

# FFT Monthly Summary: January 2017

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	2	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 216**

**Responses: 48**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	34	11	2	1	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>34</b>	<b>11</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>48</b>
<b>Total (%)</b>	<b>71%</b>	<b>23%</b>	<b>4%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 94%  2%  4%

## 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:

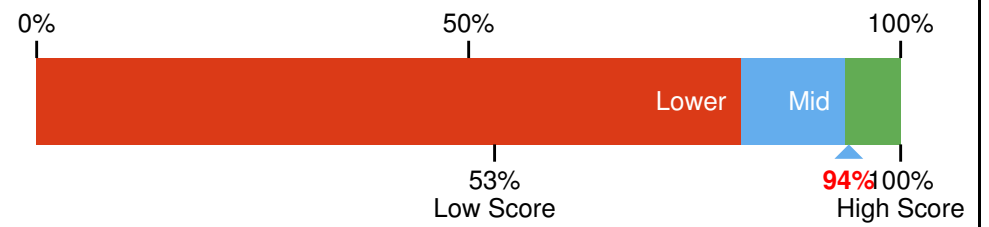
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

**Your Score:** **94%**

**Percentile Rank:** **80<sup>TH</sup>**

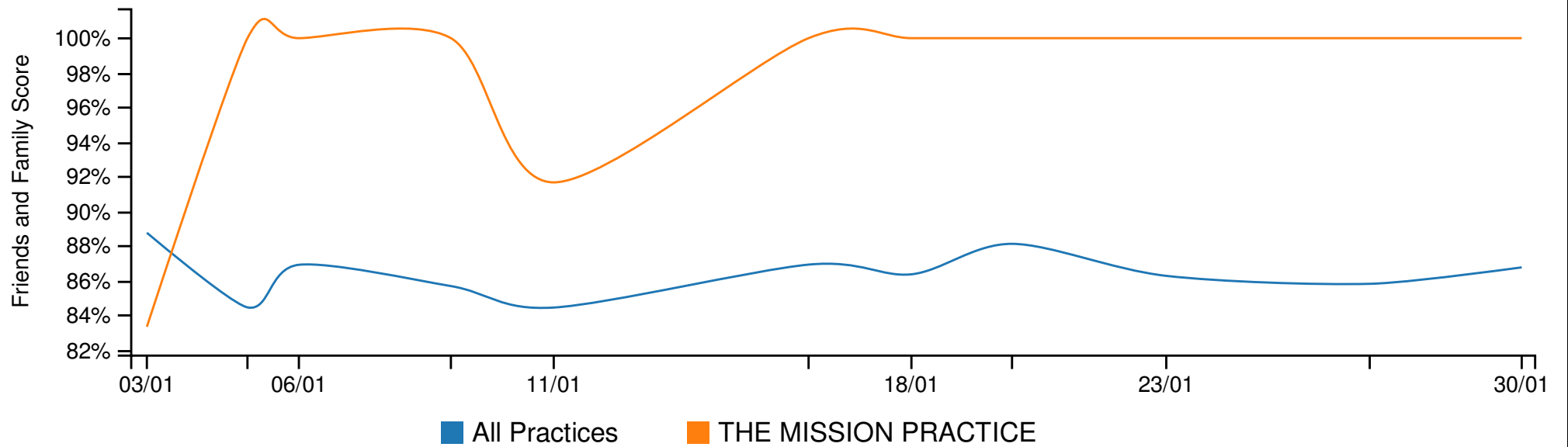


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 80th percentile means your practice scored above 80% 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.

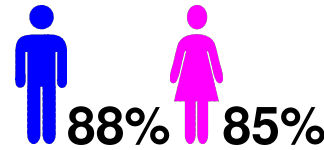
### Practice Score: 'Recommended' Demographic Analysis

#### Age

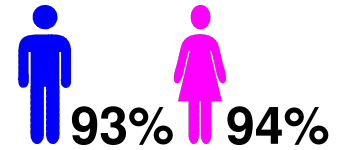
	< 25	25 - 65	65+
All Practices	80%	86%	92%
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#### Gender

All Practices



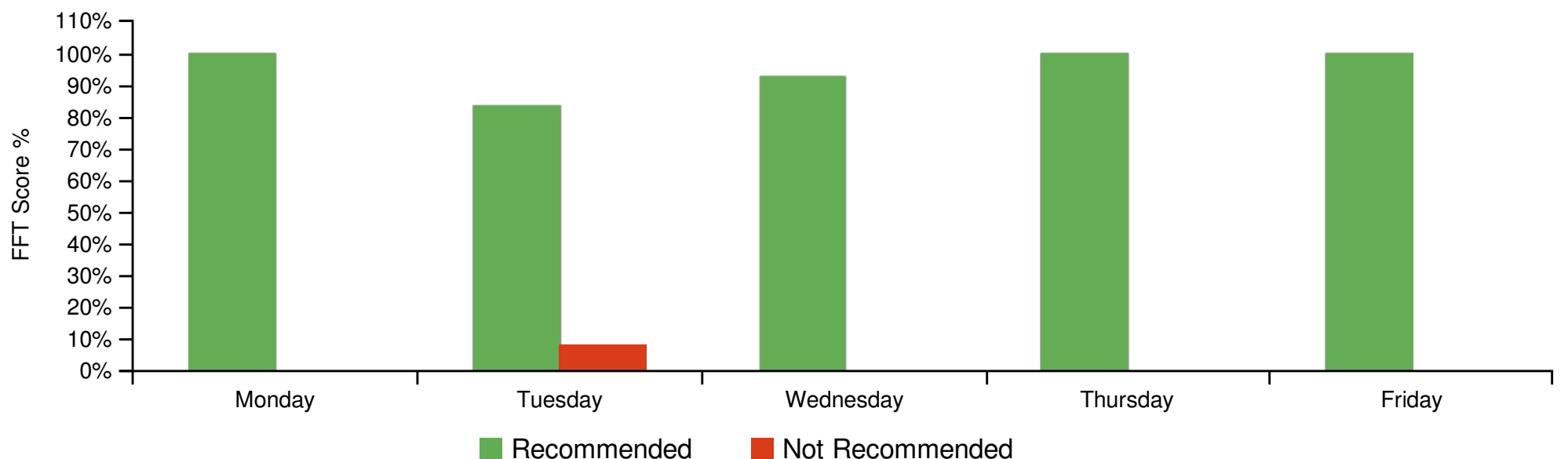
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Notes: 1. Scores for current reporting month.

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

### Practice Score: Day of the Week Analysis

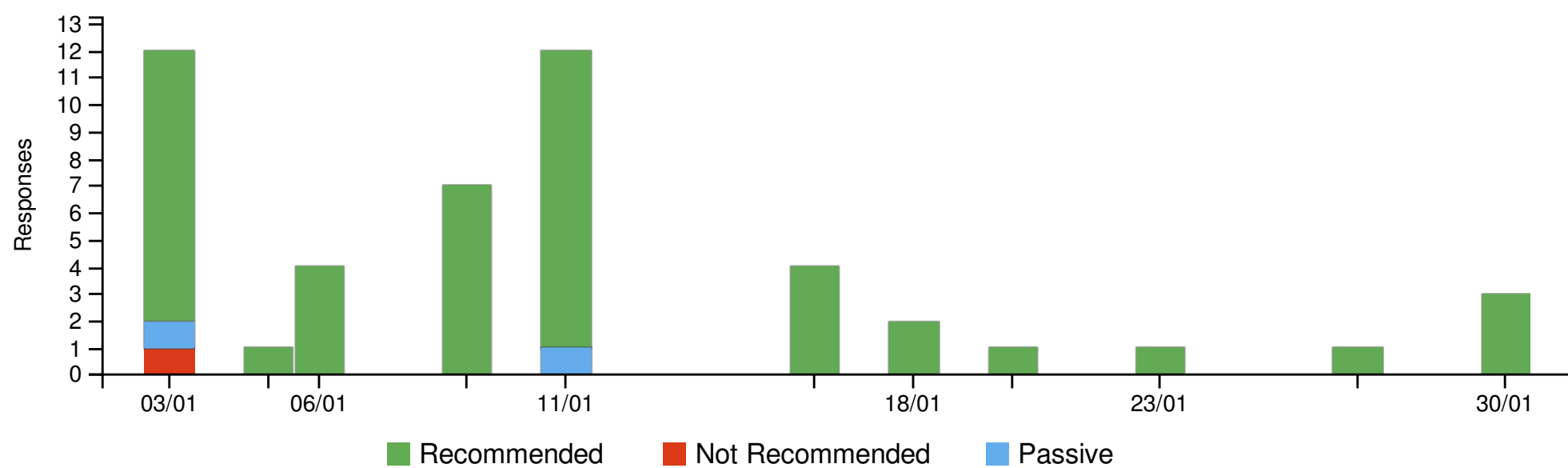


Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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

- ✓ Very polite and considerate staff xxx
- ✓ All the staff there are so kind, helpful, friendly and understanding.
- ✓ Sorry for late reply i have a lot to thank you for to much to put in a text thank you
- ✓ Great service, very comfortable, friendly staff, thorough client care
- ✓ Because the service is good
- ✓ I've been a patient at the practice the whole of my life, I'm 63. Ive been happy with the service provided by the practice.
- ✓ The practicehas always ben helpful only problem is getting through of a morning
- ✓ Good service
- ✓ It is a well managed and professionally run GP Practice.
- ✓ Friendly consistent and accessible medical care especially great child medical care
- ✓ Fantastic staff in all areas of the surgery. Well done and thank you!
- ✓ Always professional, friendly, courteous and reassuring.
- ✓ Every thing was explained fully
- ✓ Excellent treatment and service
- ✓ The main reason for my answer is I am happy with the care I receive and I have been a patient at the practice for 67 years what more can I say
- ✓ Nurse Helga very pleasant % professional, also receptionist very helpful & professional
- ✓ Appointment flexibility
- ✓ Everybody is helpful understanding and kind when you feel unwell thats what you need.
- ✓ Because it is extremely sarvice
- ✓ Very good staff, friendly and professional
- ✓ The doctorShe was really good, listened, smiled I think she really understood
- ✓ Drs were very friendly
- ✓ Reception and doctors have been thoughtful they have listened, and taken accurate action
- ✓ When I came for appointment it didn't take long to wait and the nus was happy to help me.
- ✓ Helpful and accessible service (blood test on site)

#### Not Recommended

- ✓ Mainly because there seems to be a lot of confusion at reception. If a consultant asks you to make an appointment with your GP for an ECHO. I doubt he would mean for months later. That's what happened to my husband. And to date he still hasn't had that ECHO!!

#### Passive