

FFT Monthly Summary: September 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	11	1	0	1	3	0	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: 185

Responses: 49

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	33	11	1	0	1	3	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	33	11	1	0	1	3	49
Total (%)	67%	22%	2%	0%	2%	6%	100%

Summary Scores

90% 2% 8%

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:

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

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

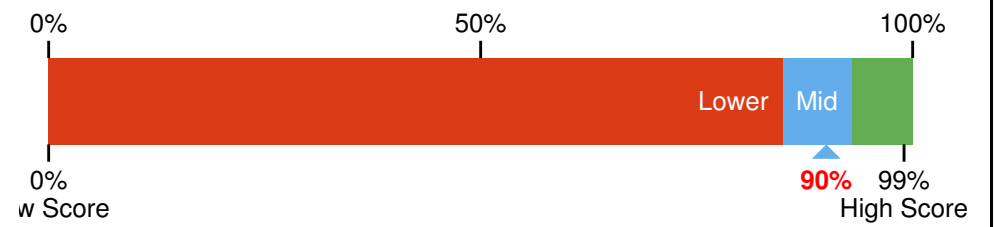
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

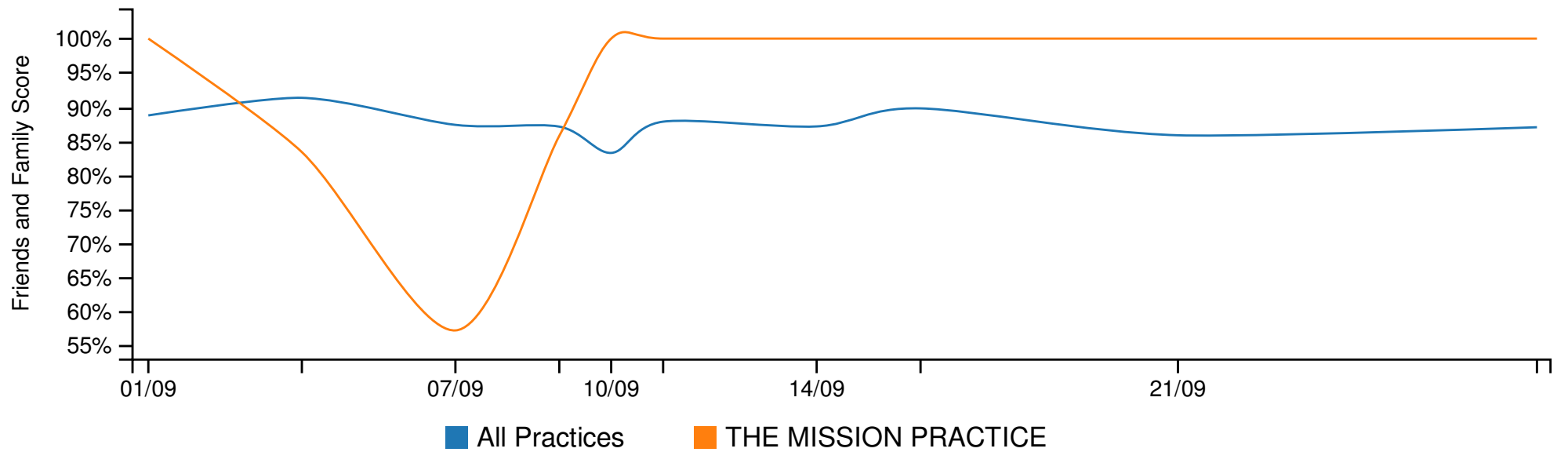
Practice Score: 'Recommended' Rank

Your Score: 90%
Percentile Rank: 55TH



- 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 55th percentile means your practice scored above 55% 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

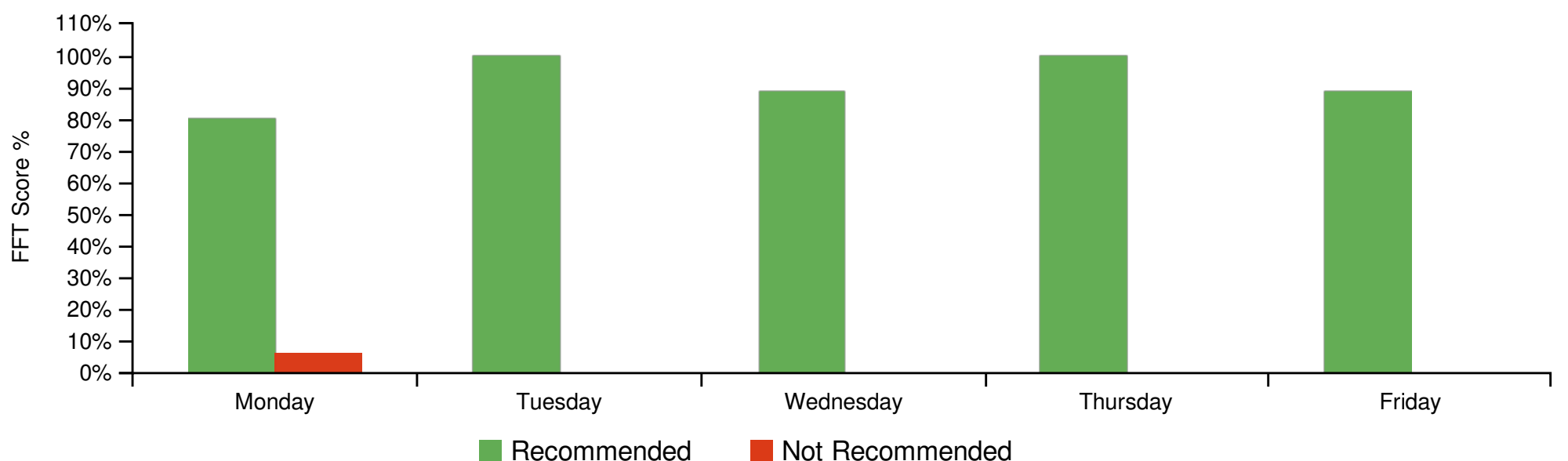
	< 25	25 - 65	65+
All Practices	80%	88%	92%
THE MISSION PRACTICE	67%	94%	67%

Gender



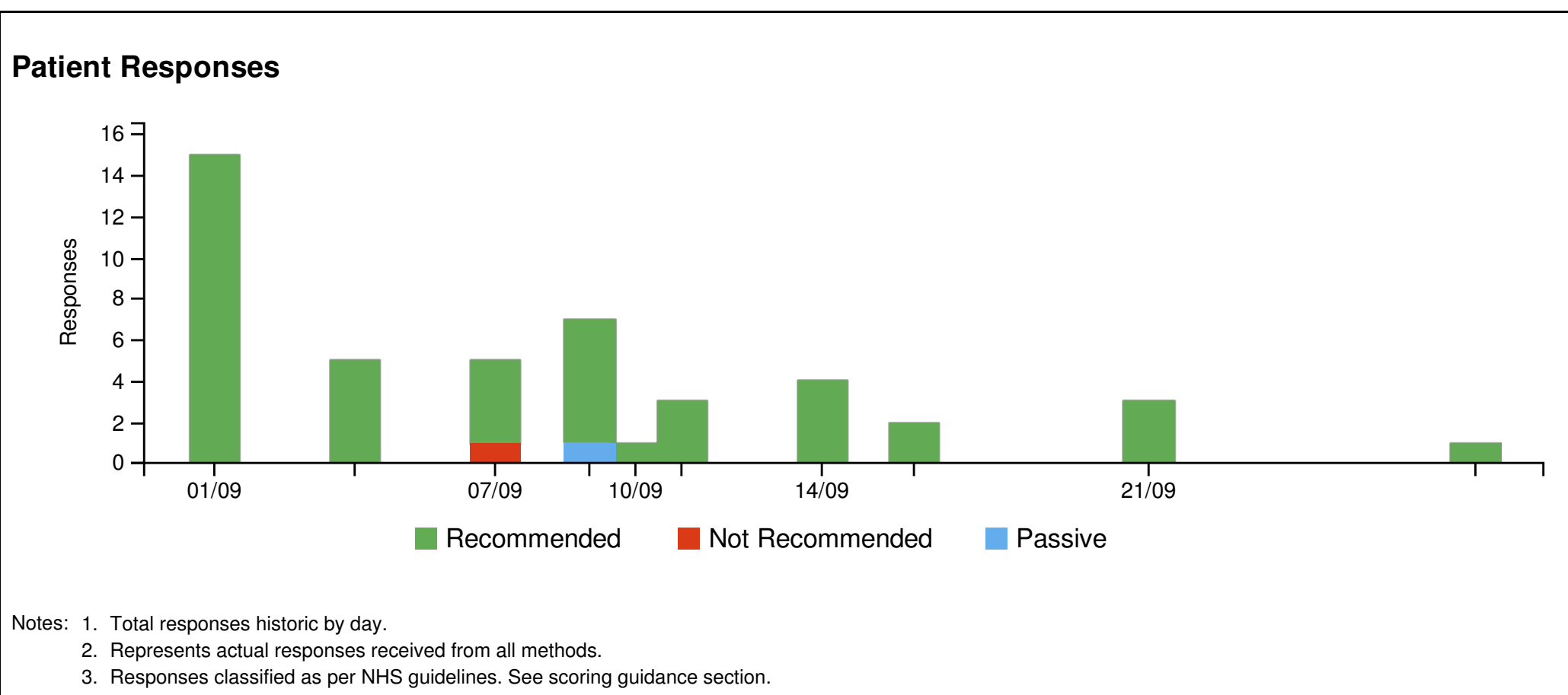
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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



SECTION 5

Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience 2	
Arrangement of Appointment 3	
Reference to Clinician 13	

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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

- ✓ The service is good u can easily find appointment the doctors are ee e
- ✓ A pleasant quick experience
- ✓ Prompt, professional and friendly service
- ✓ Because you always helpful a polite
- ✓ Help & understanding
- ✓ Friendliness and personal appropriate service.
- ✓ The care and consideration i have recieved over the years has been second to none especially recently dr main and a couple of years ago from dr m h r i d a. I never feel i m just another patient on the list but genuinely cared about. I hope this helps
- ✓ Great doctors, nice practice, helpful staff.
- ✓ Waiting time to long, even though you booked the appointment in advance, and you cant get a appointment soon to see our chosen doctor we have to watie long time.
- ✓ Evryone in surgery very helpful and plesent
- ✓ There ok there but my doctors leaving so left with Dinosaurs
- ✓ Doctor mead
- ✓ Because I'm always happy with the service, especially with my doctor.. Fiona Kennedy..
- ✓ Nothing in the world is extremely likely, so your service was likely
- ✓ Dr Harwkins has been a great support for me though my bad time... emotional support and medical advice.. she is great!
- ✓ Seen quickly and SUCH a personable nurse
- ✓ Just had to wait half an hour otherwise 1
- ✓ quick efficient
- ✓ Able to book an appointment quickly, and Doctor Amouche was very understanding, kind and easy to talk to.
- ✓ All doctor & staff friendly
- ✓ Great doctor and very efficient
- ✓ Dr. Mayne was kind and efficient. Many thanks.
- ✓ When ever I go there I get services

Not Recommended

Passive