FFT Monthly Summary: October 2015

THE MISSION PRACTICE
Code: F84016

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
27	10	1	1	3	2	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: **194**

Responses: **44**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	27	10	1	1	3	2	**44**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**27**	**10**	**1**	**1**	**3**	**2**	**44**
Total (%)	*61%*	*23%*	*2%*	*2%*	*7%*	*5%*	*100%*

Summary Scores

👍 84% 👎 9% ✌ 7%

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:

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

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

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/

Practice Score: 'Recommended' Rank

Your Score: **84%**

Percentile Rank: **20TH**

0%   50%   100%

Lower Mid

56%   **84%**   100%
Low Score   High Score

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 20th percentile means your practice scored above 20% of all practices.

Practice Score: 'Recommended' Comparison

- All Practices
- THE MISSION PRACTICE

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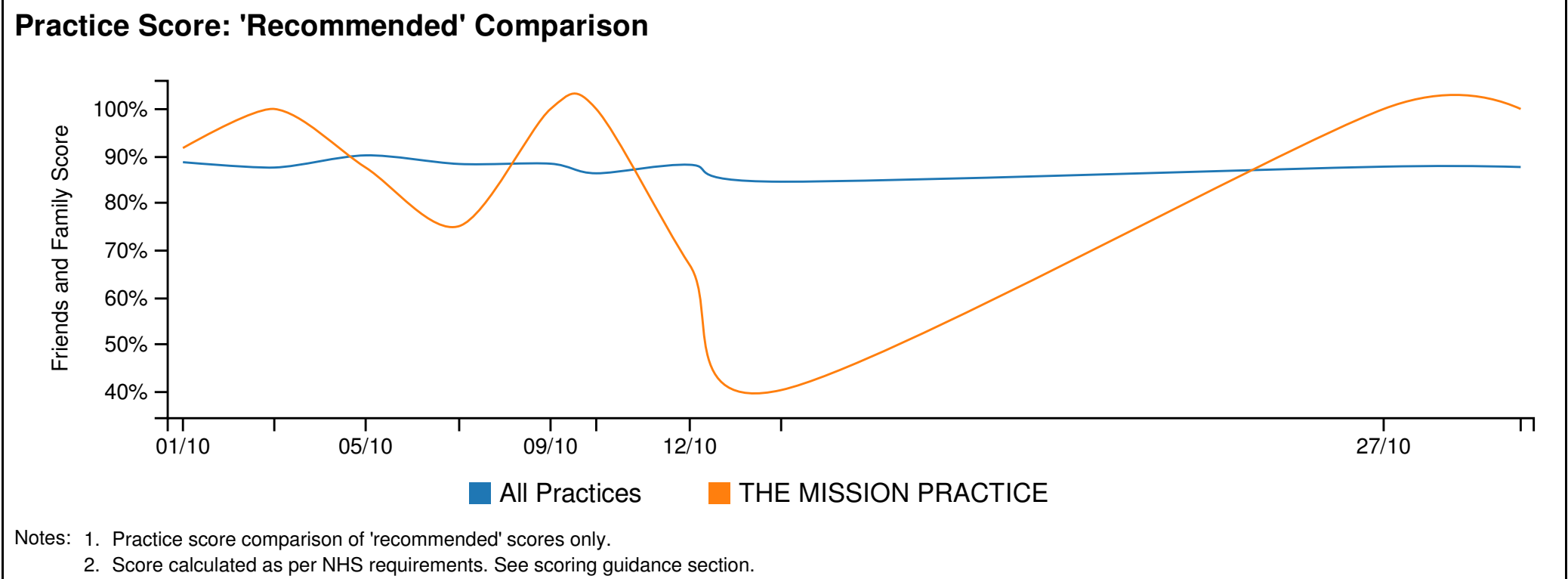
Practice Score: 'Recommended' Demographic Analysis

Age

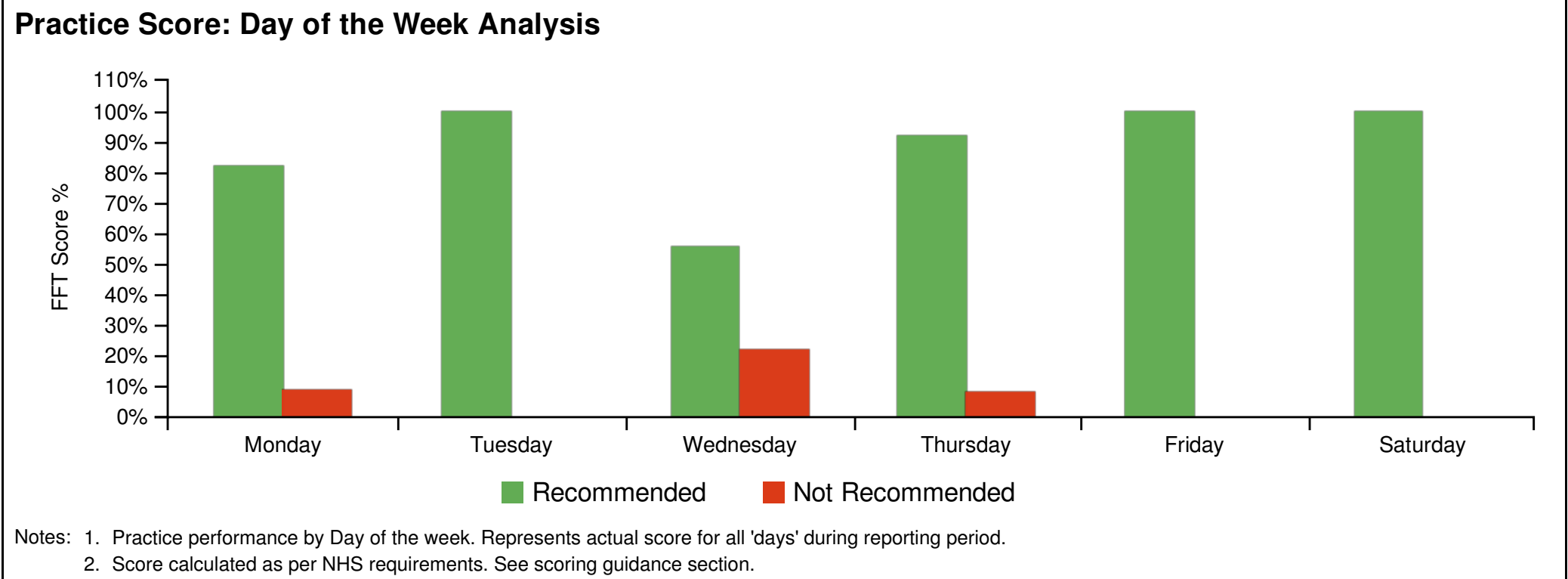|	< 25	25 - 65	65+
All Practices	80%	89%	93%
THE MISSION PRACTICE	20%	93%	100%

Gender

All Practices

89% 88%

THE MISSION PRACTICE
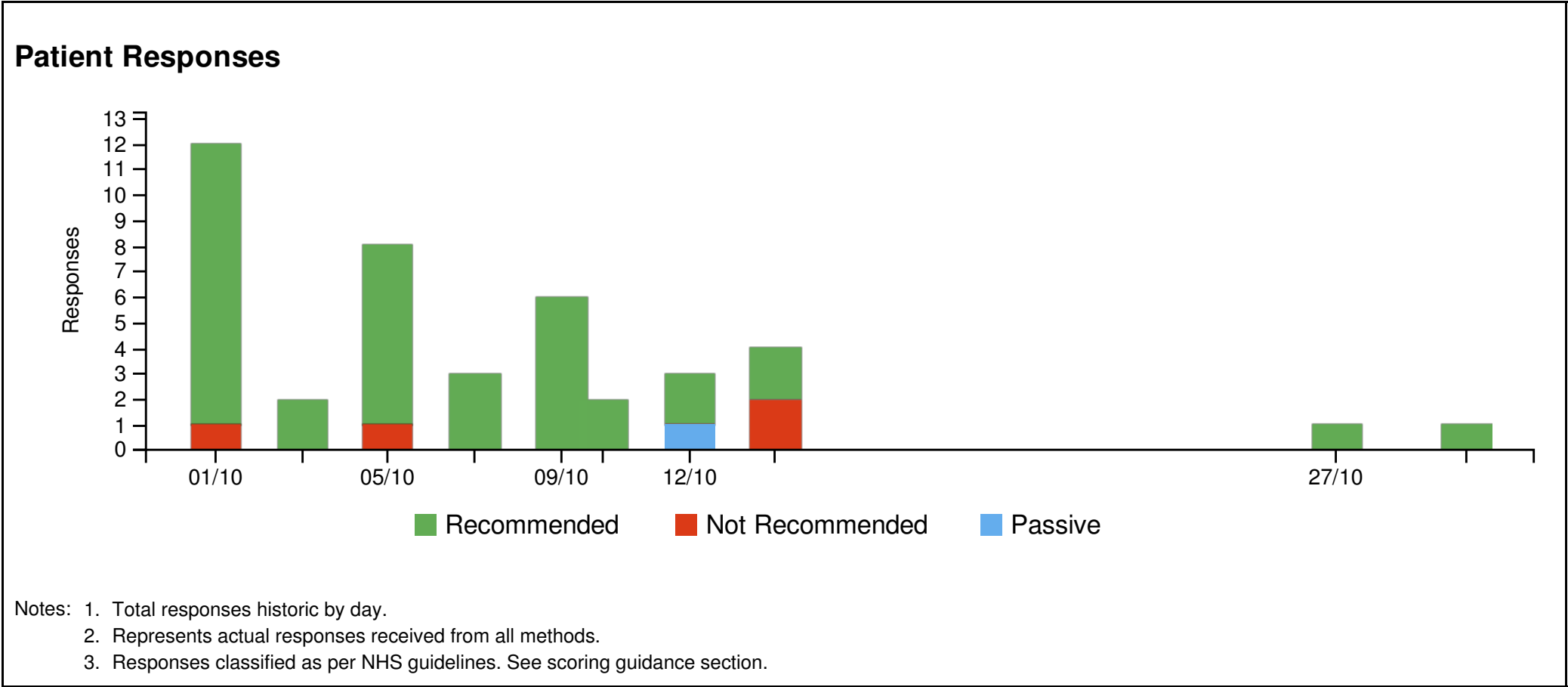
83% 82%

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

- 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.

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.

Patient Free Text Comments: Summary

Thematic

Reception Experience	4
Arrangement of Appointment	2
Reference to Clinician	11

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.

Tag Cloud

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

✓Helpful doctors , great follow up

✓*Dr Elba was nice*

✓The dr was thorough and very understanding

✓*I have always been looked after very well.*

✓Received a couteous and thoughtful service.

✓*Nice staff*

✓Keep improving

✓*Dr Fiona Kennedy is easily the best doctor I've seen. She was kind without being patronising and gave me great advice.*

✓Very good service and the best GP practice in tower hamlets.

✓*Because I have a good service and helpful and caring medical staff.*

✓Excellent service

✓*Very helpful and supportive*

✓All the doctors and nurses are very friendly polite and excellent at their job

✓*Doctor got me an immediate appointment for treatment with the nurse then saw me again straight after again to give me treatment and also gave me a follow appointment to check that the treatment works*

✓the main reason for my answere is I really like this GP and I love to recommend my family and friends

✓*Professionalism - Acknowledged me as a patient, being treated with respect. Doctor was caring and responsive.*

✓No waiting , in and out , friendly nurse. All done in a matter of mins

✓*Very caring in everyway*

✓very good service and friendly staff

Not Recommended

✓I had waited 2 weeks for today's appointment at 9.40. I arrived at 9.30 and advised reception at 10.20 I was still waiting. Reception advised I was next, I waited a further 5 mins and advised reception I had to get to work and was unable to wait any longer. More and more it is becoming more difficult to secure an appointment, waiting times are horrendous, I feel rushed during my appointments and am not happy to see different GPs when I make appointments. Over the past 6 months my health has deteriorated and I feel this is a result of difficulties as above and my feeling of giving up!

✓*Because I was satisfied with the services I have received.*

✓I am offended that gp tries to push religion onto me. Not professional

Passive