FFT Monthly Summary: November 2015

THE MISSION PRACTICE Code: F84016



Section 1 **CQRS** Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
34	13	1	2	5	0	8	0	0	47	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**

253 **Surveyed Patients:**

55 **Responses:**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	30	11	1	0	5	0	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	4	2	0	2	0	0	8
Total	34	13	1	2	5	0	55
Total (%)	62%	24%	2%	4%	9%	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:

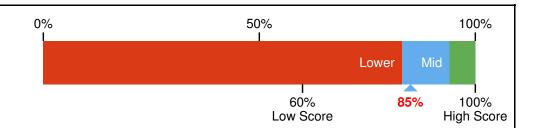
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 **Practice Scoring**

Practice Score: 'Recommended' Rank

Your Score: 85%

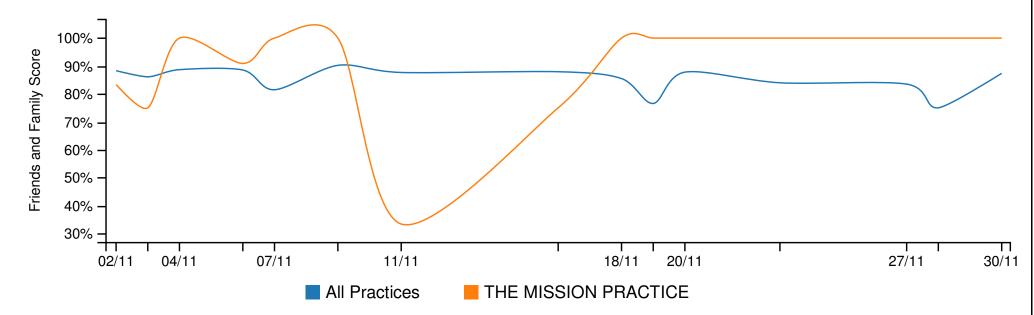
Percentile Rank: 35тн



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 35th percentile means your practice scored above 35% 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	82%	87%	94%
THE MISSION PRACTICE	75%	88%	100%

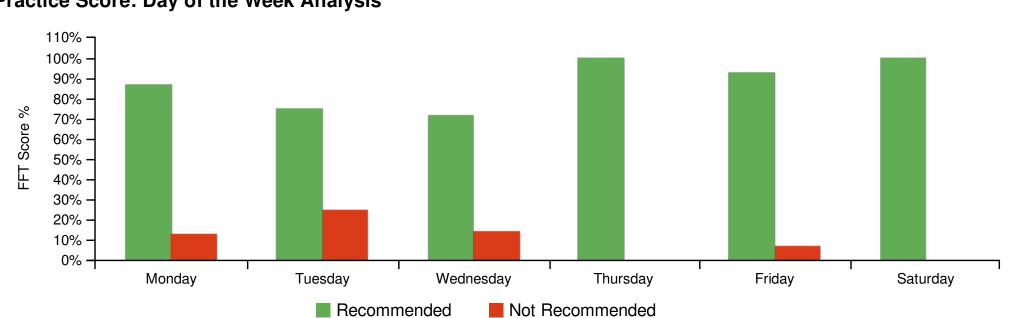




Notes: 1. Scores for current reporting month.

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

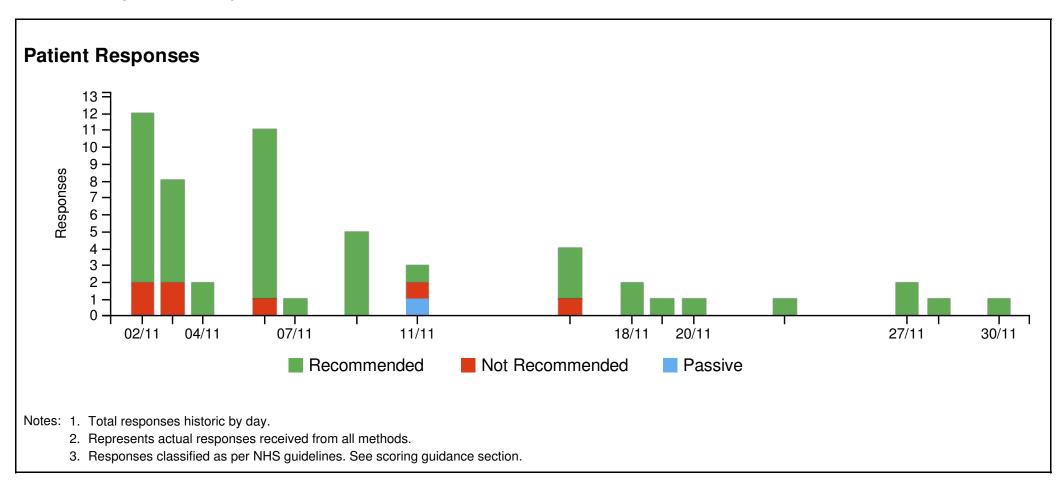
Practice Score: Day of the Week Analysis



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

Thematic	Tag Cl	oud
Reception Experience	4	D ₀
Arrangement of Appointment	10	So S
Reference to Clinician	18	experiencing prior efficient efficie
 Notes: 1. Thematic analysis for cumonth. 2. Thematic analysis cover discussed themes by an sentence fragements an exhaustive analysis of a 3. Tag cloud is rendered usused present participle verb, adverbs and adject word frequency is reflect 	rs the most ealysing od is not an Il talking points. sing the most verbs, gerund tives where the	excellent so competent lovely slightly setting brilliant lovely next strong super approachable pleasant inging

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

- ✓ I have had and have several more appointments over the last 2 weeks and all so far have been dealt with promptly and without any issues.
- ✓ It's a all in one practice one stop shop from bloods doctors nurses health visitors
- ✓ The only bad thing is not getting an app for 2 weeks, but I think it's the same at other practices, I've been a patient of doctor meads for many many years I've always get good help and advice.from him
- ✓ Quick appointment no waiting around to be seen. Very helpful doctor
- ✓ When I was having a panic attack the doctor I see was so understanding
- ✓ Staff are good,GP'S care is excelent
- ✓ very good service. Sometimes delay but for the rest is GOOD! Good nurse.
- ✓ The appointments quite often are delayss. The nurses don't keep to time. This is the only problem for the rest is good.
- ✓ Very good caring staff for this surgery.
- ✓ Like the fact that I could speak to the doctor before hand so we could decide if I needed appointment.
- ✓ Competent approachable nurse and appt on time
- ✓ I would have given a 1 if it wasn't for lack of attention and frankly rudeness I've been experiencing from reception staff. GPs and midwifed are great.
- ✓ Because I feel at ease with my doctor I saw andes overall demeanour was pleasant
- ✓ i am happy with the service you provide and that my needs are being met
- ✓ The GPs I have seen while dealing with my depression have been sympathetic and caring. I have felt very supported during this time.
- ✓ We have been consistently happy with the brilliant care my whole family have receive for a number of years. We find it hard to fault your practise.
- ✓ Very helpful
- ✓ Was seen promptly and given helpful advice
- ✓ Good service, friendly, polite and quick
- ✓ Not so happy about Over a week wait for the appointment.
- ✓ You would get a1 but it takes to long to get an appointment
- ✓ I saw the nurse and he was really great. .. super manner and nice personality and efficient
- ✓ Excellent service
- ✓ Good GPs
- ✓ Efficiency of booking &a telephone appointments are handy when necessary. However nurses do not seem to be very experienced, didn't know answer to some basic questions (not related to today's appointment but the one prior)
- ✓ My wife is pregnant she was made an appointment and it has been cancelled by the Gp the next appointment for her is in three weeks time which is unfair and poor services for a well talked about Gp practice
- ✓U r friendly polite and welcoming. When ringing 4 appt sometimes have 2 wait a week.
- X Well the doctor listened carefully to what my problem was and examined me, also gave me some strong medicine and blood test form to see what's happening.

Not Recommended

- ✓ The doctors I. Saw this morning was very helpful, and understanding
- ✓ Dr Hawkins was really great she gave me solid advice, was really lovely about a slightly embarrassing issue and saw me on time. That 5 was meant to be a 1!
- ✓ very long wait times
- ✓ Always need tp wait to see the dotor 30-40 minutes
- ✓ u txt me to come in today for an appointment that did not exist! ..m
- ✓ The receptionist are really rude and not helpful at all. The waiting time for a doctor is to long. The wait to get an appointment is also to long.

Passive