FFT Monthly Summary: February 2018

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
	30	16	0	0	2	1	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: 197

Responses: 49

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	30	16	0	0	2	1	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	30	16	0	0	2	1	49
Total (%)	61%	33%	0%	0%	4%	2%	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:

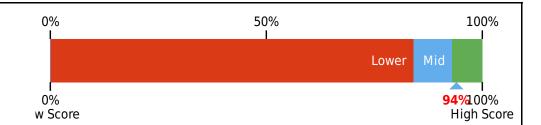
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 94%

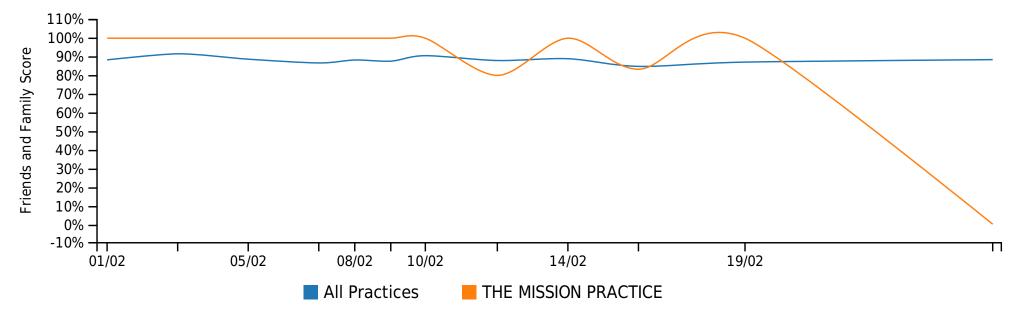
Percentile Rank: 85TH



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 85th percentile means your practice scored above 85% 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	80%	88%	92%
THE MISSION PRACTICE	80%	95%	100%

Gender All Practices

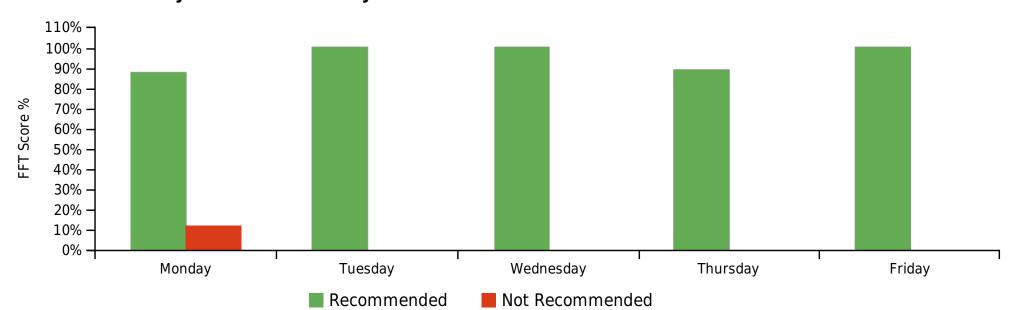




Notes: 1. Scores for current reporting month.

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

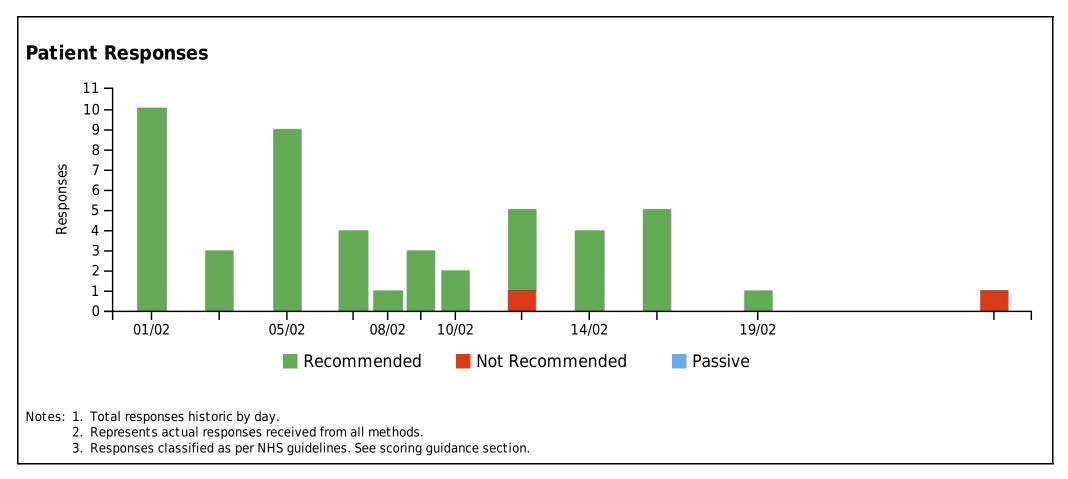
Practice Score: Day of the Week Analysis



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

Tag Cloud Thematic Reception Experience 12 30 Welcoming Arrangement of Appointment Reference to Clinician 17 efficient Notes: 1. Thematic analysis for current reporting 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 working verb, adverbs and adjectives where the word frequency is reflected in text knowledg 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

- ✓ Friendly and helpful Staff& Doctors
- ✓ Reception was helpful when I registered and booked an appointment, Dr. Spiring took great care of me, Nurse was very experienced.
- ✓ Every time I come to the surgery the doctors and nurses that visit me are very knowledgeable and caring. Also the receptionists are very attentive to my needs
- ✓ The GP s are very good, the receptionist are not so good they make decisions of their own without always consulting a GP, especially when a patient nee@t needs an appointment very quickly .@kly.
- ✓I find the surgery and team very helpful , good practice of care and all staff members sympathetic and kind towards the patient
- ✓ The personable and helpful service I received :)
- ✓ Bery good service. Friendly staff too.
- ✓ Excellent staff.
- ✓ Well organised, polite, efficient and honestly involved in problems patients have
- ✓ Excellent follow up after blood tests. Can always rely on being contacted if needed. I feel very well cared for by the practice.
- ✓ Staff that seem to genuinely care about their patients
- ✓ Low wait time, treated by confident and friendly doctor
- ✓ Dr Mead called me back same morning and gave me a lunchtime appointment. This is quick turnaround in today's NHS!
- ✓ Professional service and quick help
- ✓ Great doctors
- ✓ I find the service at the mission practice,respectful,the staff always try to do what the can to help...And my GP I find him very supportive
- ✓ All generally good, except long waiting times for appointment.
- ✓ I have never usually had to wait too long to be seen and the doctors and other medical professionals I've seen have been helpful and supportive always.
- ✓ Compassionate receptionist, excellent call from GP, seen by nurse today. All within 24 hours of first call. Also extremely impressed how both doctor and @ and nurse responded well to gyne issues which were effected by same sex relationship and sexual activity. @ity.
- ✓ My reason is because yous are very understanding in every situation and spend wotever time it takes with the patient and show so much care PS I always te@ys tell people that the mission is the best surgery @gery
- ✓ Friendly welcoming by reception
- ✓ Polite staffing at the desk
- ✓ The GP gives me the right and correct advice and I've been going there since I was little
- ✓ Easy to book appointment, was seen on time, nurse was very friendly and helpful
- ✓ They were very welcoming

Not Recommended

✓ Awful, rude, receptionist who made me cry whilst trying to book an appointment to see my gp for a termination. Awful phone booking system - no longer wor@r works so haven't been able to cancel my last appointment, resulting in no show and waste of nhs time. Doctors may be good but service is horrendous.@dous.

Passive