FFT Monthly Summary: August 2015

THE MISSION PRACTICE

Code: F84016



Section 1 **CQRS** Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
33	20	8	2	2	1	18	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**

Surveyed Patients: 217

Responses:

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	25	17	3	1	1	1	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	8	3	5	1	1	0	18
Total	33	20	8	2	2	1	66
Total (%)	50%	30%	12%	<i>3</i> %	<i>3</i> %	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:

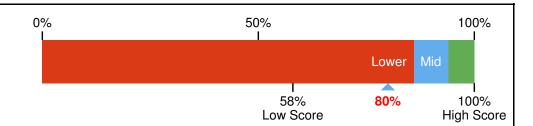
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 80%

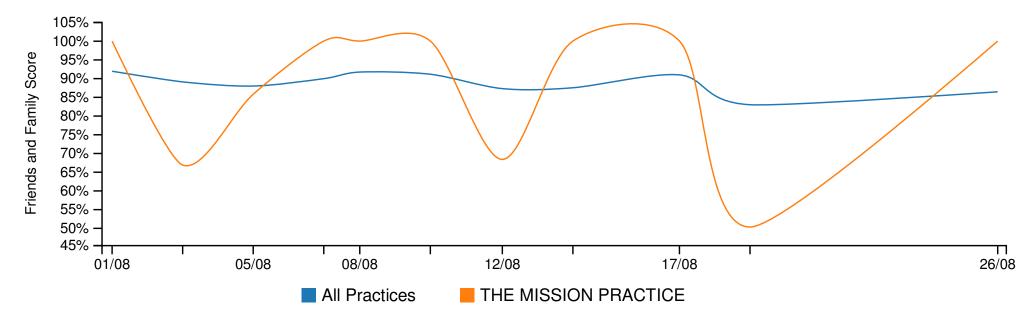
Percentile Rank: 10TH



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 10th percentile means your practice scored above 10% 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	
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	< 25	25 - 65	65+
All Practices	85%	89%	94%
THE MISSION PRACTICE	75%	79%	86%

Gender

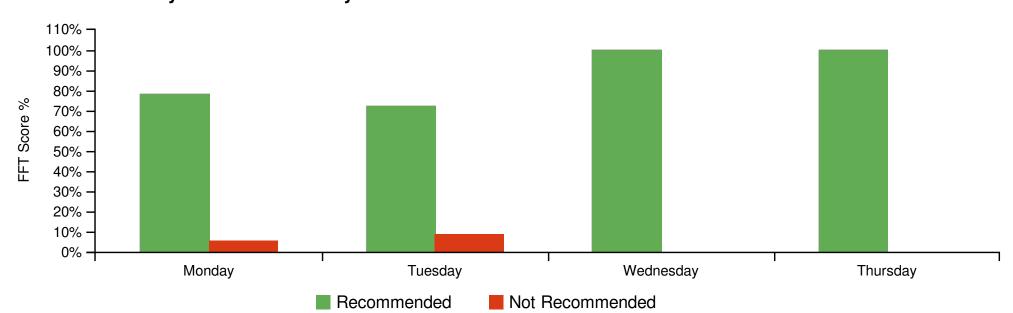




Notes: 1. Scores for current reporting month.

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

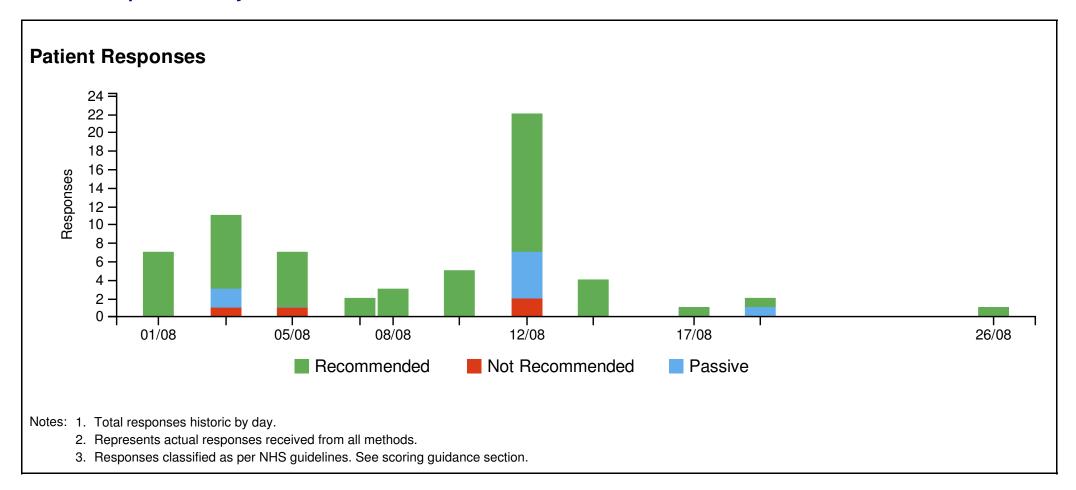
Practice Score: Day of the Week Analysis



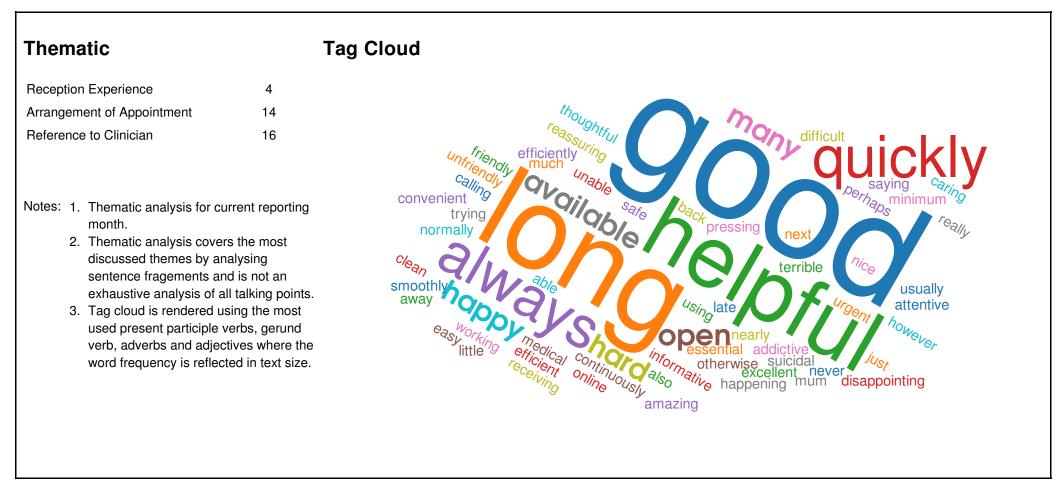
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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

SECTION 4 Patient Response Analysis



Patient 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

- ✓ Good treatment and service.
- ✓ Appointment and the treatment
- ✓ Because you're open on weekends and your open late weekdays too. You have many doctors available for appointments which is essential when you want to see someone quickly.. Today I tried using your telephone operator to book an appointment but was unable to. So perhaps that could be how you improve your services. The phone rang continuously after pressing for operator trying to book an appointment by myself.
- ✓ I am very pleased with practice and appointments are nearly all ways on time
- ✓I don't think there is much to say to improve. Everything was good.
- ✓ L find the staff friendley all so helpful all so the docter are very good and helpful.
- ✓ Kind assistant, informative
- ✓ THE WAITING TIME 2 c a doctor .is .long
- Reasons i had the appts were sorted efficiently and in time. Dr mead always try 2 solve my complicated medical problems. Thanks fr the care and support. God bless all of y.
- ✓ A very good service and I was seen by the Doctor very quickly
- ✓ I was seen quickly. Doctor was reassuring and kind.
- ✓ Good service
- ✓ The gp doctor's are very understanding and reception are helpful too.
- ✓ Service was good, doctor was thoughtful and the place runs smoothly
- ✓ I was seen quickly, and put at ease
- ✓ One of the best doctors you have keep up the good work
- ✓ Because I think waiting time has improved if you say it's urgent and the doctor I see is excellent and the nurse
- ✓ When I have the need to visit the practice...I have found in my experience things seem to run efficient. Couple of occasions I have found it hard to understand what the receptionist is saying. Otherwise all in good working order..
- ✓ Always try to help get you an appointment.
- ✓ Call waiting is long. Couple of times I call and wasn't able to get through.
- ✓ Difficulty with arrnaging appointments.
- ✓ Waiting time is usually long. Next available appointment is always two weeks away.
- ✓ Online booking is convenient, easy to get appointment within the week.
- ✓ I only saw a nurse today and she was nice but cannot really make a judgment on first appointment. Happy with the service today though...
- ✓Olly called back when he said he would, we got an appointment when we hoped and nurse Kim was very caring, helpful and attentive
- ✓ My family have been with that surgery for 4 generations the docs are helpful and treat u as a person not just a number
- ✓ Doctors are friendly and take care. People in reception are helpful. But long waiting is disappointing. Today my appointment was at 5:10 but was seen about 5:45-5:50.
- ✓ Dr Kennedy is an amazing doctor.
- ✓ I had a good service
- X Because I am very happy with the service & follow ups my Mum is receiving

Not Recommended

- ✓ When I phone up its normally 2 weeks for an appointment never used ed
- ✓ Takes weeks to get an appointment

Passive

- ✓ The only problem is it's very Hard to get an appointment I have to wait 3-4 weeks to get an appointment I think there's to many people in this practice so I wouldn't recommend it to my friends and family .if there's more people in this practice the appointment time will be 4-6 weeks this is terrible
- ✓ The doctors are good and I feel like they crae. However when calling up to make an appointment it is verging on unfriendly. Also waiting time is long long long. All over a clean

- safe place besides form that little problem.

 ✓ Can't see the doctor on time. Have to wait minimum of 30 mis. It's always happening to all the doctors.
- ✓ Long waiting. Phone has imporved.
- ✓ Appointnment times are difficult to arrange.