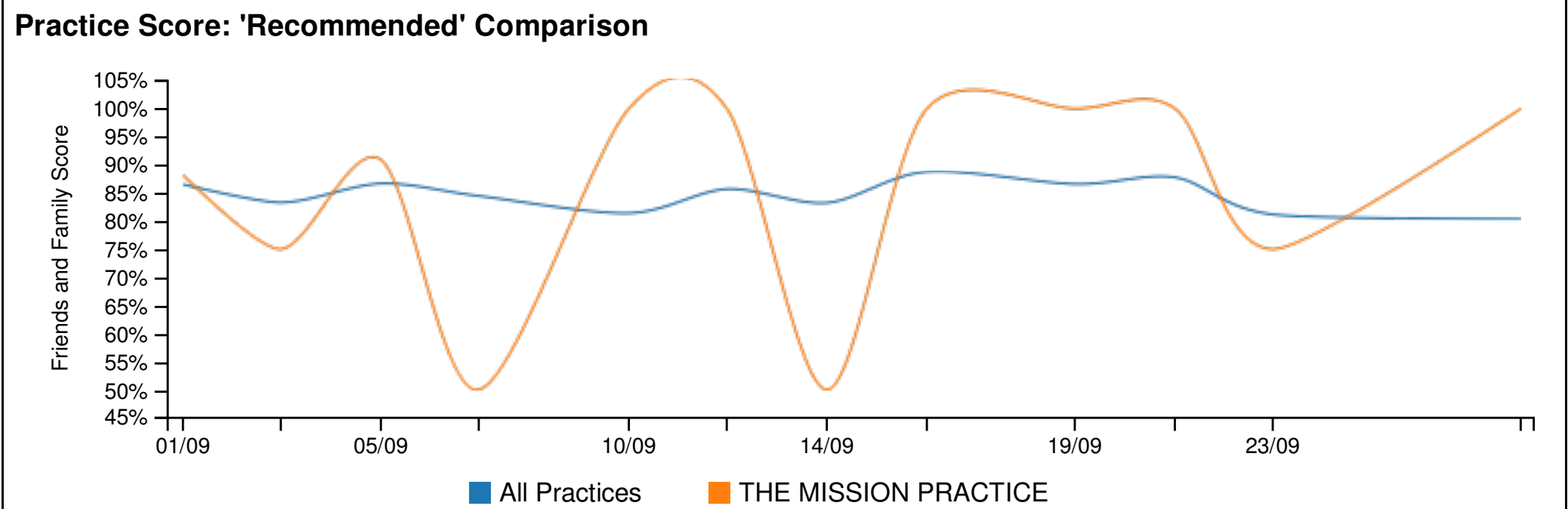
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	79%	86%	90%
THE MISSION PRACTICE	75%	88%	100%

Gender

All Practices

87% 85%

THE MISSION PRACTICE

81% 91%

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

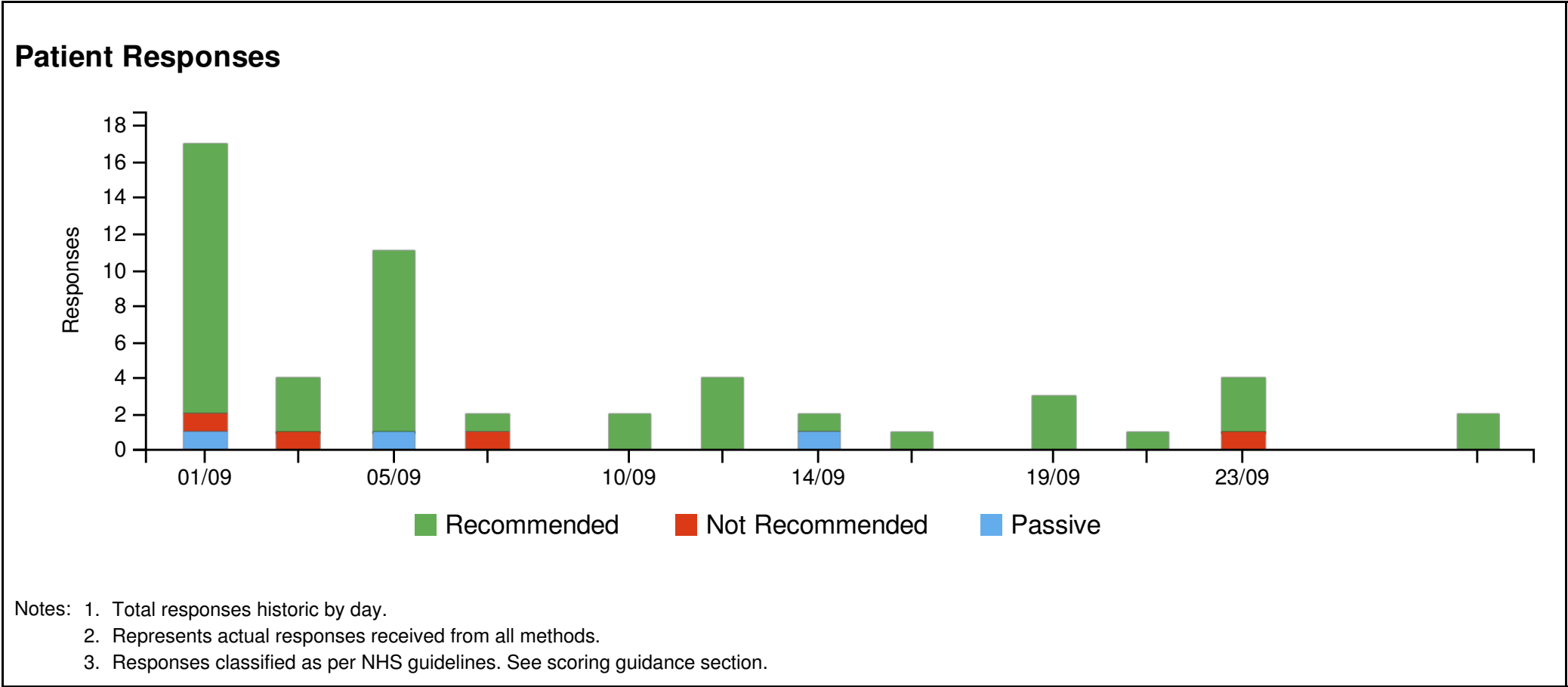- Recommended
- Not Recommended
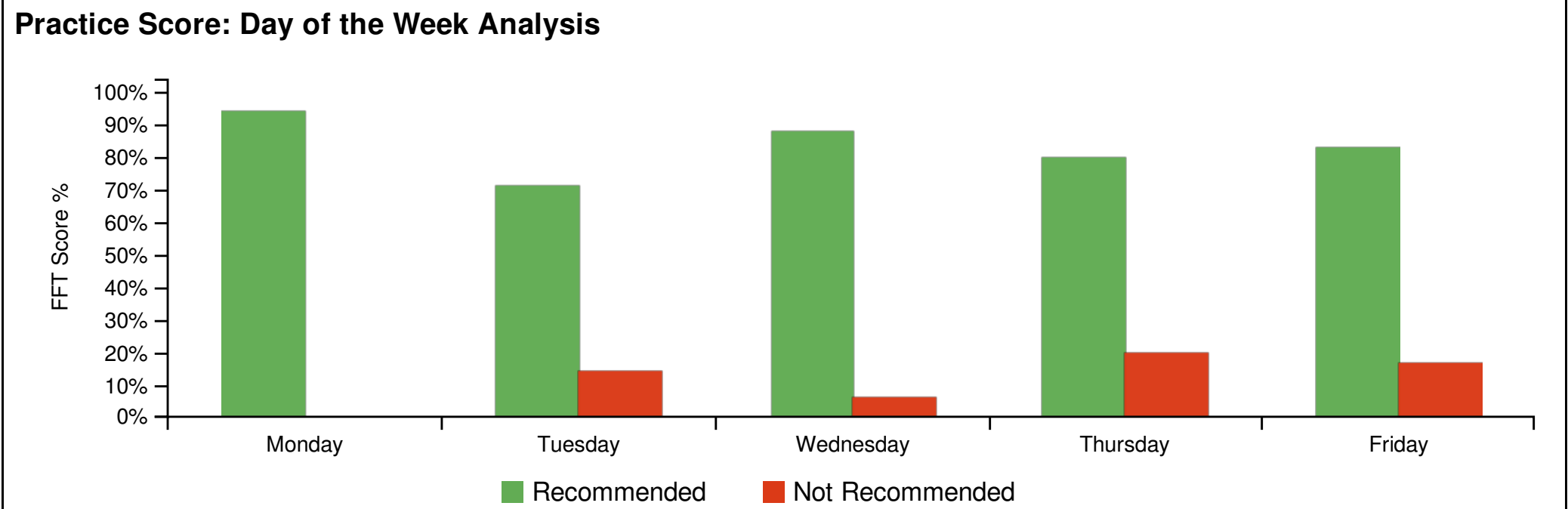
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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.

Patient Free Text Comments: Summary

Thematic		Tag Cloud
Reception Experience	12	
Arrangement of Appointment	6	
Reference to Clinician	13	

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

✓Everyone was helpful and the appointment went ahead without a hitch. It was the start of the day so everyone seemed relaxed.

✓*Friendly and helpful staff. The doctors always give you time and talk to you about the issue and try their near to help.*

✓Good rapore with GP

✓*Friendly atmosphere*

✓I find all staff and doctors caring good listeners polite and capable for all situations

✓*online using the "Patient Access App" but it's often 2 weeks or so so before you can see your preferred Doctor.or.*

✓The staff

✓*People are kind & understanding. Waiting times can be a bit long but are manageable. It is a reassuring place to come to.*

✓Did have to wait

✓*The staff are very sensitive to patient needs.*

✓Doctors and nurses r been really helpful plus reception

✓*Nice staff*

✓Everyone is always friendly and helpful

✓*Gp and receptionist both extremely friendly and competent*

✓The service Is always helpfull and the aftercare

✓*My doctor she is such a good doctor and make sure she listens and helps as much ch as she can even every one that works at the surgery is really good*

✓The doctors listen to your needs and advise accordingly. Receptionist are polite and steadfast in booking appointments

✓*The staff have always been extremely accomodating and helpful to my family and I. During my post-natal depression all professionals rallied to give me the care and support I needed.*

✓GPs are great :). Improvement needed on reception as it is very slow and phone lines are always busy.

✓*I am a bit of a pain (no pun intended !!) sometimes but inspite of this the Drs and receptionists DO have patience with me and I'm very appreciative of this abd also love the friendly environment that is within the surgery.*

✓Elaine a very nice understanding person

Not Recommended

✓Doctors appear unable to think outside the box, restricting themselves to well known ailments. Also not listening to patient knowledge and experience.

✓*Was waiting 1 hour and more for my appointment*

✓I ordered the papers of my medical history in order to see a specialist in Uzbekistan unfortunately I could not get them on time even though papers had arrived to mission practice. one of the stuff in the reception was so unhelpful, as a result I missed my appointment. I am happy to come and explain in details. thank you!

✓*Not getting GP appt quickly. Always need to wait long time.*

Passive

✓Hard to get appointments especially with same doctor

✓*Need to improve the waiting time as I've waiting nearly 2 hours to see my gp when my appointment has been at one time*

✓The service I had excellent and correct rating should be 2