

FFT Monthly Summary: July 2015



THE MISSION PRACTICE
Code: F84016

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	9	0	0	2	0	4	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: 188

Responses: 53

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	39	9	0	0	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	3	0	0	0	1	0	4
Total	42	9	0	0	2	0	53
Total (%)	79%	17%	0%	0%	4%	0%	100%

Summary Scores

96% 4% 0%

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:

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

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

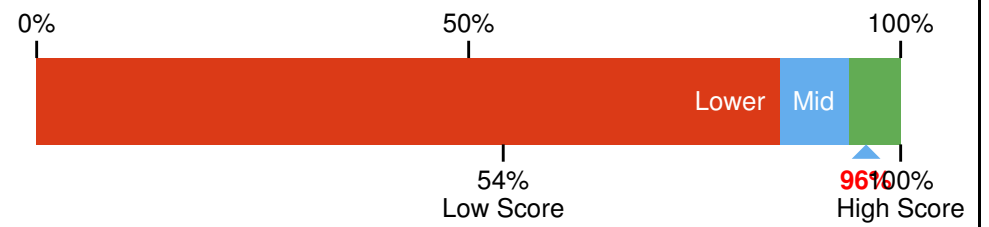
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

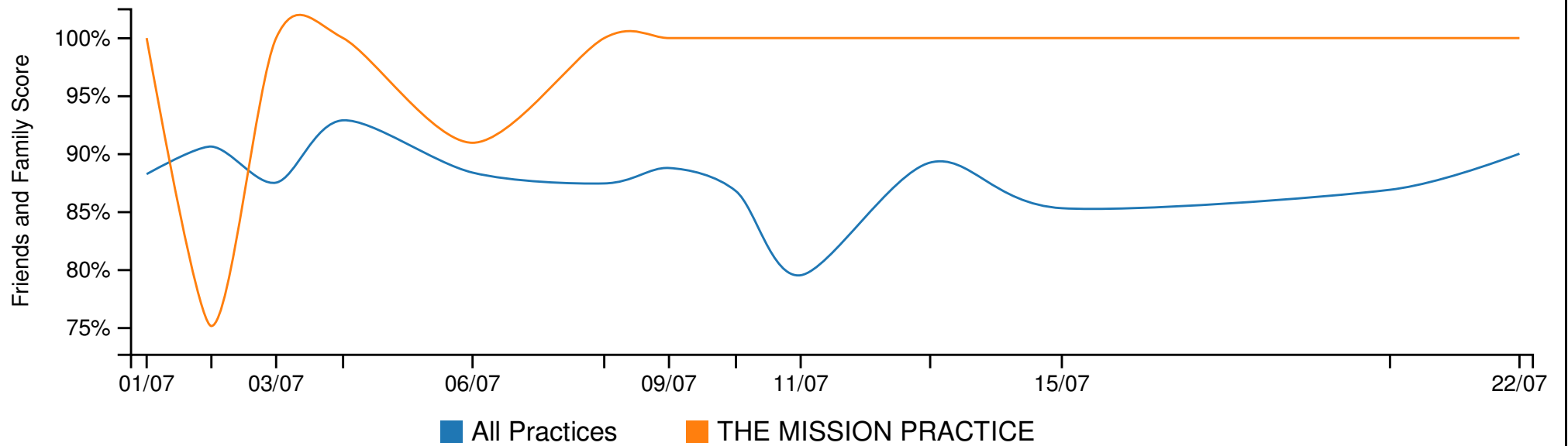
Practice Score: 'Recommended' Rank

Your Score: 96%
Percentile Rank: 90TH



- 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 90th percentile means your practice scored above 90% of all practices.

Practice Score: 'Recommended' Comparison



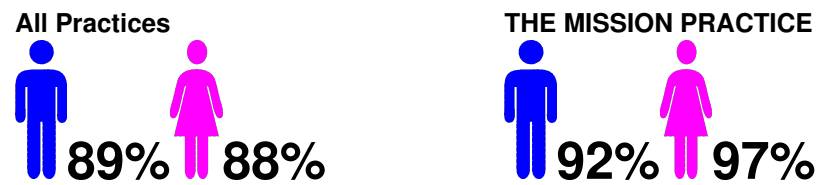
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

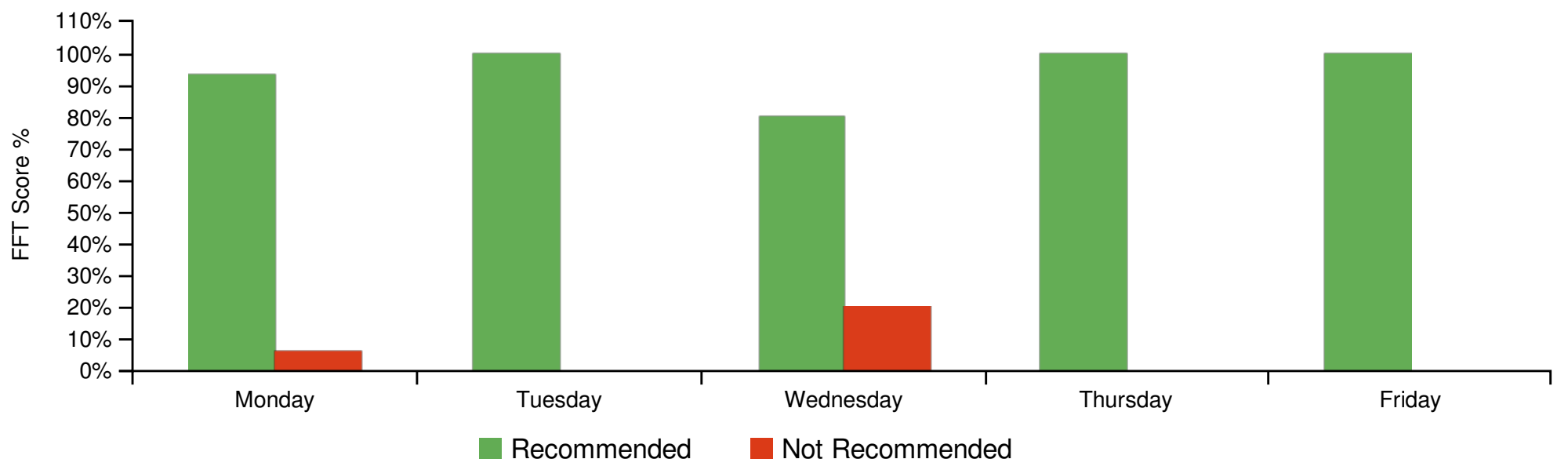
	< 25	25 - 65	65+
All Practices	83%	89%	92%
THE MISSION PRACTICE	100%	95%	100%

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

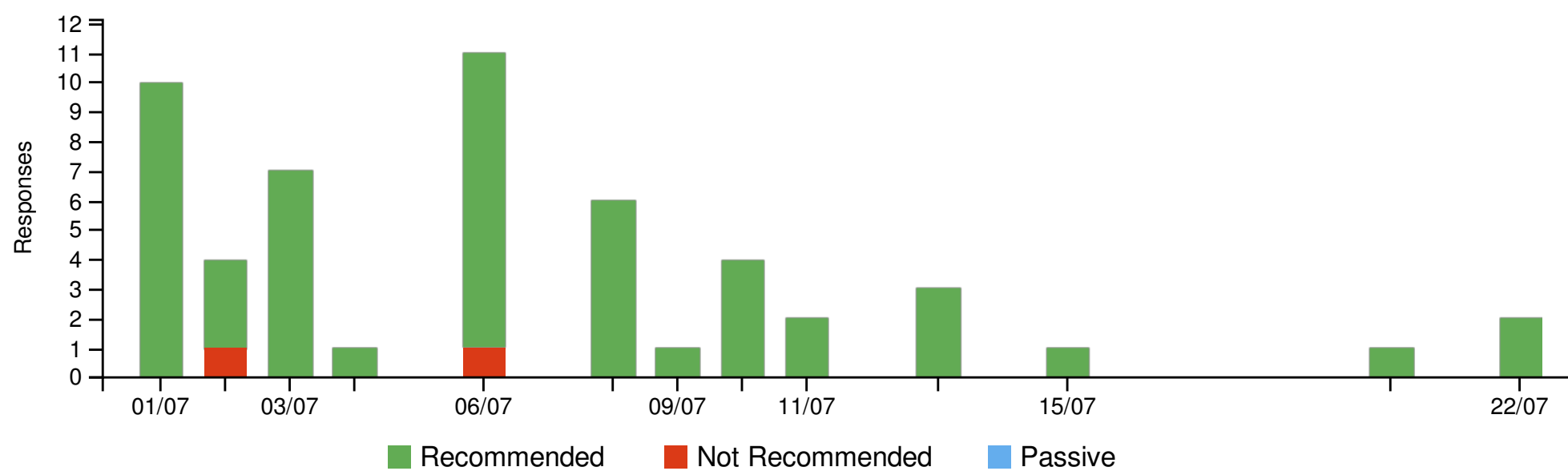


- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis

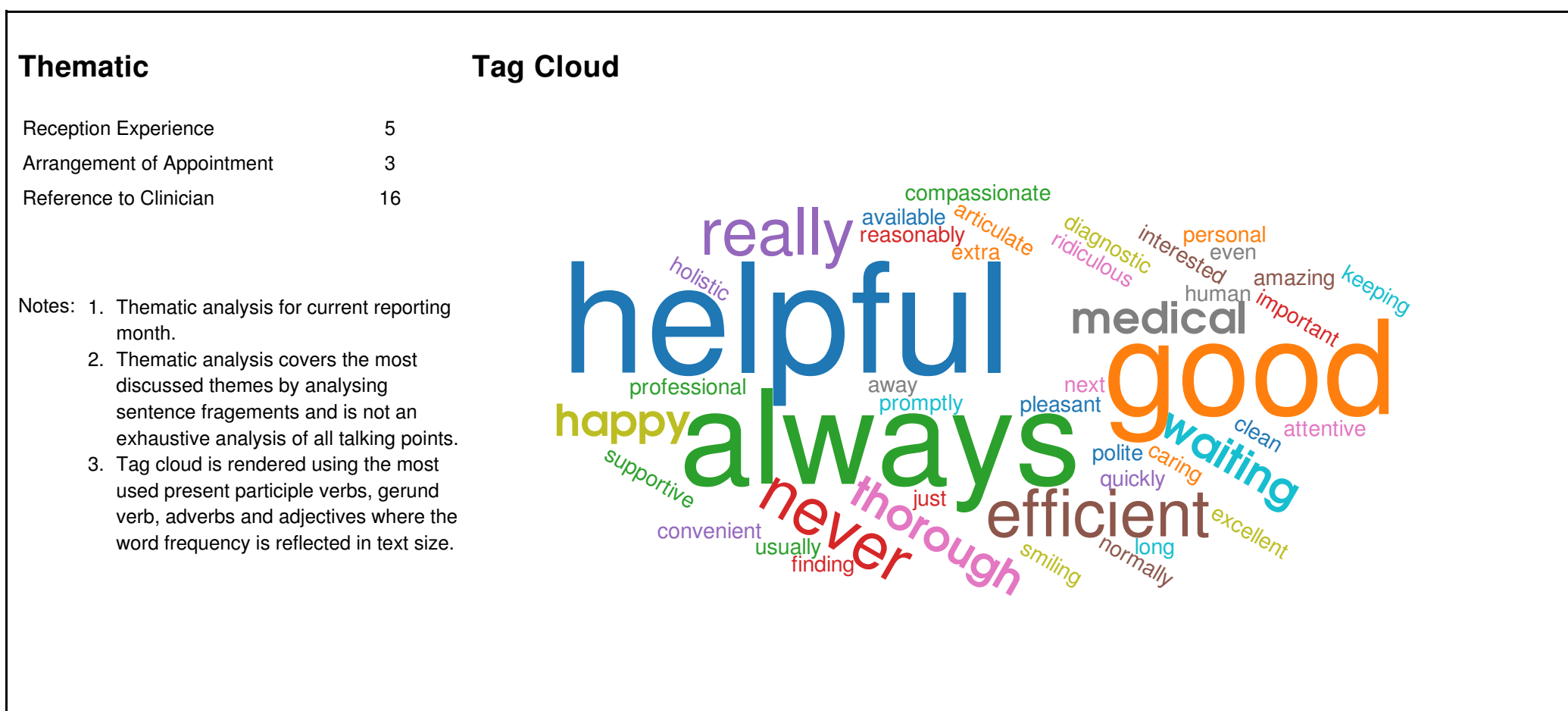
Patient Responses



- 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.

SECTION 5

Patient Free Text Comments: Summary



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

- ✓ polite and friendly staff good service from doctors thorough and caring
- ✓ All the drs I have seen have been patient, supportive, helpful and kind. I have never once felt patronised or dismissed. To me this is so important in holistic medical treatment
- ✓ Doctor and nurse I saw they are very friendly and they listened to me.
- ✓ Because when i call it normally takes 15 to 20mins for someone to answer the call and there is never a appointment for next day or for the same week that i call
- ✓ I called today, they gave me an appointment straight away :)
- ✓ Because the staff are always smiling and happy when to get to the reception and very helpful and deal with patients promptly. Everyone is welcomed with a smile.
- ✓ Pleasant surgery with doctors and reception personnel who go the extra mile. Usually get an appointment reasonably quickly and doctors spend time with you and are interested and care.
- ✓ Diagnostic and follow up exams
- ✓ I always have a really good service. They are friendly and help me
- ✓ I didn't have to wait too long for the doctor to see me today.
- ✓ The doctor was really good she cares of patient .That's all. No more reply Thanks
- ✓ :-X
- ✓ Friendly & helpful GP, clean waiting area.
- ✓ Friendly, articulate & efficient nurse.
- ✓ The mission practice are always friendly and try to accommodate your needs . , thank you
- ✓ He took time to listen, the conversation wasn't rushed and was compassionate to my problem
- ✓ Receptionists are always helpful in finding appointments that are convenient. GPs always helpful. Dr McKenzie is amazing.
- ✓ I have had good support from doctors and nurses at Mission Practice to help me recover from emergency surgery.
- ✓ Good service politeness
- ✓ I felt the Doctor I saw was very attentive and thorough
- ✓ Because I have always been satisfied with the service I have received.
- ✓ There was a bit of a wait to be seen but I thought the advice was very helpful.
- ✓ Professionalism, human, medical knowledge and people knowledge.
- ✓ 1 but not happy with Dr Vaughn coz she made me wait 45 min and had 2 cancel 2 pick up my son
- ✓ Excellent doctors and support staff
- ✓ The Gp are very bed time keeping. Never had exp any other Gp.
- ✓ Very available, understanding and helpful. I felt like they really cared and spent time understanding my situation.
- ✓ My personal care with doctor Rowell
- ✓ Very professional and efficient service.Plus very friendly
- ✓ Efficiency and sense of care. I feel like a person and not just another patient
- ✓ Efficient friendly service.
- ✗ She was good doctor
- ✗ Friendly staff, punctuality

Not Recommended

- ✓ The waiting times are ridiculous even when you have an appointment. Some doctors come across as if they aren't bothered.

Passive