# **FFT Monthly Summary: July 2019**

**The Mission Practice** Code: F84016



## SECTION 1 **CQRS** Reporting

### **CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
31	6	3	0	5	0	0	0	0	45	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:** 225

**Responses:** 

•									
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total		
SMS - Autopoll	31	6	3	0	5	0	45		
SMS - User Initiated									
Tablet/App									
Web/E-mail									
Manual Upload									
Total	31	6	3	0	5	0	45		
Total (%)	69%	13%	7%	0%	11%	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:

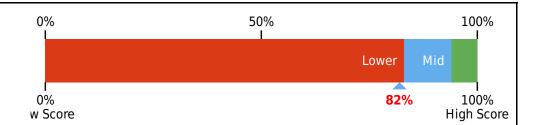
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

# **SECTION 3 Practice Scoring**

### **Practice Score: 'Recommended' Rank**

Your Score: 82%

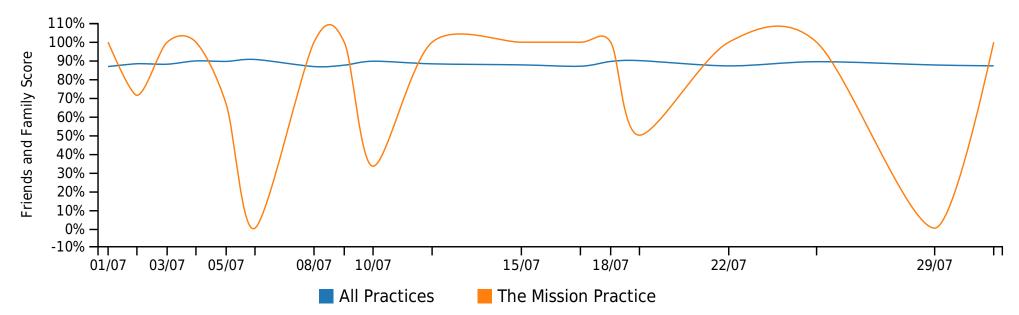
Percentile Rank: 20TH



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 20th percentile means your practice scored above 20% 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	25 - 65	65+	
All Practices	80%	88%	92%	
The Mission Practice	70%	86%	83%	

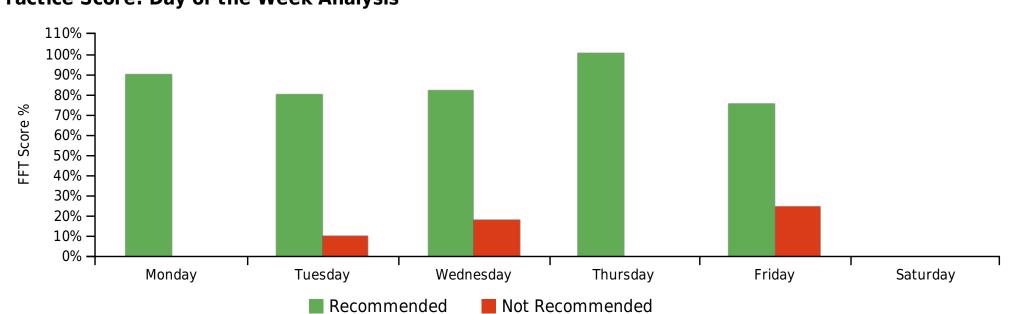
# Gender All Practices 90% 88%



Notes: 1. Scores for current reporting month.

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

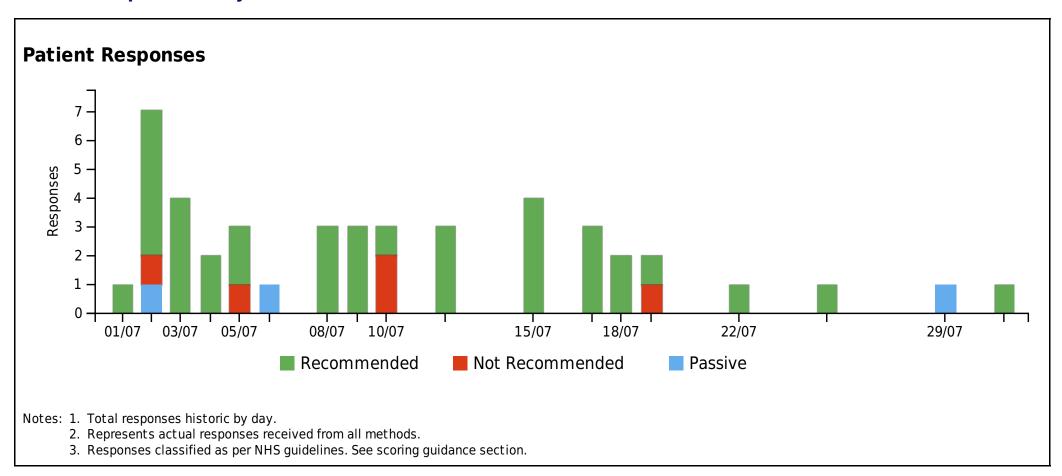
### **Practice Score: Day of the Week Analysis**



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 6 Arrangement of Appointment Reference to Clinician 14 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 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the supportive word frequency is reflected in text size. professional

### **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

- ✓ After 5 years at the practice I have started seeing a very good doctor, Dr Hawkins, who is supporting me well. Also the reception staff not too rude toda@ today often an issue! @sue!
- ✓ I have an excellent GP in the person of Dr. Amuche Elba & all hard working, and friendly staff who have supported me all these years.
- ✓ Dr Amuche Elba is extremely helpful
- ✓ Excellent advice, kind, informed doctors who seem eager to help, friendly and helpful reception staff, all of which in my experience is rare.
- ✓ All good , no problems
- ✓ Both doctors very friendly and attentive
- ✓ Amazing doctor is Dr Mead. He has been my doctor for almost 30 years. He has navigated through my complex medical conditions and saved me numerous times@times. Professional and supportive are all the members of the staff with a welcoming smile all the times. I have recommended many friends of mine to this @this clinic and they all have similar praise also. Thanks@hanks
- ✓ Good service
- ✓ Helpful advice
- ✓ Wonderful staff, good clean facility and easy to get to but shame it took more than two weeks to get an appointment for a simple prescription.
- ✓ Caring service. Friendly too
- ✓ The doctor I've seen on the past 2 appointments has been extremely helpful , was very thorough and made me feel at ease
- ✓ Considerate and helpful for my child's concern today
- ✓ I had a blood test with Elaine Salter she is a wonderful nurse with a lovely kind nature.
- ✓ The nurse was good and the receptionist was helpful. My usual doctor I go to listens to all my problems.
- ✓ Ms Jillian Hayes. She was very good with my daughter (patient and upbeat) and also with myself.
- ✓ Saw Jeff today and he was very helpful
- ✓ Doctors available to speak on the phone same day is great
- ✓ Appointment was on time and Dr was helpful.
- ✓ Good service, and clean
- XYou have to wait for nearly an hour to be seen

#### **Not Recommended**

✓I haven't been to my GP in 5+ years, the last time I went I had a cyst growing on my lip. I was told not to worry about it and to leave it, it will go aw@go away. A month later while on holiday it grew huge, i had to fork out money I didn't have in turkey and have surgery their. If they diagnosed me properly th@ly this wouldn't have happened. I've told them in my recent appointment I have trouble sleeping due chronic migraines and some time can't drive, I almost cras@ crashed into another driver. Dr told me carry on as usual, I need to learn to live with it. If I crash and die, now you know why.@ why.

✓ My rating is 1, that is I highly recommend The Mission Practice for their very high standard of clinical care.

#### **Passive**

- ✓ The waiting time to get an appointment is just ridiculous and the te time waiting to see the doctor. Never have seen a doctor at correct ct appointment time always delayed.ed.
- ✓ GPs I have seen recently are great but it takes ages (4+) weeks to get a regular appointment which is ridiculous. Also only able to do certain things on @s on certain days like smear tests I work all day on Mondays so just can't have a test done. Seems to be no flexibility in the system. @tem.