FFT Monthly Summary: November 2016

THE MISSION PRACTICE Code: F84016



Section 1 **CQRS** Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
34	11	1	2	0	0	0	0	0	48	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**

196 **Surveyed Patients:**

48 **Responses:**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	34	11	1	2	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	34	11	1	2	0	0	48
Total (%)	71%	23%	2%	4%	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:

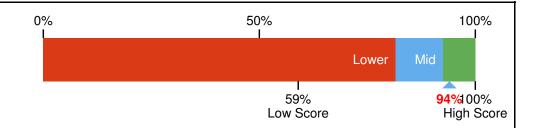
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 94%

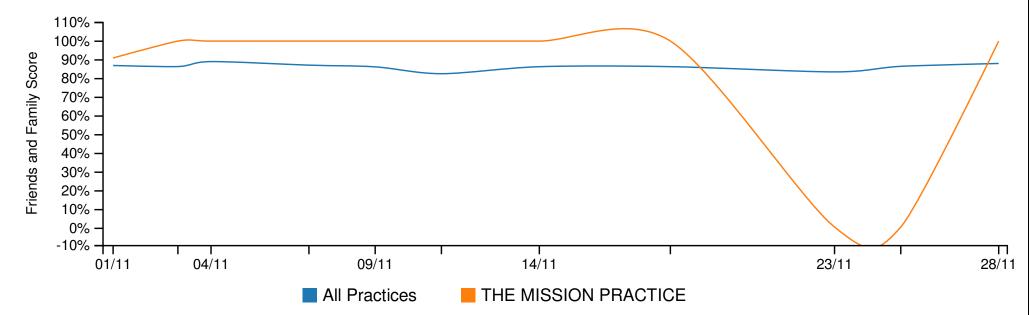
Percentile Rank: 85TH



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 85th percentile means your practice scored above 85% 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	78%	87%	92%			
THE MISSION PRACTICE	100%	95%	100%			

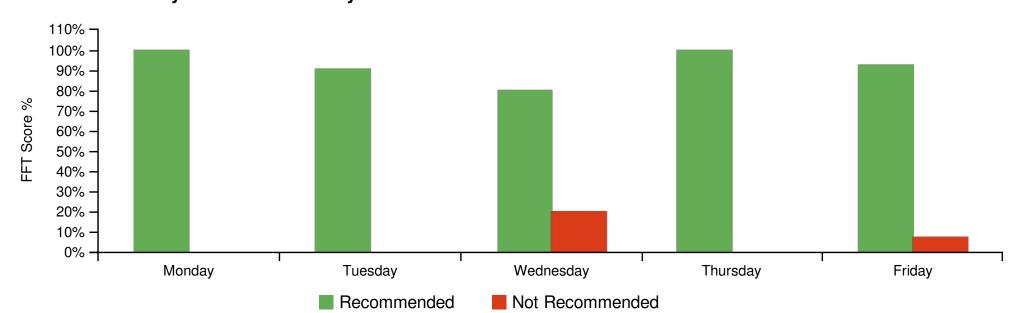




Notes: 1. Scores for current reporting month.

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

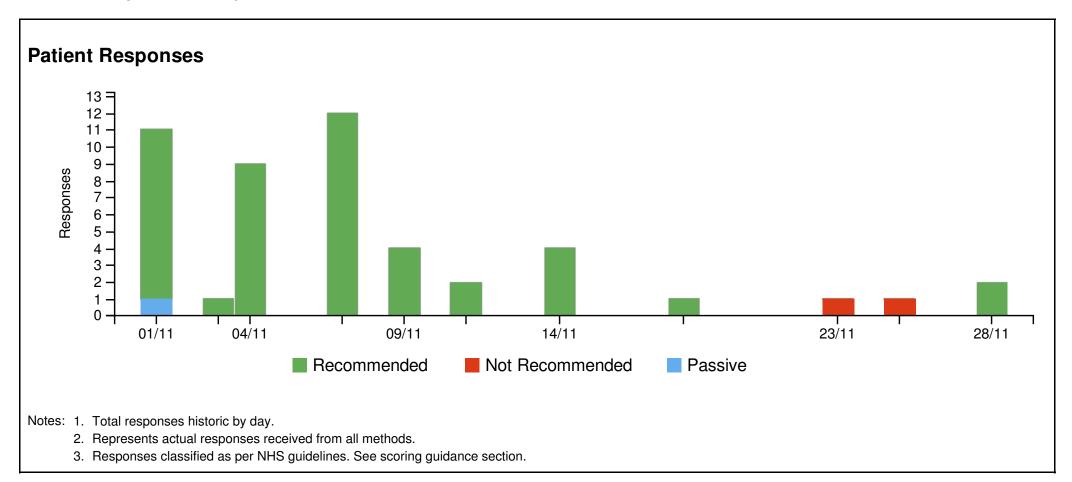
Practice Score: Day of the Week Analysis



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



SECTION 5

Patient Free Text Comments: Summary

hematic	Tag Cloud	
Reception Experience	5	
Arrangement of Appointment	4	U_D
Reference to Clinician otes: 1. Thematic analysis for cu	11	wholehearteoly quite caring appallingly reliable welcom; he
month. 2. Thematic analysis for commonth. 2. Thematic analysis cover discussed themes by an sentence fragements an exhaustive analysis of a 3. Tag cloud is rendered used present participle verb, adverbs and adject word frequency is reflective.	s the most alysing d is not an I talking points. sing the most erbs, gerund tives where the	caring y quite careless of the

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

- ✓ Reliable appointments, friendliness and the fact that you have Wilma Bol n your practice. She is such a kind and helpful person. Karen
- ✓ Receptionist are nice & welcoming. My Gp & nurse are nice as well. Dr little johns & Liz
- ✓ Good place but takes long time to get appts
- ✓ Helpful staff
- ✓ The doctor spent a good amount of time and did not rush, the doctor wrote up a letter on the spot to hand to my daughter's school. Was very happy with the explanation of my daughter's symptoms and the instructions given to avoid or keep the migraine at bay.
- ✓ I like the service
- ✓ Great service
- ✓ Supportive and informed guidance given in a timely manner
- ✓ 1.GOOD COMMUNICATION ON THE PHONE & FACE TO FACE!2.EASY TO MAKE APPOINTMENTS3. ATTITUDE OF STAFF4. FLEXIBILITY5. ETC3.
- ✓ The helpfulness and friendliness of the receptionists, especially Heather and Debbie, and reliable empathic doctors I can see regularly and who know my history like Dr Rowell
- ✓ Always fairly quick to get appointments and I'm very happy with doctors, nurses and health visitors!
- ✓ The nurse Helga for the smear was very nice and I was pleased to have been taken care by her. Another nurse who took my blood test seemed quite careless and floppy and didn't handle the bleeding covering well.
- ✓ Really helpful attentive doctor.
- ✓ Pleasant manner and integrity I have always experienced
- \checkmark Excellent service , and managed to get a. Cancellation appt
- ✓ Quality of care but very slow to get a appointment
- ✓ The staff on arrival are very helpful and good doctors and nurses
- ✓ Good care from keasha, always very caring and gentle,
- ✓ all staff I have ever encountered have been wonderful, but focus on religion at clinic means I could never recommend wholeheartedly. (Not that any of the staff have ever raised it)
- ✓ Seen on time.

Not Recommended

- ✓ The reicepionist was with curly hair wasnt really helpful and in some point was really rude. I didnt like this treatment. The people needs to be help
- ✓ The doctor I saw on my most recent visit treated me appallingly. So much so that I have emailed a complaint about her treatment of me.

Passive

✓ Great doctors just unacceptable wait times especially for baby appointments