FFT Monthly Summary: December 2017

THE MISSION PRACTICE
Code: F84016

iplato
connecting patients
transforming healthcare

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	5	2	1	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: **189**

Responses: **49**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	39	5	2	1	2	0	**49**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**39**	**5**	**2**	**1**	**2**	**0**	**49**
Total (%)	*80%*	*10%*	*4%*	*2%*	*4%*	*0%*	*100%*

Summary Scores

👍 90%   👎 6%   ✎ 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:

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

$$\text{Not Recommended (\%)} = \frac{\textit{extremely unlikely + unlikely}}{\textit{extremely likely + likely + neither + unlikely + extremely unlikely + don't know}} \times 100$$
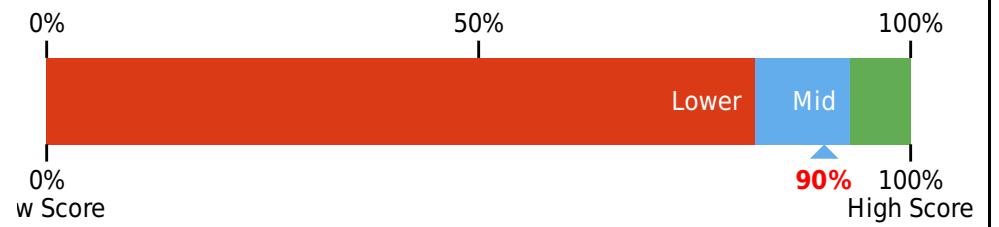
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Practice Score: 'Recommended' Rank

Your Score: **90%**

Percentile Rank: **60TH**

0%   50%   100%
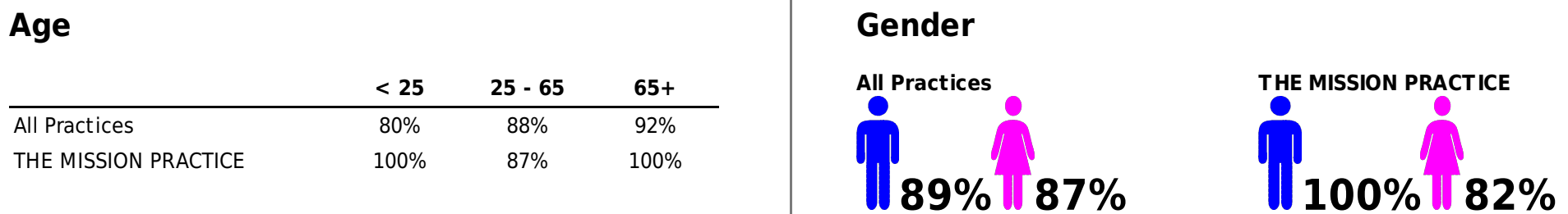
Lower | Mid

0%   w Score   **90%**   100% 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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison

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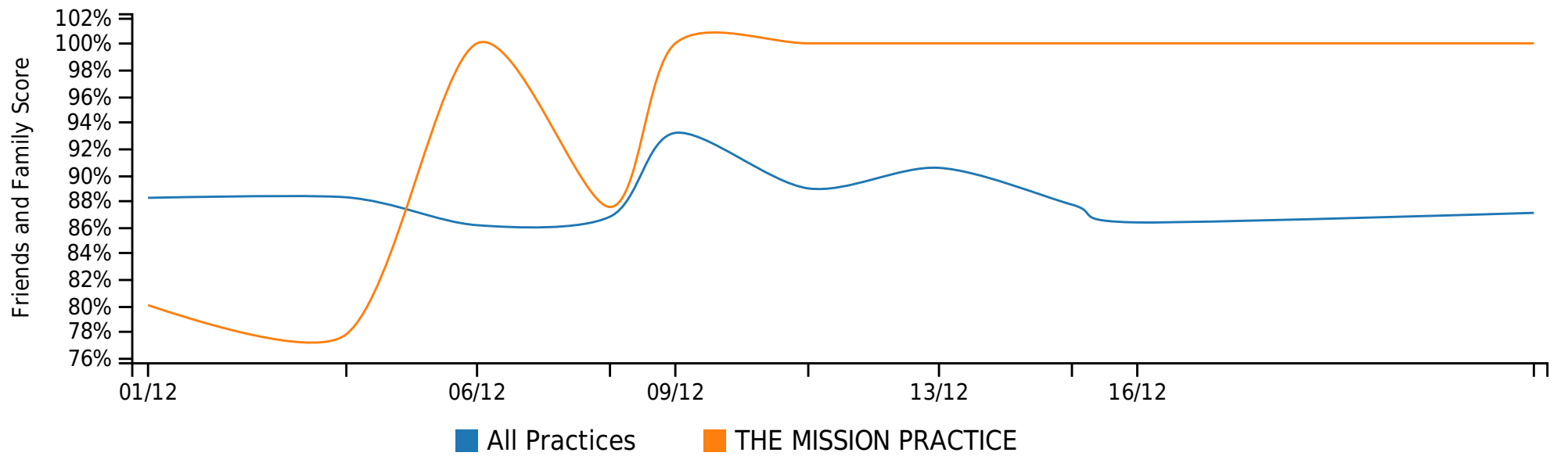
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.
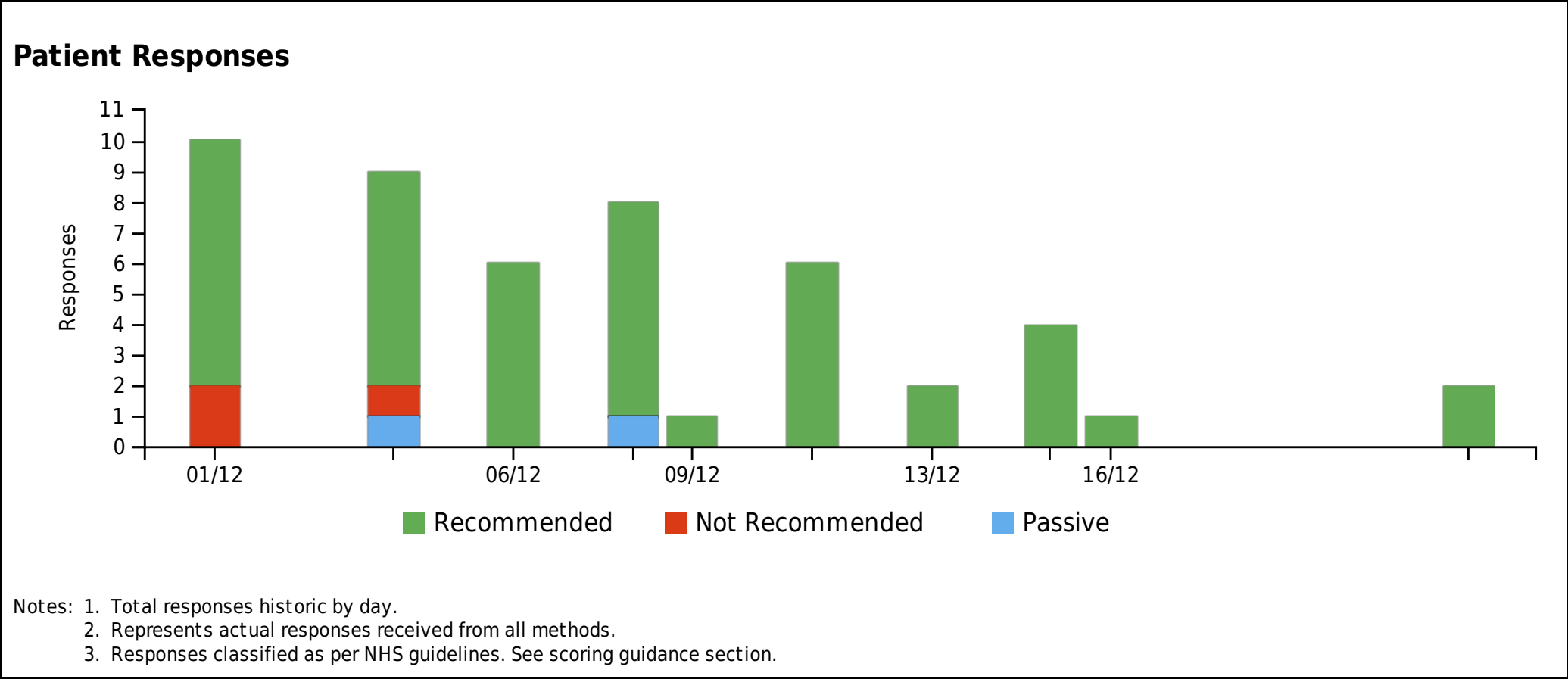
Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	80%	88%	92%
THE MISSION PRACTICE	100%	87%	100%

Gender

All Practices

89% 87%

THE MISSION PRACTICE

100% 82%

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

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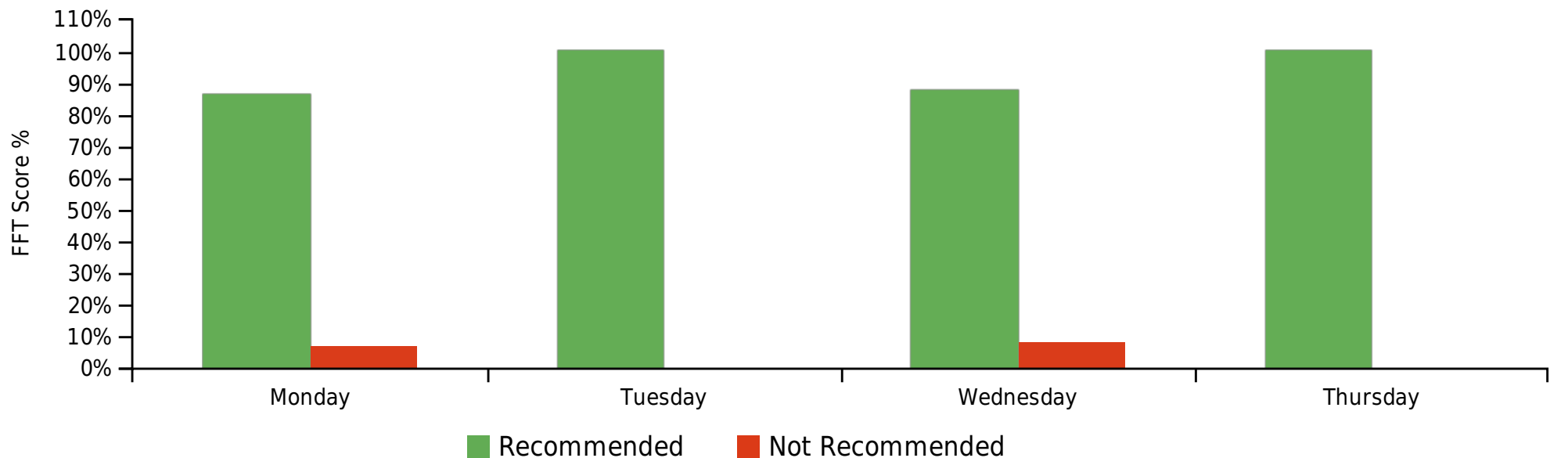
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

Patient Responses

Legend: Recommended | Not Recommended | Passive

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.

Thematic		Tag Cloud
Reception Experience	7	
Arrangement of Appointment	3	
Reference to Clinician	11	

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

✓Easy to access care.Logical, kind doctors - good diagnostically and emotionally.

✓*Love the quick and efficient service, good job.*

✓Last person I spoke with was knowledgeable, understood the problem and sorted it out quickly

✓*Thorough proactive consultation from dr white Above and beyond what the norm is Much appreciated In this day and age*

✓I always get good care and attention from GPs, reception is often very busy and I recently had a long wait to be seen (an hour)!

✓*Dr Benjamin was great*

✓Excellent care with your health problems. Always ready to listen and Dr. Kennedy is an absolute asset to the practice

✓*Sorry I press wrong button*

✓Only because of today's treatment

✓*Really kind, thorough and attentive staff who know what they are doing*

✓Good service

✓*The nurse was hepful and patient. The consultation did not feel rushed, wonderful experience*

✓Great caring service

✓*Have never had any problems in all my years at the practice all doctors are great.*

✓Great staff

✓*Pleasant manner charm and efficiency of the staff*

✓It's easy to get an appointment. The reception staff are friendly ay and very helpful. The GP are very experienced and listen carefully. y. I don't feel rushed during my appointments. Locum GPs are not very ry good though...they go by the 10 min 1 issue per patient rule, whichich isn't very helpful and a pointless journey to the practice. e.

✓*Caring medical staff*

✓Good service and friendly staff

✓*Extremely competent doctor. Who listened and took me serious.*

✓My doctor(s) listen to me and I FEEL they try to guide me the best way they can even though he/she might not have the same vision as mine! I have no complains about the care I have received by doctor Mead & Dr Emma H.

✓*I chose 1 because the service I have received has been excellemt*

Not Recommended

✓Its very difficult to get an appointment and when you do, they regregularly run an hour late. Its crazy. y.

✓*On numerous occasions I have waited up to 45 minutes past my appointment to see a dr. Today seen on time I had 3 small issues to ask my dr, i had asked and had answered 2 of them within 3 minutes and the dr very rudely made a point that I am only meant to come with one issue. Appointments are 15 minutes and the issues i had where so miniscule that my total appointment time was 5 mins. The dr was rude and condescending. I dont feel i should be made to feel like im wasting time.*

✓Waiting time is far too long

Passive