FFT Monthly Summary: November 2017

THE MISSION PRACTICE Code: F84016



Section 1 **CQRS** Reporting

CQRS Reporting

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	FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
	31	13	0	0	2	0	0	0	0	46	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: 222

46 **Responses:**

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	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	31	13	0	0	2	0	46	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	31	13	0	0	2	0	46	
Total (%)	67%	28%	0%	0 %	4%	0%	100%	

Summary Scores



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

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

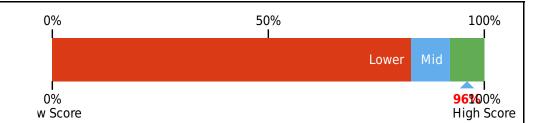
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3 **Practice Scoring**

Practice Score: 'Recommended' Rank

Your Score: 96%

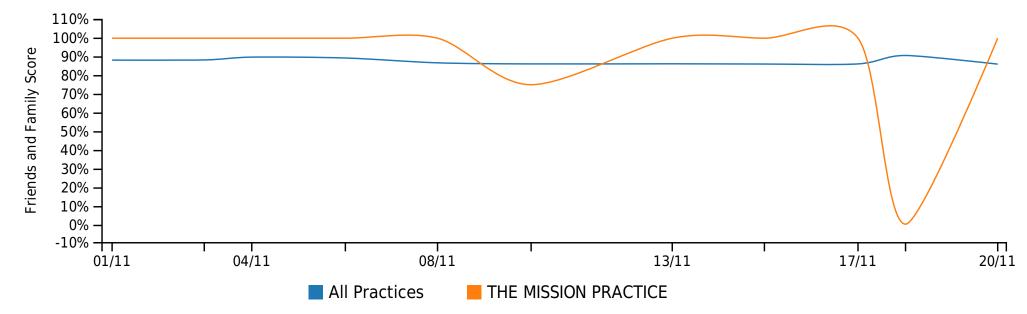
Percentile Rank: 90тн



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 90th percentile means your practice scored above 90% 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** 81% 88% 92% THE MISSION PRACTICE 100% 100% 95%

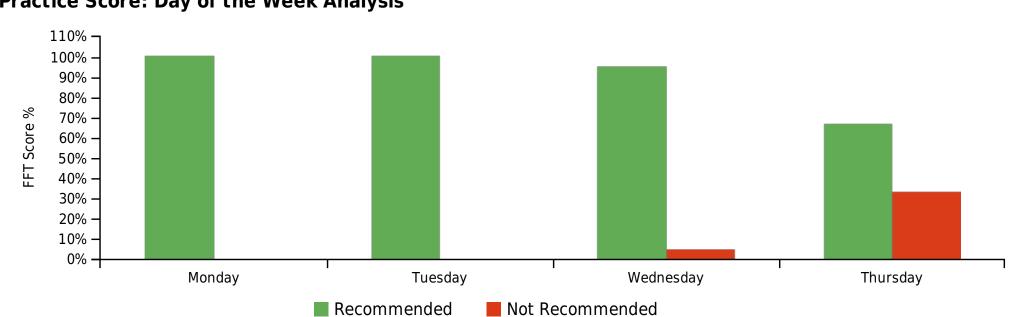




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

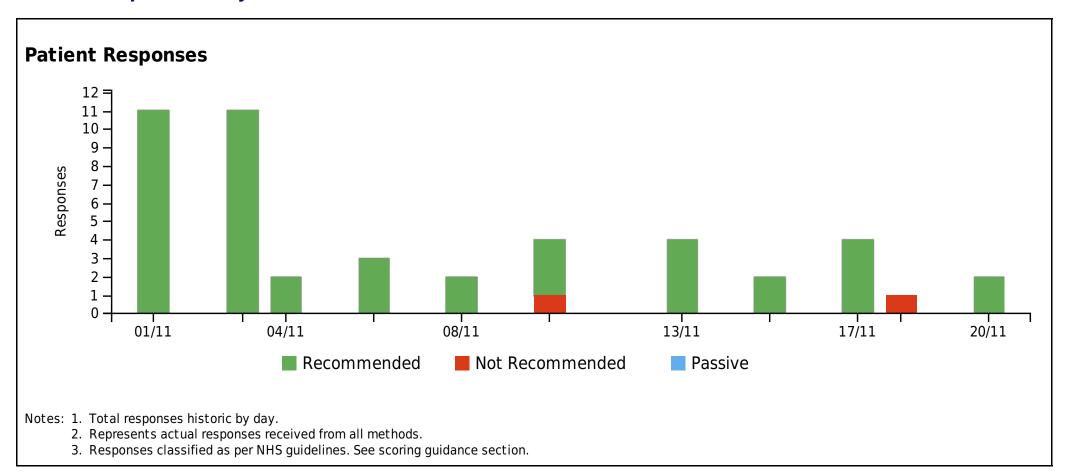
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience	7

12

Notes: 1. Thematic analysis for current reporting

Arrangement of Appointment

Reference to Clinician

- 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

- ✓ all the doctors nurse's healtvisitors and receptionist are very nice and kind to me
- ✓ Have always been satisfied with the practice and have been a patient for over 50 years
- ✓ Dr Kennedy has always got time to listen shes very patient ..
- ✓ The doctors are always on the ball and offering the best service . Also but not least the reception staff are always cheery . Thank you
- ✓ Good service lovely doctors and nurses they give you alot of care and attention
- ✓ Never had a bad experience, friendly staff, convenient location. Would recommend to anyone living nearby
- ✓ Walked in and got seen to straight away.no waiting.
- ✓ The genuine passion of the Doctors for the well being of their patients
- ✓ Great service good doctors
- \checkmark It takes a long time to get an appointment but when you do the doctor is always helpful
- ✓ The receptionist was very helpful and polite. They managed to fit me in for my flu vaccine while I was there. Doctor very clear and thorough
- ✓ Happy with the service
- ✓ Good experiences at the practice
- ✓ Good doctors, excellent nurses especially Liz. Friendly helpful reception staff. Very happy with the practice. 10 out of 10 in my experience. Thank you.
- ✓ Feel good
- ✓ It was a quick appointment and the nurse was great...
- ✓ They staff are extremely helpful, professional and nothing is ever too much. I feel like they really care about my 90 year old father and are always sympathetic and kind when I need to book an urgent appointment. Thank you all your kindness is appreciated.
- ✓ Always Fantastic advice .
- ✓ All round good service
- ✓ Dr Vaughan took the time to review my records and paid close attention to potential issues
- ✓ Friendly staff, always caring service.
- ✓ So one of my main problem is my feet

Not Recommended

√45 min delayed appointment (as usual).

Passive