FFT Monthly Summary: October 2019

The Mission Practice Code: F84016



Section 1 **CQRS** Reporting

CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 35 | 7 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 44 | 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:

| • | | | | | | | |
|----------------------|---------------------|--------|-----------------------------------|----------|-----------------------|------------|-------|
| | Extremely Likely | Likely | Neither Likely nor Unlikely | Unlikely | Extremely Unlikely | Don't Know | Total |
| SMS - Autopoll | 35 | 7 | 0 | 0 | 2 | 0 | 44 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| Total | 35 | 7 | 0 | 0 | 2 | 0 | 44 |
| Total (%) | 80% | 16% | 0% | 0% | 5% | 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:

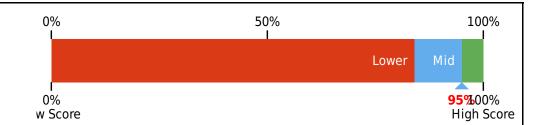
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 95%

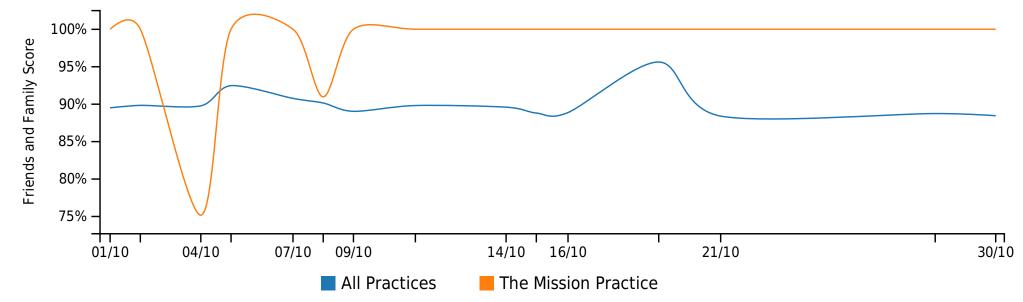
Percentile Rank: 75TH



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 75th percentile means your practice scored above 75% 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 | 83% | 89% | 93% |
| The Mission Practice | 100% | 94% | 100% |

Gender

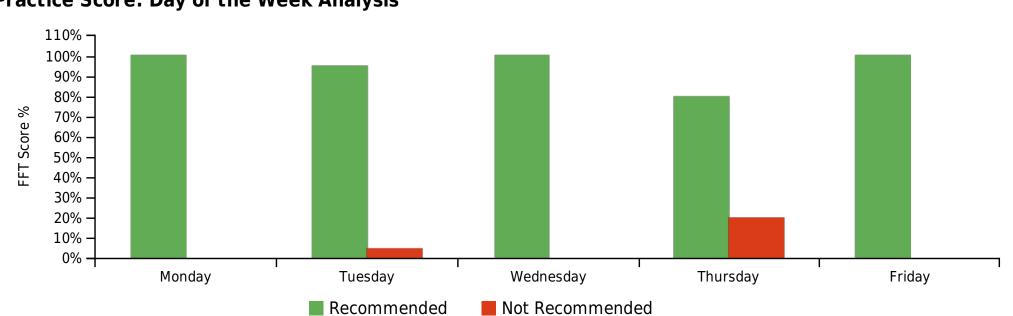




Notes: 1. Scores for current reporting month.

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

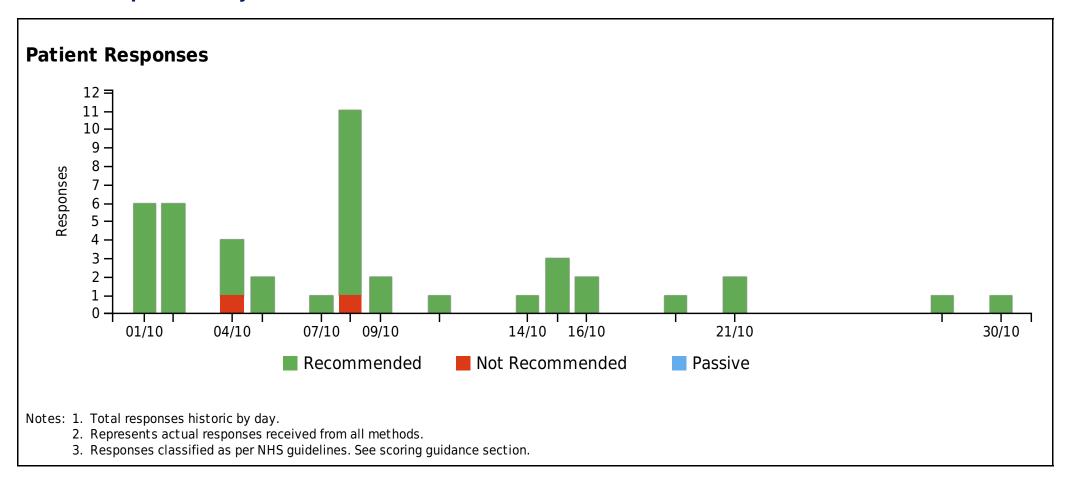
Practice Score: Day of the Week Analysis



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



Reference to Clinician

Patient Free Text Comments: Summary

| Thematic | Т | ag Cloud |
|----------------------------|---|----------|
| Reception Experience | 2 | |
| Arrangement of Appointment | 4 | |

8

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

- ✓I find the GPs responsive, knowledgeable and friendly especially Dr Kennedy who has been treating me for an ongoing health condition
- ✓ Absolute care.
- ✓ Very good service from doctors nurses and receptionist .
- ✓ Friendly nurse, short waiting period at 8:40am. I've had a bad experience at a previous dr's practice and am happy with the Dr's and nurses at Mission P@ion Practice. @ice.
- ✓ Kindness.
- ✓ Service is always pleasant and verz professional!
- ✓ did not have to wait, gp was friendly and helpful, got a quick appointment
- ✓ Dear M.M the mainreason for my wife to see a Doctor in a reasonable time
- ✓ It a good service
- ✓ I was seen quick after I ask to get an ECG done the hospital ask for this to be done in case something was wrong. I was given an appointment very qui@y quickly without any waiting .@ng .
- ✓ The appointment was on time clear and reassuring- with the pharmacist for meds check after bloods etc.
- ✓ Because D.R. Kennedy is the best there is no better I shall miss her when she leaves
- ✓ reception staff are friendly and helpful.. drs are the best iv ever had and this is the reason i chose to stay with mission practice and not change surge@surgery.. they have helped me through extremely difficult times. @mes.
- ✓ Caring doctor, Dr Vaughan
- XThe service was excellent

Not Recommended

✓ It takes 3 weeks to get an appointment with any doctor. Had an appointment for a smear test - could not do it because too close to menstruation. They sho@y should have checked on the phone rather then make me come there and waste everybodies time. GP run down in general. Was not called back about urgent test re@st results because receptionst went on holidays@idays

Passive