

# FFT Monthly Summary: March 2017

THE MISSION PRACTICE  
Code: F84016

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
32	15	0	1	1	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 205**

**Responses: 50**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	32	15	0	1	1	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>32</b>	<b>15</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>50</b>
<b>Total (%)</b>	<b>64%</b>	<b>30%</b>	<b>0%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>100%</b>

### Summary Scores

 94%  4%  2%

## 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:

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

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

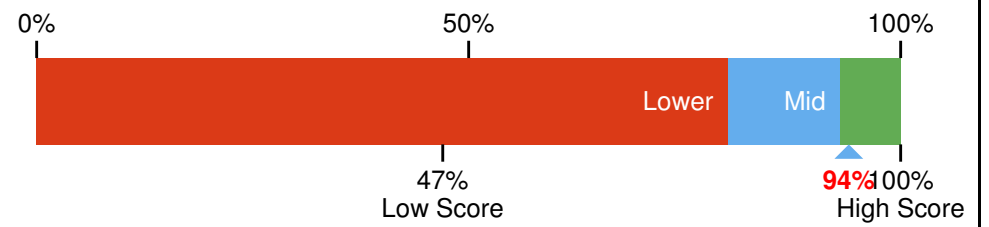
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

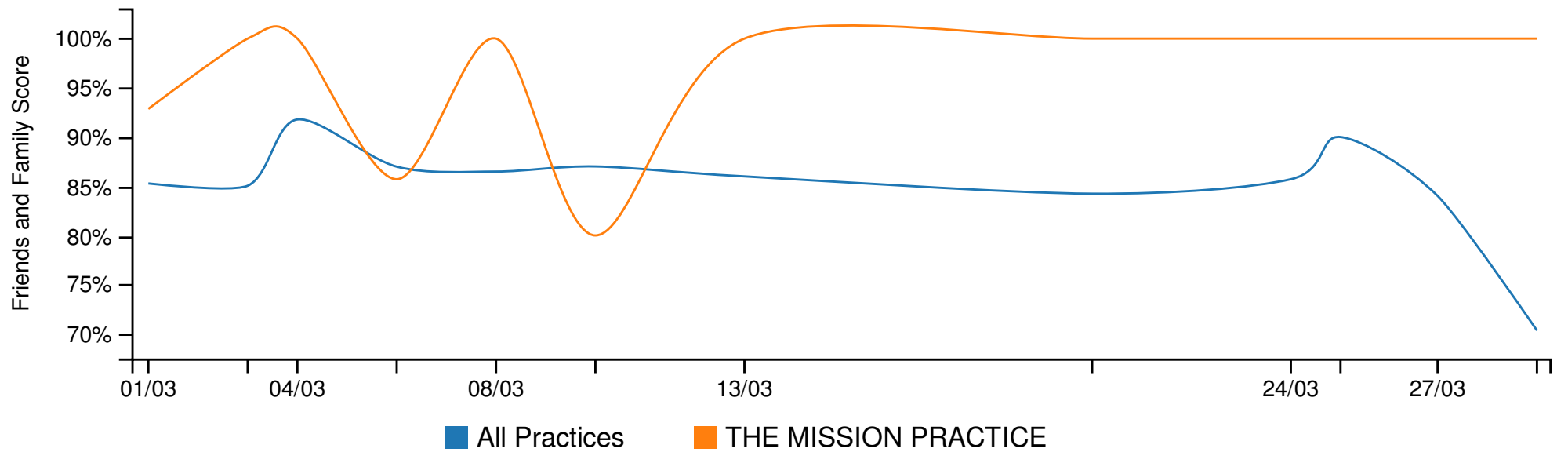
#### Practice Score: 'Recommended' Rank

**Your Score:** 94%  
**Percentile Rank:** 80<sup>TH</sup>



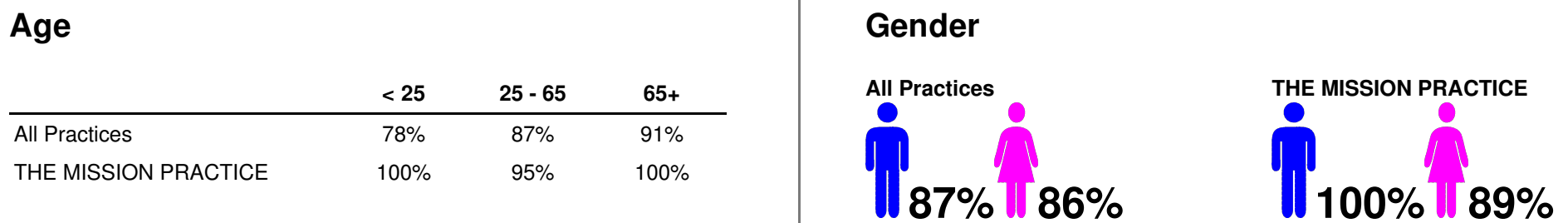
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means your practice scored above 80% of all practices.

#### Practice Score: 'Recommended' Comparison



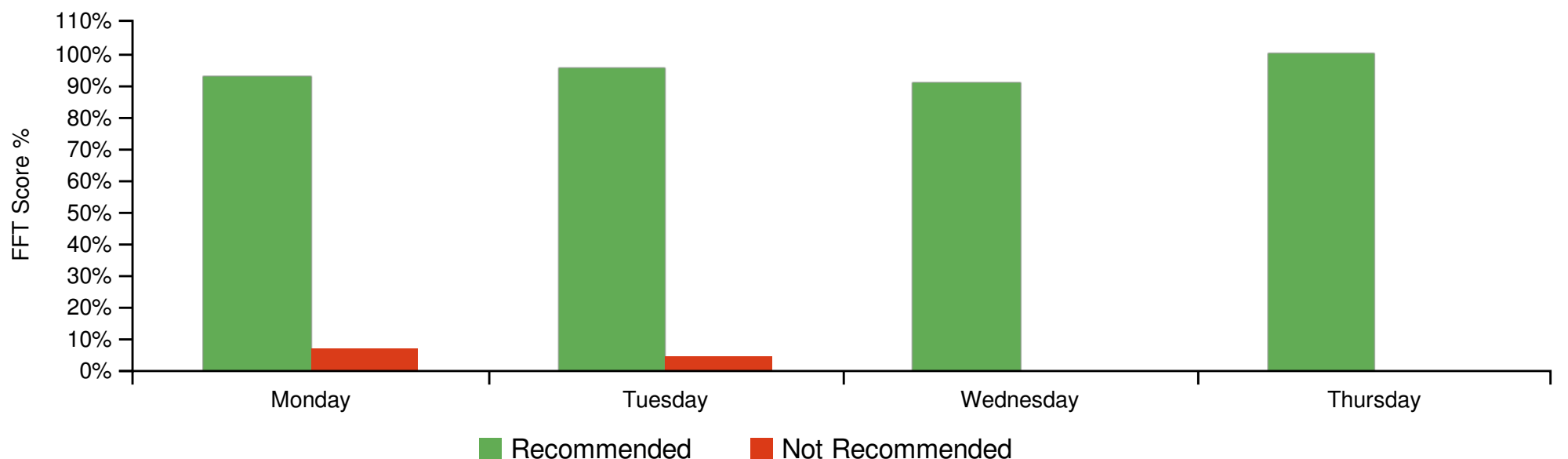
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis



- 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

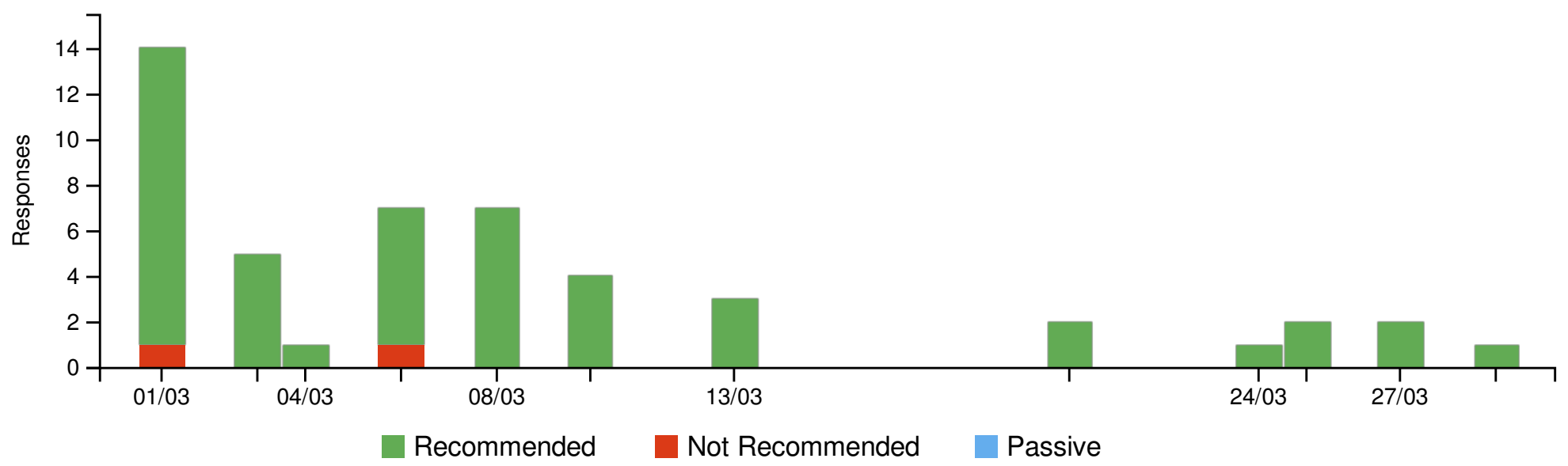


- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
  2. Score calculated as per NHS requirements. See scoring guidance section.

## SECTION 4

### Patient Response Analysis

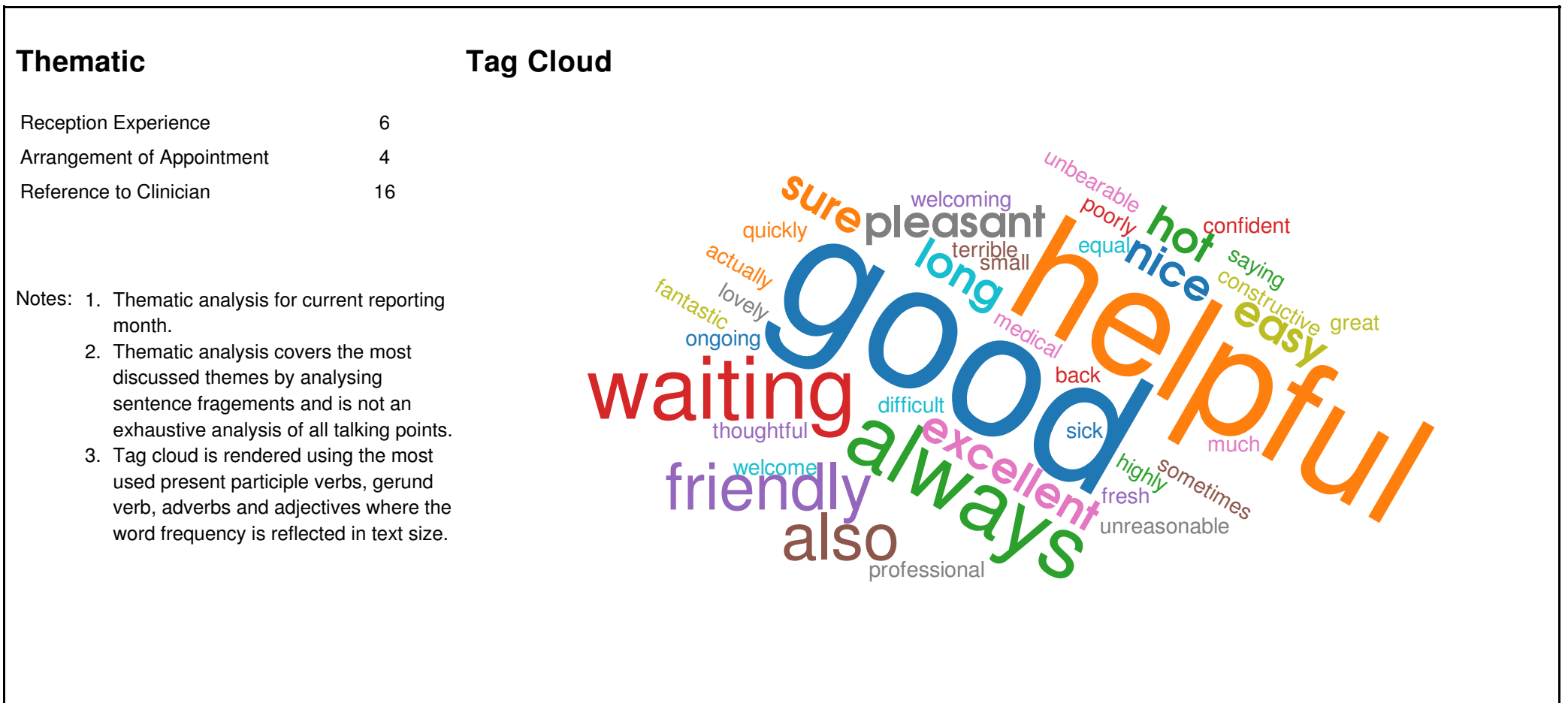
#### Patient Responses



- 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

- ✓ I have always received excellent care from The Mission Practice
- ✓ Good friendly service
- ✓ The nurse I saw was very pleasant and easy to talk too and answered any questions I had
- ✓ Every1 is pleasant and welcoming easy 2 talk 2. Sometimes have 2 long wait 4 appt
- ✓ I ways get see when I need care
- ✓ I've always been treated with much kindness, patience & honesty by both the staff & doctors there.
- ✓ I have give the support that on other Gp offers your services and people are brilliantMash Rahman :-)
- ✓ Very nice doctors very patient and helpful. The receptionist are also very nice and helpful also the nurses. No complaints. Keep up the good work.
- ✓ Been very helpful with aunties care
- ✓ The nurse mrs kim is so lovely and helpful.
- ✓ Very good
- ✓ Helpful staff, feel listened too
- ✓ Constructive management of health needs. Treated as an equal in the ongoing care.
- ✓ Seen quickly and friendly, but not sure the dr was sure about what she was saying... she didn't sound confident
- ✓ Always good.helpful and thoughtful service
- ✓ Commitment of doctors very good. But opening times could be improved as could long waiting times for appointments.
- ✓ Best care!
- ✓ I have always found my doctor to be patient, understanding, kind and professional.
- ✓ Dr Vaughn is great
- ✓ Good practitioners but difficult to get appointments.
- ✓ Helga was very good but I think the 10 fee for the malaria tablets is unreasonable
- ✓ Fantastic care from all members of the staff and partners.
- ✓ I was made an appointment for the same day.
- ✓ Friendly welcome and helpful staff

#### Not Recommended

- ✓ The gp i saw today, not only did she mix up my med cert but did not senx my repeat prescription over to the pharmacy. Had to go back to surgery for prescription order.
- ✓ 5- (because of wait times and terrible admin staff / reception. Nothing to do with treatment, the medical staff are excellent)

#### Passive