

FFT Monthly Summary: October 2016

THE MISSION PRACTICE
Code: F84016

SECTION 1 CQRS Reporting

CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 31 | 8 | 4 | 3 | 4 | 0 | 0 | 0 | 0 | 50 | 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: 213

Responses: 50

| | Extremely Likely | Likely | Neither Likely nor Unlikely | Unlikely | Extremely Unlikely | Don't Know | Total |
|----------------------|------------------|------------|-----------------------------|-----------|--------------------|------------|-------------|
| SMS - Autopoll | 31 | 8 | 4 | 3 | 4 | 0 | 50 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| Total | 31 | 8 | 4 | 3 | 4 | 0 | 50 |
| Total (%) | 62% | 16% | 8% | 6% | 8% | 0% | 100% |

Summary Scores

 78%  14%  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:

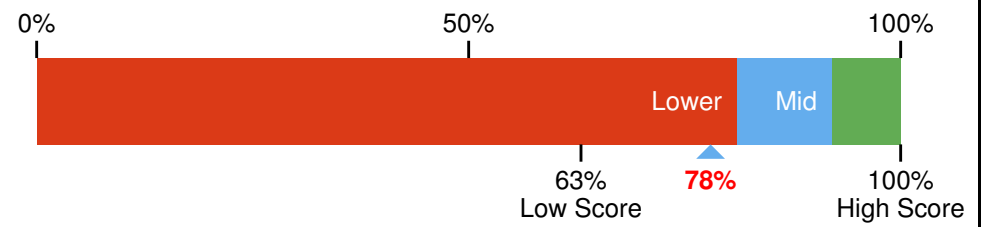
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **78%**

Percentile Rank: **15TH**

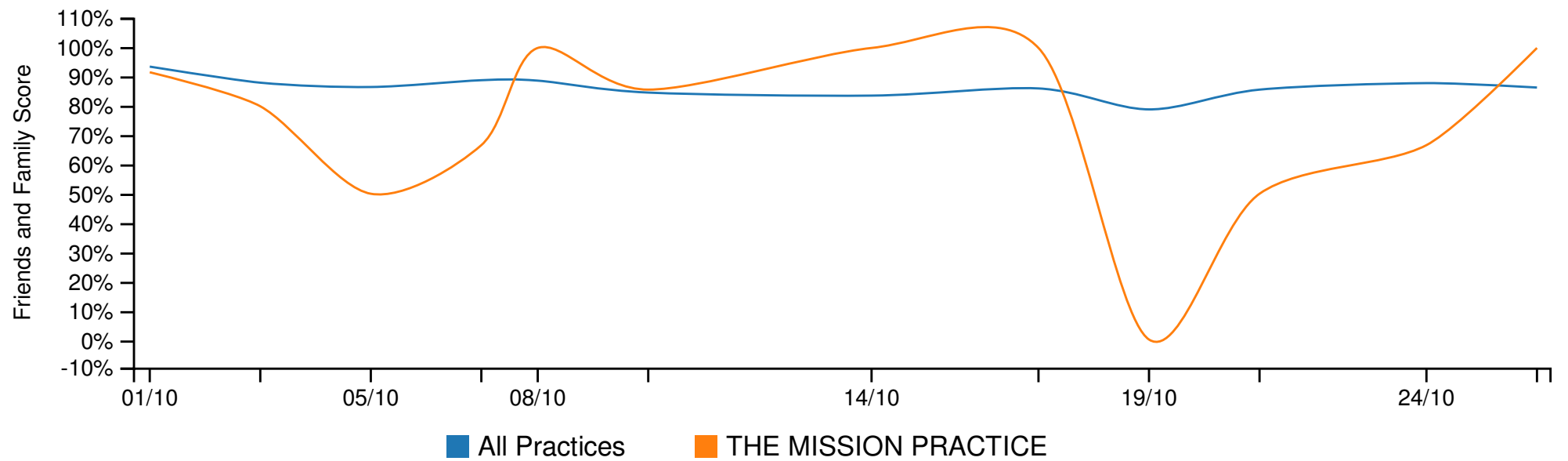


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 15th percentile means your practice scored above 15% 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.

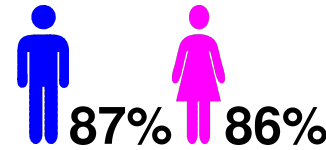
Practice Score: 'Recommended' Demographic Analysis

Age

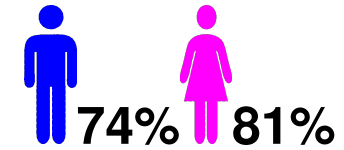
| | < 25 | 25 - 65 | 65+ |
|----------------------|------|---------|-----|
| All Practices | 77% | 87% | 93% |
| THE MISSION PRACTICE | 50% | 87% | 67% |

Gender

All Practices



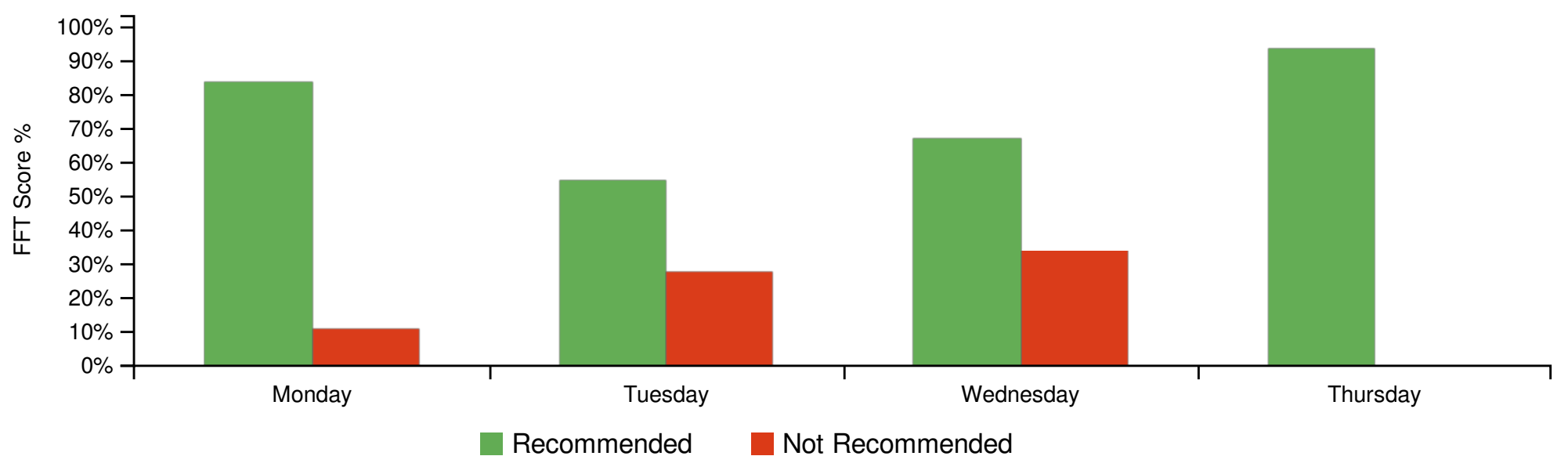
THE MISSION PRACTICE



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

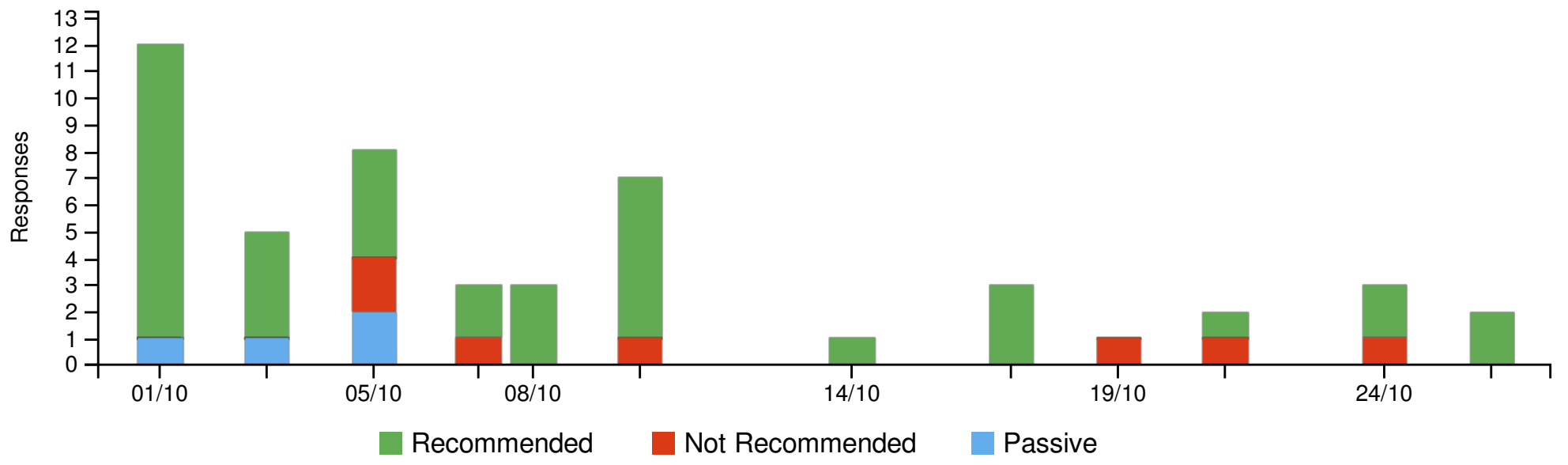


Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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

| Thematic | Tag Cloud |
|--|-----------|
| Reception Experience 10 | |
| Arrangement of Appointment 2 | |
| Reference to Clinician 16 | |
| 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

- ✓ When needing your service you have always cared and taken an interest to advise/resolve rather than make you feel like you R a tick box exercise on a conveyor belt.
- ✓ Nice Dr's
- ✓ Always a good friendly service . Dr Mead is exceptional .
- ✓ I was seen very quickly
- ✓ Good treatment
- ✓ I find my G.P verey helpfull and understanding
- ✓ Prompt service, knowledgeable staff and a good focus on prevention and well - being
- ✓ Nice welcome, doctor understood my fear of needles
- ✓ I have had a few problems over the last couple of years and feel like I have been thoroughly looked after.
- ✓ Very helpful staff, always willing to help
- ✓ The staff are always courteous and really treat you like a person , thank you
- ✓ I like my preferred gp but have been happy with most of the gps I've seen
- ✓ Personal experience
- ✓ Caring, competent and friendly
- ✓ Polite,pleasant receptionist and nurse.did not wait too long.
- ✓ Dr ,was very good!
- ✓ The doctors are very good
- ✓ Dr Kennedy is always so helpfull !!
- ✓ Friendly staff
- ✓ Likely
- ✓ Exelent care very good doctors always welcome you and there always happy to help by far the mission practice is the best go service the health visitors nurses and reception are exelent
- ✓ Polite staff and great care given
- ✓ Diabetes specialist nurse knows management very well, listened to & addressed my concerns & took time to explain & make sure I understood & gave her time to cover everything.
- ✓ Great service from both nurses, they talked through and explain everything they were doing and it was quick easy and made me feel at ease while having tests done.
- ✓ I have been a patient at the mission all my life and have always been treated excellently.
- ✓ I gave this reason because so far it's all good
- ✓ I have been registered at the mission practise for 2.5yrs now and have always received friendly, helpful and sensitive advice / treatment, much better than I received at some other London GP practices.
- ✓ Mission Practice is a practice with a vision to care and as far as I know, my family and I have always received great and timely care from a team of both medical and non medical staff who are ever ready and available to meet our needs.
- ✓ Because I have always had a good service from the Mission

Not Recommended

- ✓ I have had to wait 45mins to an hour for two appointments in a row with no explanation
- ✓ Long wait for appointments
- ✓ Time taken to unblock ears, I had to go privately in the end for micro suction which could be done immediately rather than wait for days for olive oil to work. The delay in treatment was severely affecting my ability to work. Simple treatment like this should be available on the nhs.
- ✓ friendly staff

Passive

- ✓ Do not have anyone to recommend you too
- ✓ *Medical care helpful, caring, individualised and effective front of house/reception would prevent me from recommending.*
- ✓ The second time in succession I had to wait an hour and a half beyond my appointed time to see the Doctor.