FFT Monthly Summary: December 2016

THE MISSION PRACTICE Code: F84016



Section 1 **CQRS** Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
30	9	2	5	1	0	0	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**

Surveyed Patients: 254

47 **Responses:**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	30	9	2	5	1	0	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	30	9	2	5	1	0	47
Total (%)	64%	19%	4%	11%	2%	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:

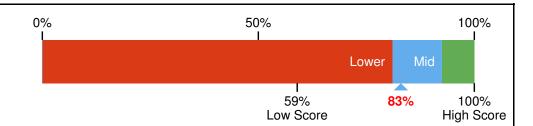
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 83%

Percentile Rank: 35TH



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	83%	86%	92%					
THE MISSION PRACTICE	100%	84%	100%					

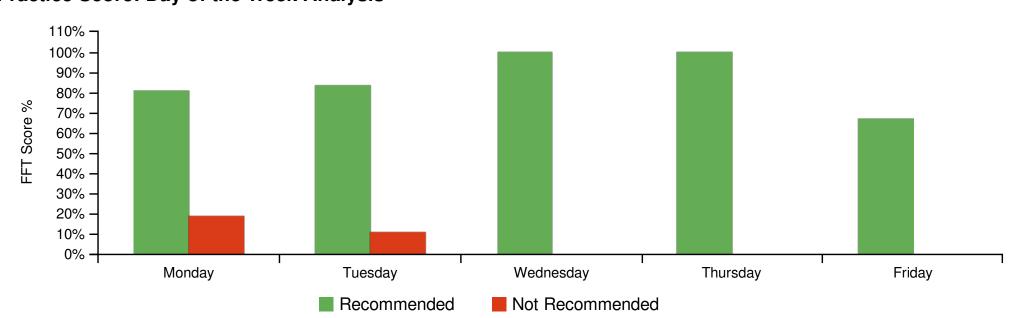




Notes: 1. Scores for current reporting month.

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

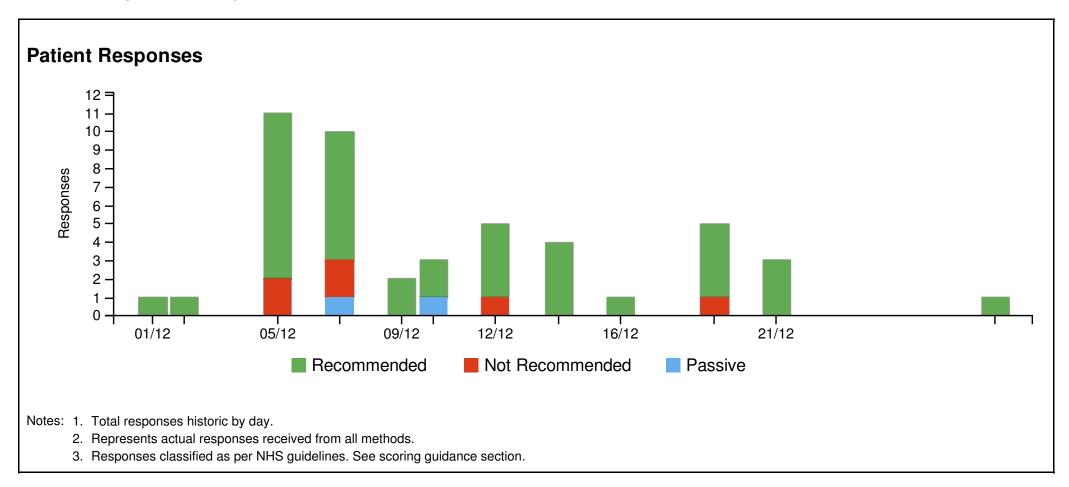
Practice Score: Day of the Week Analysis



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

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

- ✓ Personal experiences
- ✓ The receptionist was very helpful and the doctor rang me promptly...
- ✓ Friendly, helpful staff and very prompt start to the appointment.
- ✓ Overall experience of service at the Mission Practice is great. But automated system sometimes makes difficulties and there is some contradictory information between what doctors and other staff say in relation to what is or isn't available or the content of various services. Because I often see a different GP there is some loss of continuity.
- ✓ Staff are helpful and friendly
- ✓ The nurse was very kind and she let me feel confident and comfortable
- ✓ Friendly nurses / doctors
- ✓ Dr little johns is just the best her service her understanding is perfect
- ✓ Doctor is always on time for appointments and doesn't rush through the appointment.
- ✓ Lovely reception staff intelligent and kind. GPs are excellent without exception
- ✓ Well I have some very good experience with mission practice and me and my family are getting lots of help from Doctors and nurses. Thanks
- ✓ I still have an ongoing issue with the practice that hasn't been resolved yet.
- ✓ Just a good practicethank you
- ✓ Prompt and informative service

Not Recommended

- ✓ Unprofesional gp
- ✓ I felt that the doctors don't take the time to listen to patients. There is no real communication between dr and patient so the patient leaves angy and dissatisfied and disappointed. Sometimes the wait is so long upto an hour! Then when you see the dr he/she is trying to rush you because they need to see the next patient! So you are left with no choice but to come back another day to tell the rest of your symptoms!
- ✓ My appointment with the nurse was delayed by 50 mins with no updates or reason given until I checked after 30 mins. Ended up having to leave before I could see the nurse to get back to work
- ✓ Friends of mine with babies the same age and the same skin condition were prescribed Oilatum but the doctor told me my baby didn't have eczema so it wasn't necessary. Her

skin looks just as bad as my friends' children. Also I've gone to mission practice a few times for no reason because the vaccine my daughter was supposed to be getting wasn't available so it was a wasted trip.

Passive

✓ Beacause u cant always get an appointment ent