

FFT Monthly Summary: February 2016



THE MISSION PRACTICE
Code: F84016

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
32	12	1	0	2	2	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: 183

Responses: 49

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	32	12	1	0	2	2	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	32	12	1	0	2	2	49
Total (%)	65%	24%	2%	0%	4%	4%	100%

Summary Scores

90% 4% 6%

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:

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

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

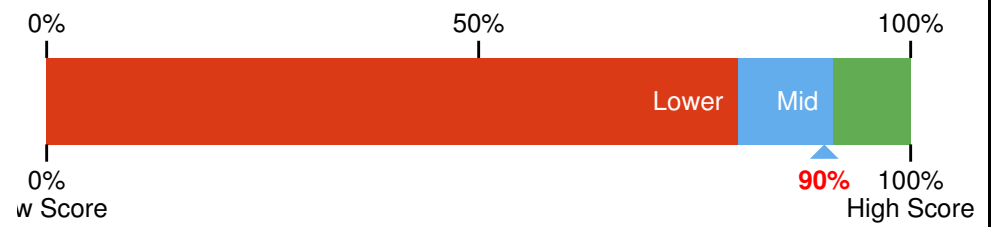
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

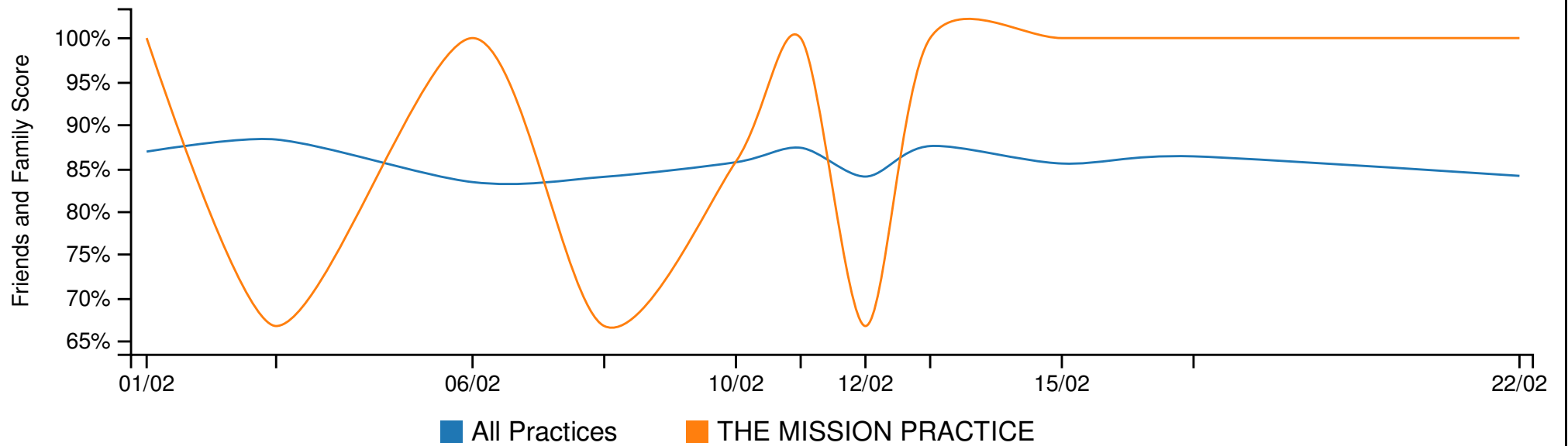
Practice Score: 'Recommended' Rank

Your Score: 90%
Percentile Rank: 70TH



- 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 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison



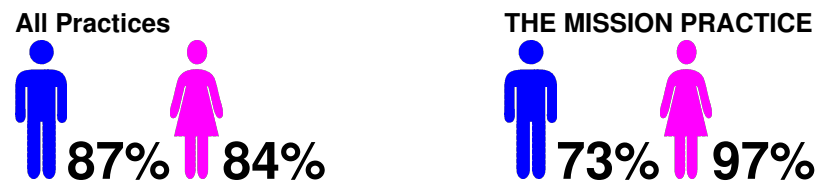
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

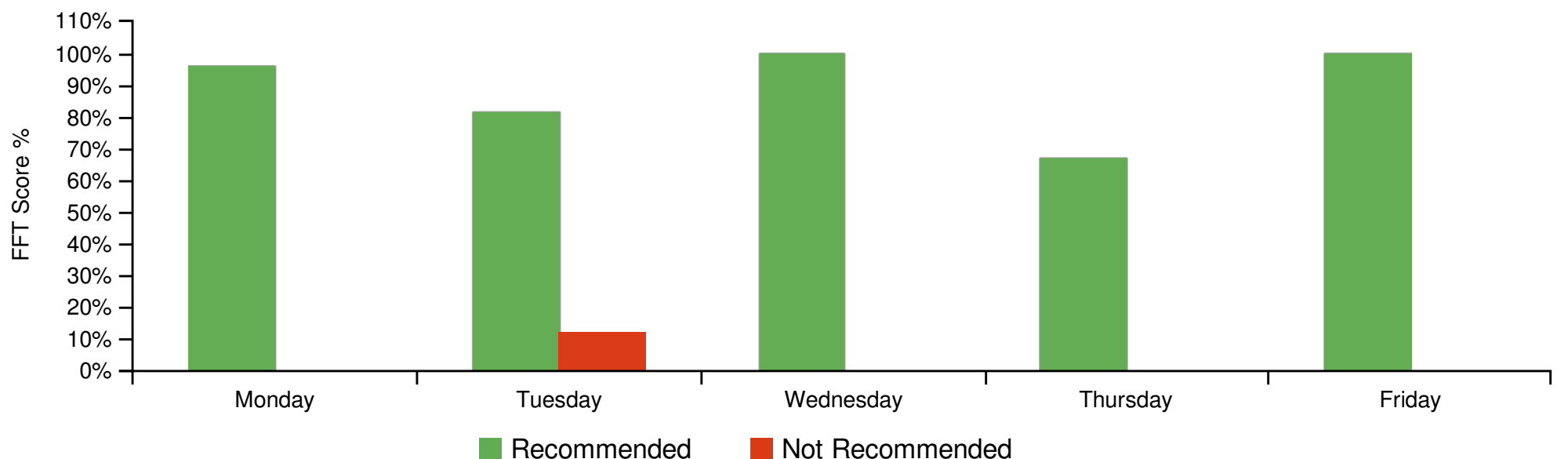
	< 25	25 - 65	65+
All Practices	77%	86%	92%
THE MISSION PRACTICE	63%	97%	0%

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

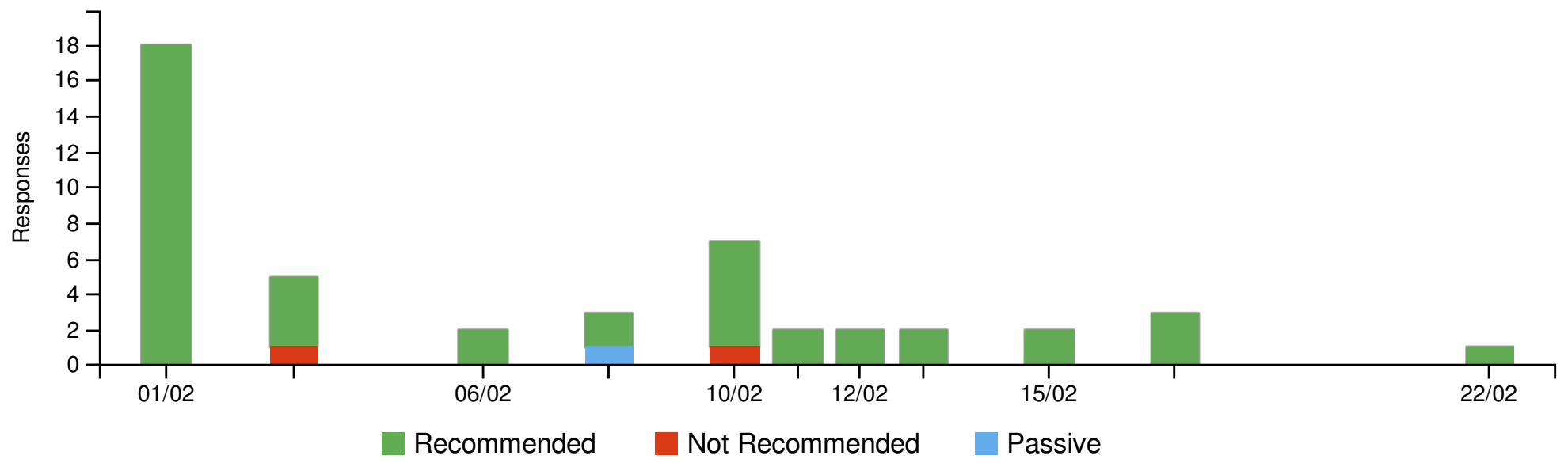


- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis

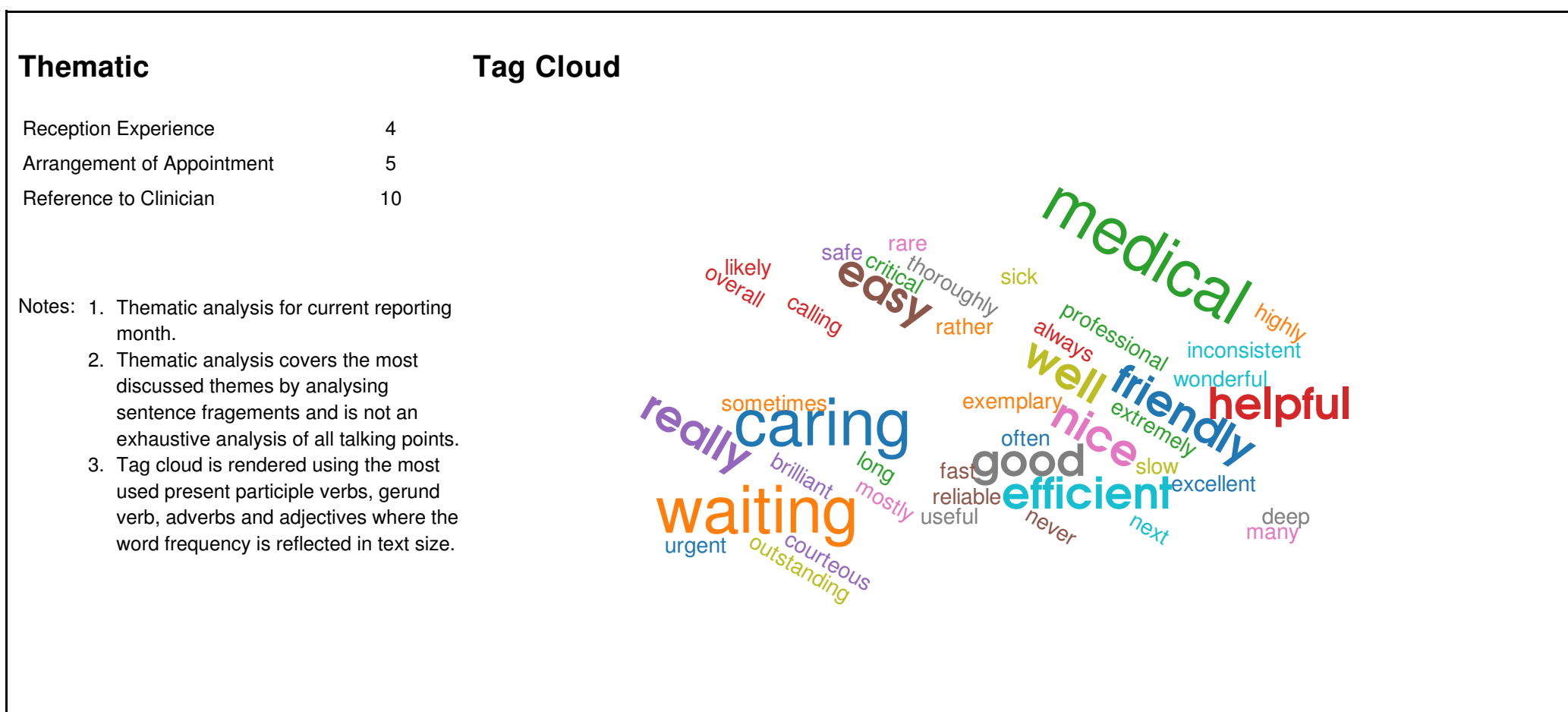
Patient Responses



- 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.

SECTION 5

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

- ✓ Every time I have been to the mission practice the staff have been kind and helpful and the treatment and care I have received from doctors has been exemplary.
- ✓ On time, and feel like doctors really listen to my concerns
- ✓ 1-Extremely likely
- ✓ Brilliant doctors.
- ✓ Easy to get through on phone and seen really fast.
- ✓ Mostly nice staff, good caring gps.
- ✓ Overall service. I was well looked after
- ✓ Staff very courteous and you never feel rushed
- ✓ Because I'm on my own & don't see many people
- ✓ Felt listened to and problem dealt with thoroughly
- ✓ Wonderful GP
- ✓ Nice staff, good service
- ✓ Efficient and caring
- ✓ Excellent GP practice with friendly, caring and highly professional doctors and efficient appointment system
- ✓ I have been with this practice for 3 years and they always make it it easy safe and reliable for me me
- ✓ All went well
- ✓ A rare thing. A sense of higher values that underpin the medical practice itself. This creates a deep sense of being cared for which combined with the professionalism of the practice and excellence of the medical care makes this an outstanding medical practice.
- ✓ Appointment to c a dr on the day I rang& friendly helpful gp
- ✓ I got an appointment next day when I said it was urgent an Dr Littlejohns was very understanding xx
- ✓ Have appointments on the day you call rather waiting for long and keep calling the surgery
- ✗ Because it was very useful

Not Recommended

- ✓ The processing of prescriptions is slow and inconsistent I often have to chase up prescriptions which get lost in the system, which sometimes means being stuck without critical medication and having to get a prescription from the on-call doctor and then waiting 24 hours for the medication to arrive at the pharmacy
- ✓ I have been waiting 2 weeks for an appoinment this monday. The doctor called sick and the appointment got moved to wednesday

Passive