

FFT Monthly Summary: February 2017

THE MISSION PRACTICE
Code: F84016

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
30	12	2	4	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

Surveyed Patients: 220

Responses: 48

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	30	12	2	4	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	30	12	2	4	0	0	48
Total (%)	63%	25%	4%	8%	0%	0%	100%

Summary Scores

 88%  8%  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:

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

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

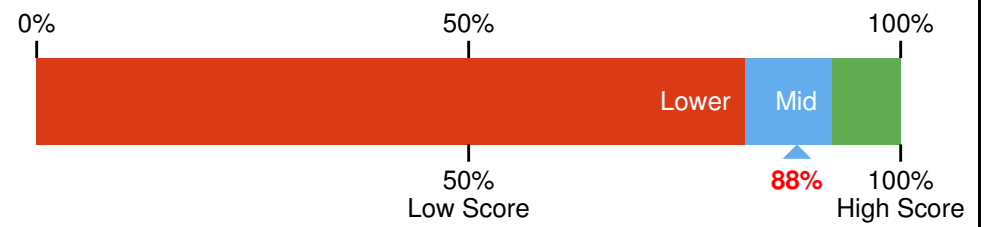
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

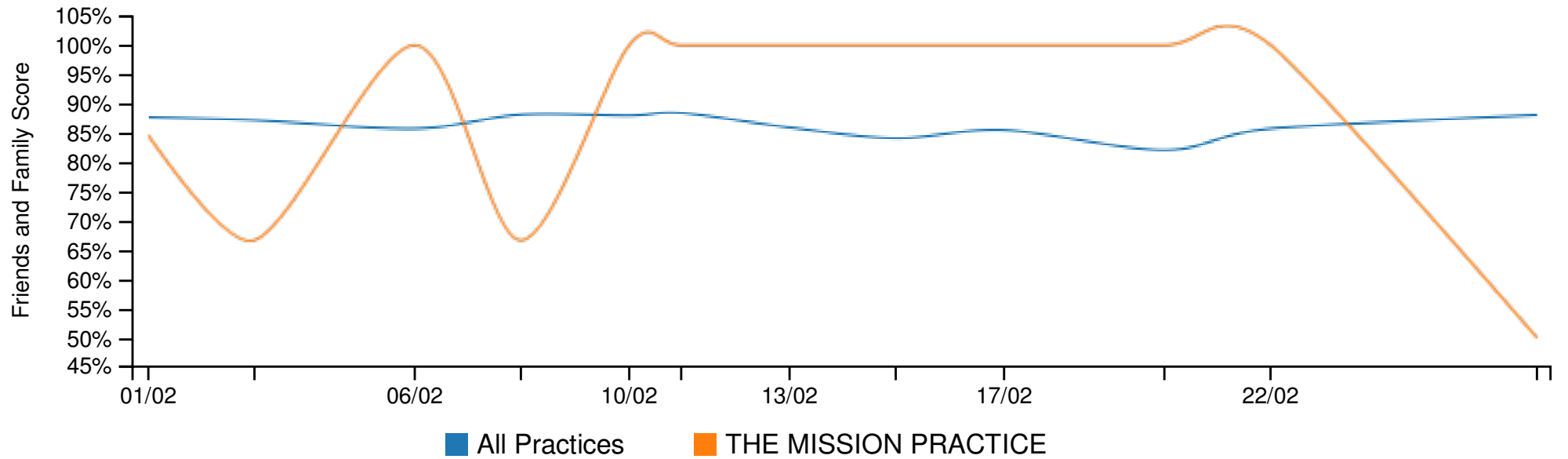
Practice Score: 'Recommended' Rank

Your Score: 88%
Percentile Rank: 55TH



- 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 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



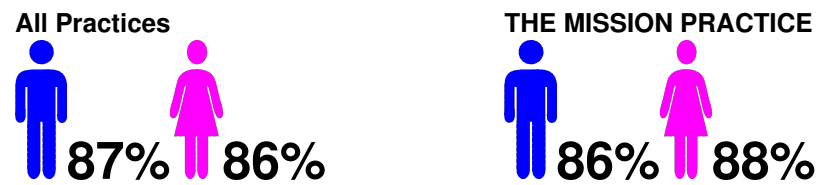
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

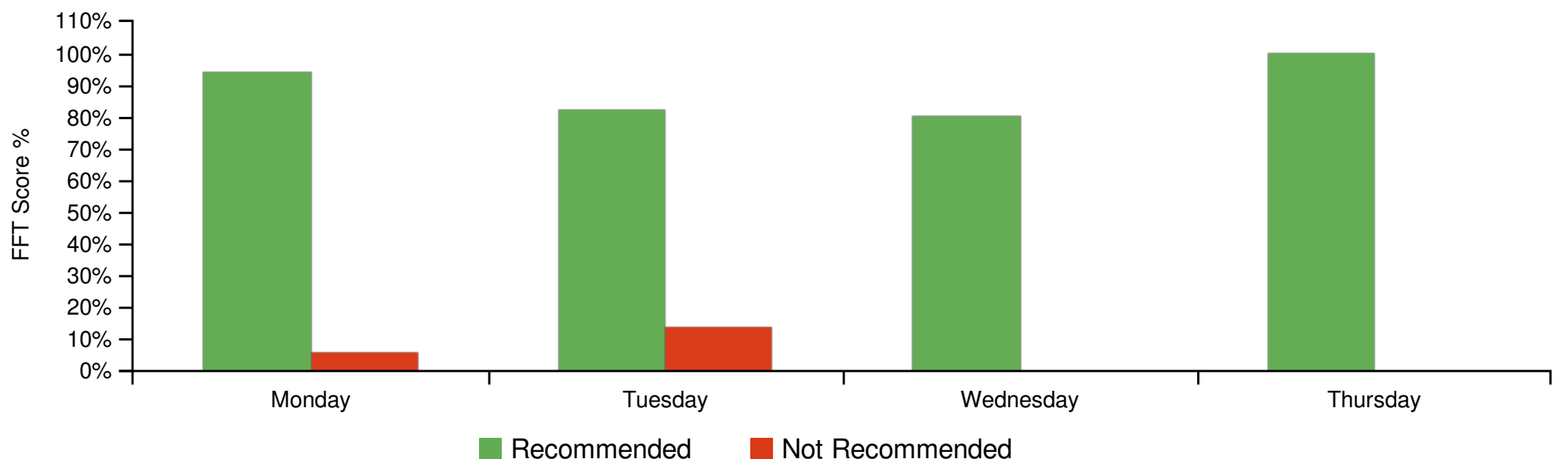
	< 25	25 - 65	65+
All Practices	80%	86%	93%
THE MISSION PRACTICE	71%	92%	100%

Gender



- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

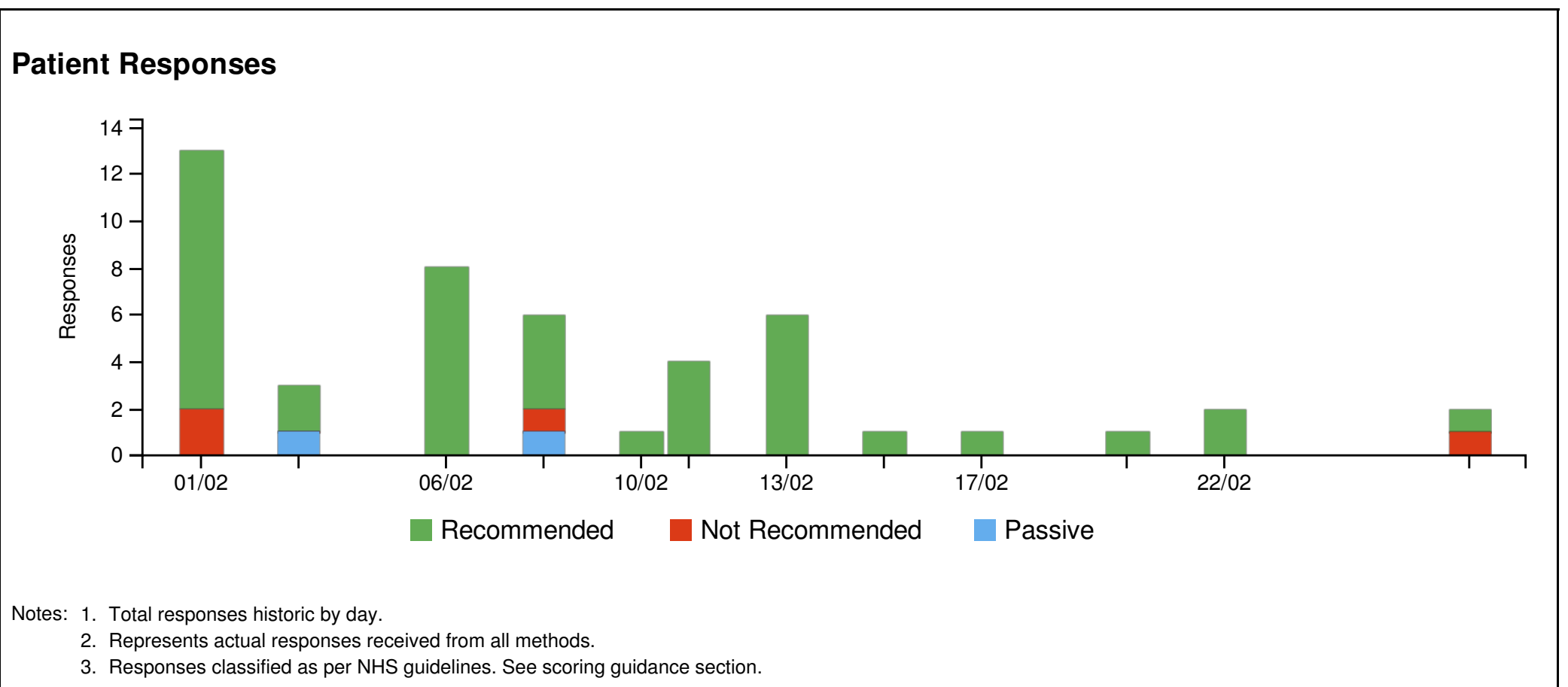
Practice Score: Day of the Week Analysis



- 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.

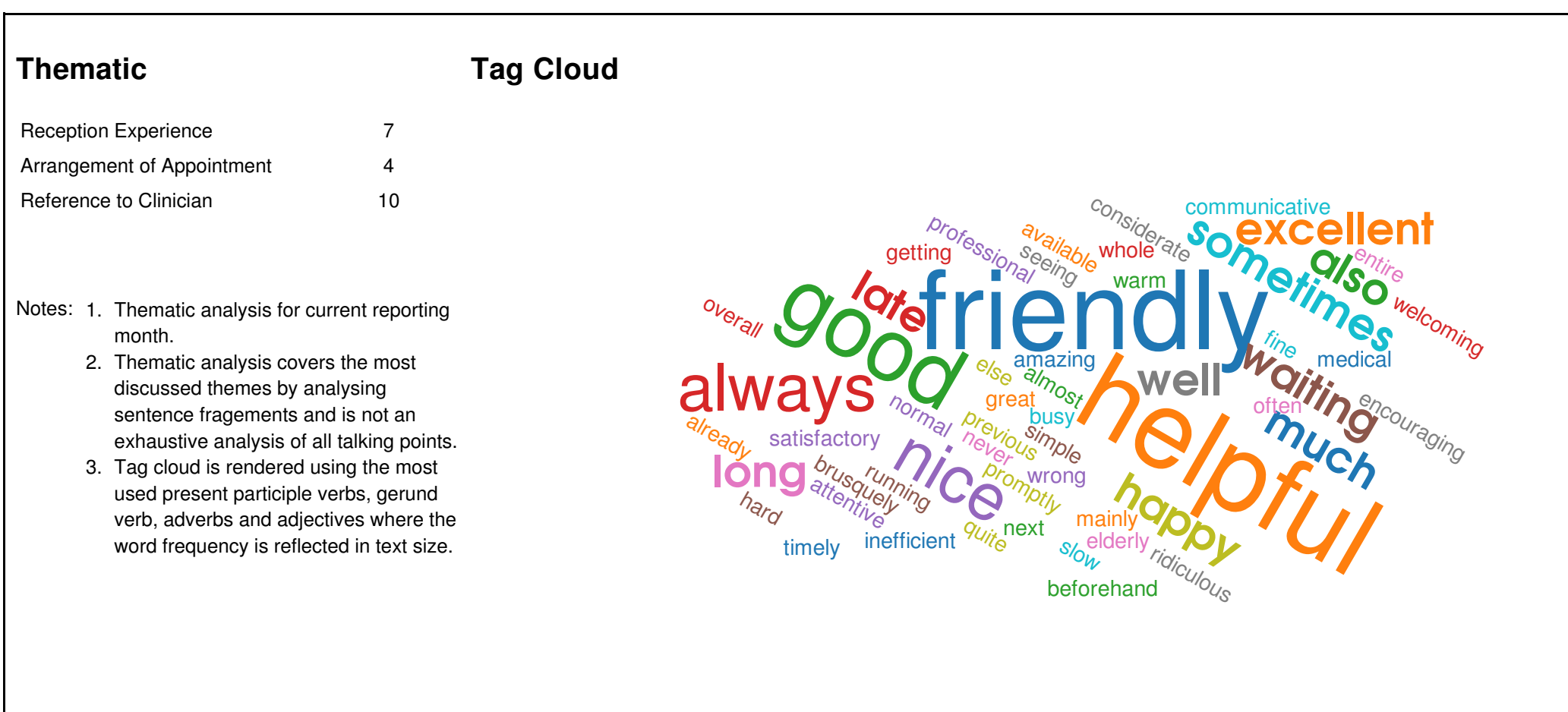
SECTION 4

Patient Response Analysis



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

- ✓ No waiting, very professional and friendly staff
- ✓ Blood pressure clinic saved Drs time and was fine for my medical needs but Would be good if offered as an evening service as well
- ✓ i am very happy with the service
- ✓ Mainly Dr Kennedy
- ✓ I have been a patient for almost 30 years and would recommend the doctors .
- ✓ 99% of the time I get helpful, friendly advice from a team of kind, considerate people. I like all of your doctors and the majority of your nurses, which could not be said of previous practises I have been registered with. It is a busy practise but manages to not lose sight of its patients.
- ✓ good service and done in timely manner
- ✓ I'm always satisfied with my GP & the staffs. Whenever I'm in need of any appointment or any other queries, I got satisfactory response from them.
- ✓ Seen promptly and very helpful and friendly staff
- ✓ The practice has loomed after .y needs very well thank you
- ✓ The advice recieved by Miss Helga Lang was very helpful. On the other hand the nurses should be more communicative.
- ✓ Miss helga Lang was amazing! So friendly and great at her job
- ✓ The way in which I was treated. First class.
- ✓ The excellent service that is provided from all staff at mission practice they are very helpful and they go out of there way to help patients thank you very much mission practice
- ✓ The GP I saw was nice, warm and welcoming. She was also very attentive and took her time to resolve my issues. The receptionist I spoke with when I was running late was also nice on the phone. My entire experience at Mission Practice has always been encouraging.
- ✓ Got everything I needed. Thanks. But was quite slow and inefficient. I only needed three vaccines that we had already discussed beforehand -- the whole process took an hour.
- ✓ The excellent care and support given
- ✓ Because they have good treatment and everyone is nice and helpful
- ✗ The doctors and staff are very friendly and understanding. But sometimes there are no appointments available within the next 24 hours and sometimes the waiting time to be seen can be a long wait. Overall happy with the service.

Not Recommended

- ✓ There seem to be problems with the reception service. I simple can't get anyone to answer the phone. There are often long queues at the desk but only one person seeing patients (and lots of others doing something else?).
- ✓ On my every appointment I have never been seen on time. There is always more than 1 hour delay it's ridiculous
- ✓ Surgery opened late - I checked in for my appointment, waited for 20 minutes. To be told that the nurse had taken in the wrong patient. Did not get to go to my appointment had to rebook

Passive

- ✓ Getting through to reception on the phone For a normal person it's hard For an elderly person it would be hell
- ✓ Have experienced some very good care but have at other times been much more brusquely dealt with/ told dr would make an inquiry and follow up but nothing happened.