FFT Monthly Summary: December 2015

THE MISSION PRACTICE Code: F84016



Section 1 **CQRS** Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
29	14	6	1	0	0	1	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: 194

50 Responses:

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	28	14	6	1	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	0	0	0	1
Total	29	14	6	1	0	0	50
Total (%)	58%	28%	12%	2%	0%	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:

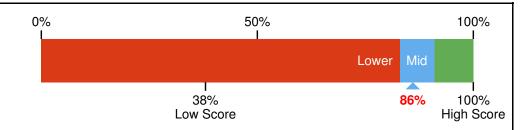
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 86%

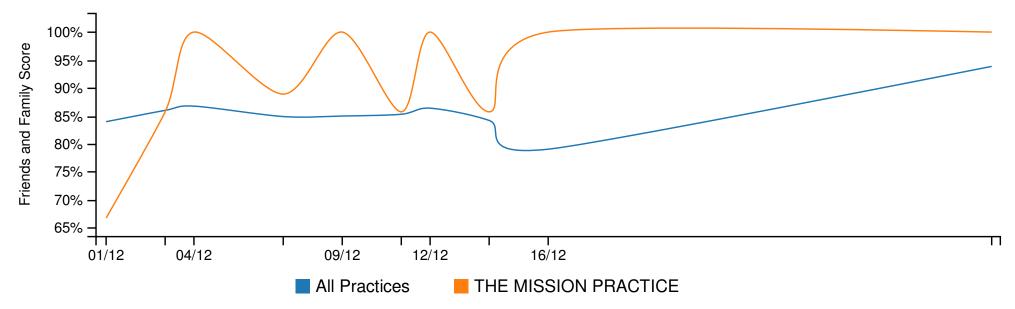
Percentile Rank: 45TH



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 45th percentile means your practice scored above 45% 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	78%	86%	92%
THE MISSION PRACTICE	100%	83%	100%

Gender

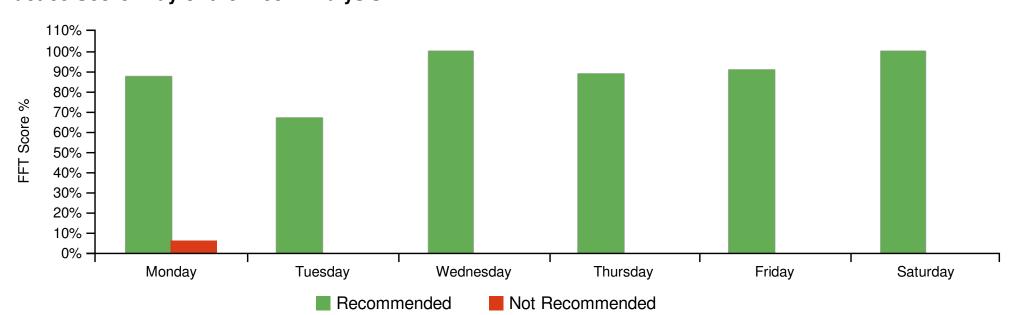




Notes: 1. Scores for current reporting month.

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

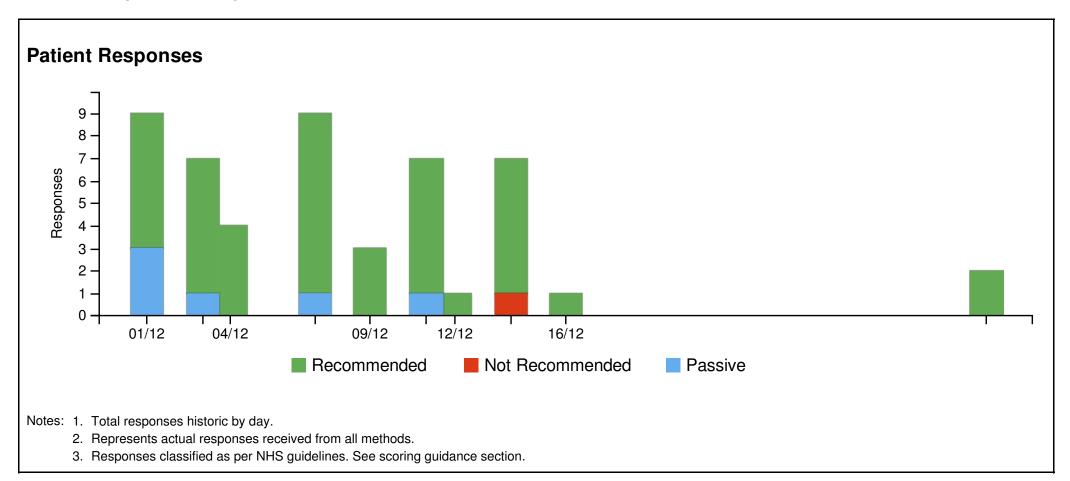
Practice Score: Day of the Week Analysis



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



SECTION 5

Patient Free Text Comments: Summary

Thematic Tag Cloud Reception Experience 5 Arrangement of Appointment 6 Reference to Clinician 16 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.

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

- ✓ Great care given
- ✓ Youu're doing a fantastic job in very difficult circumstances. Honesty of Dr Rowell. Very good receptionists.
- ✓ Helpful and understanding doctors and staff
- ✓ felt listern to and helped
- ✓ The doctors are very kind and caring always ready to listen and answer questions in a way thats easy to understand
- ✓ Doctors are always very good the only drawback is waiting times for appointments.
- ✓ Seen quickly and Dr very helpful and friendly
- ✓ I was dealt with politely and professionally
- ✓ Because I think Misson Practice is a very good surgery
- ✓ Everything is solved very fast, the doctors are extremely careful, specially dr Amuche Elba and dr Khaden Dhali. Thank you!
- ✓ sick letter and speaking to health visiter
- ✓ Helpful staff, great doctors
- ✓ Appointments are always available. Supportive receptionist staff and the doctors are readily available to work through all your problems. A great ease to see a genuine care from all the staff.
- ✓ I have been with the mission practice since the period of being a young child living in Bethnal Green and always valued the service and advice received and given, also find the doctors very welcoming and pleasant mannered too.
- ✓ My doctor was wonderful
- ✓ Friendly n helpful staffs
- ✓ Relating
- ✓ Having to wait 3 weeks for a app and also when having arrived for the app not knowing how late the gps are running. The mission practice and gps are brilliant though.
- ✓ Seen too long after appointment time.
- ✓ The lady who took my blood this morning was very friendly, but also very efficient and professional. It was over in a matter of seconds.
- ✓ Accommodating & friendly a good range of services.
- ✓ Talk to doctor over the phone
- ✓ Doctor seems competent did good examination asked to monitor and wants to come back for further evaluation.
- ✓ Staff are polite & will help 2 make appoints etc.keep up the good work.
- ✓ Everything about the service today was good

Not Recommended

✓ My doctor cancelled on me twice in the last 3 appointment and my issues are very personal. I then had to wait 2 weeks for another appointment and was given an appointment with a doctor I don't know who is male. I have lots going on and feel uncomfortable discussing with someone who doesn't know my history. I have called 5 times for test results, which have been back for 10 days but nobody has bothered to look at the results... I'm really upset.

Passive

- ✓ When I interact w a GP or nurse the care is good but getting appointments is near impossible (tried to book on 24/11, earliest app was 11/12 when called to change on 26/11 next app was 17/11. Didn't think you were allowed to book so far in advance). Also almost always running late.
- ✓ It took me three weeks to get an appointment. Doctor was excellent thigh