FFT Monthly Summary: April 2015

THE MISSION PRACTICE

Code: F84016



Section 1 **CQRS** Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
28	14	1	3	2	0	0	0	0	48	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**

196 **Surveyed Patients:**

48 **Responses:**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	28	14	1	3	2	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	28	14	1	3	2	0	48
Total (%)	58%	29%	2%	6%	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:

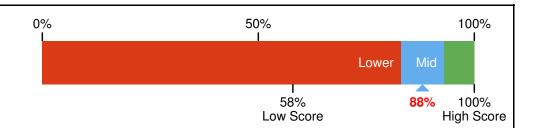
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 88%

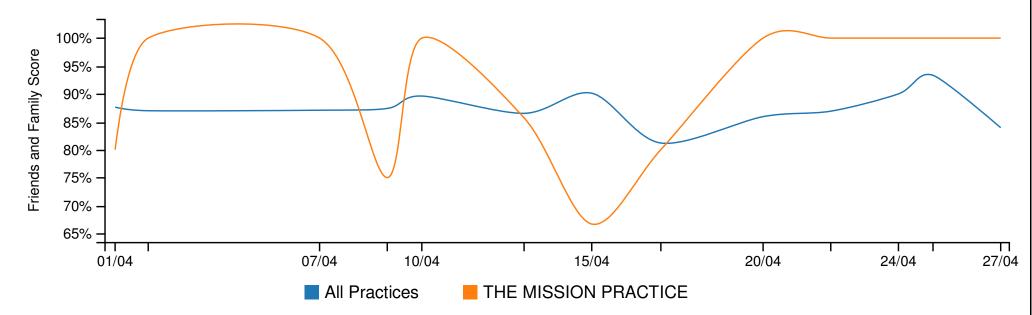
Percentile Rank: 45TH



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 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison

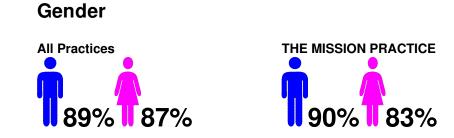


Notes: 1. Practice score comparison of 'recommended' scores only.

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%	91%
THE MISSION PRACTICE	50%	84%	100%



Notes: 1. Scores for current reporting month.

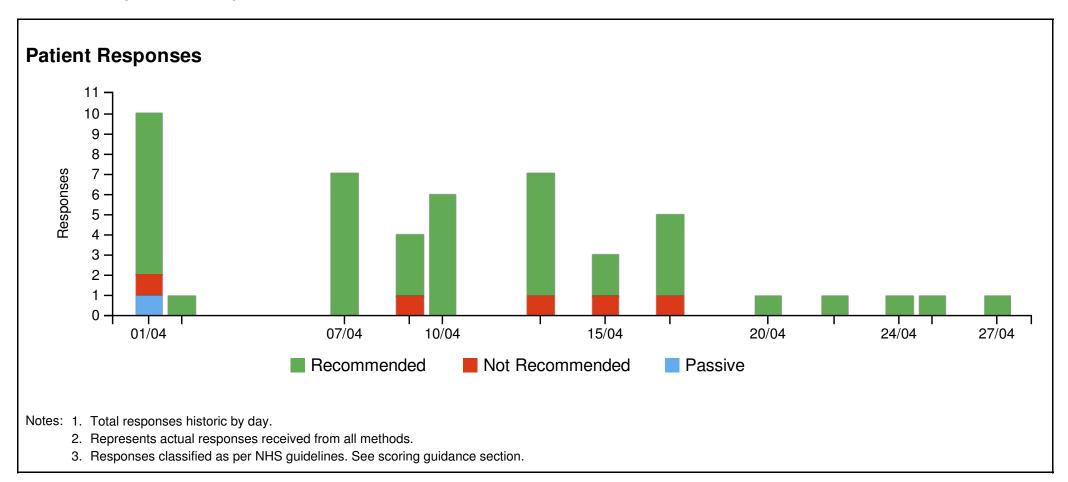
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis 110% -90% 80% FFT Score % 70% 60% 50% 40% 30% 20% 10% 0% -Monday Tuesday Wednesday Thursday Friday Saturday 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.

SECTION 4 Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary

Thematic	Tag Cloud	
Reception Experience	6	
Arrangement of Appointment	4	
Reference to Clinician	11	slow GOOD 9Uit
Notes: 1. Thematic analysis for curmonth. 2. Thematic analysis covers discussed themes by analysis of all sentence fragements and exhaustive analysis of all sentence of the	s the most alysing d is not an talking points. ing the most erbs, gerund ives where the	absolutely nice on all still rather however to pleasantly often of standing walling

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

- ✓ Prompt and efficient service.
- ✓ Dr Emma Hawkins was extremely friendly and professional. She listened to all my concerns and provided me with all the information I needed. I was also pleasantly surprised at how punctual the appointment time was. Thank you for everything!
- ✓ Very pleased with the care I received by all the staff
- ✓ The GPs I have dealt with there recently have all been extremely patient and helpful.
- ✓ People on reception very helpful an doctors very gd
- ✓ The LEVEL of care and the speed of action.
- ✓ After quite a few years practice still appears to have maintained a good quality service
- ✓ L am happy with the service and the docters services .
- ✓ Waiting time is not too long.
- ✓ The nurse was vey nice, she gave me helpful advice
- ✓ Friendly and helpful
- ✓ Kind helpful staff, receptionists, nurses, healthcare assistants and GP's
- ✓ It was on time and the doctor didn't seem on a rush and made me feel taken care of the receptionist was also helpful and efficient.
- ✓ I was seen in time
- ✓ I havd quite good service
- ✓ The doctor listened, was thorough and Empathetic.
- ✓ As a patient of many yrs standing with yr practice i have found the doctors very understanding and helpful and good listeners without being dismissive. They are friendly which means so much when you are not feeling too well and are a credit to yr surgery
- X The time with the doc was effective however, I felt a bit rushed when I tried to get consulted on other health issues (that I didn't write in patient access field when booking the appointment) because my time was up.

Not Recommended

- ✓ Poor support from reception staff, appointments often delayed
- ✓ Extremely long waiting for example if appointment is at 12:00 to see Dr we may sit around until 1:30-2 worst than a&e.
- ✓ Long waiting times, disorganised and slow and unwilling to conduct patient tests.
- ✓ The reception staff should be much more friendly and helpful
- ✓ The nurse was really rather rude, did not speak very good English and showed absolutely no regard for my health.

Passive