FFT Monthly Summary: April 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	8	3	2	0	0	0	0	0	45	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: **194**

Responses: **45**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	32	8	3	2	0	0	**45**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**32**	**8**	**3**	**2**	**0**	**0**	**45**
Total (%)	*71%*	*18%*	*7%*	*4%*	*0%*	*0%*	*100%*

Summary Scores

👍 89%   👎 4%   👌 7%

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:

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

$$\text{Not Recommended (\%)} = \frac{\text{extremely unlikely + unlikely}}{\text{extremely likely + likely + neither + unlikely + extremely unlikely + don't know}} \times 100$$
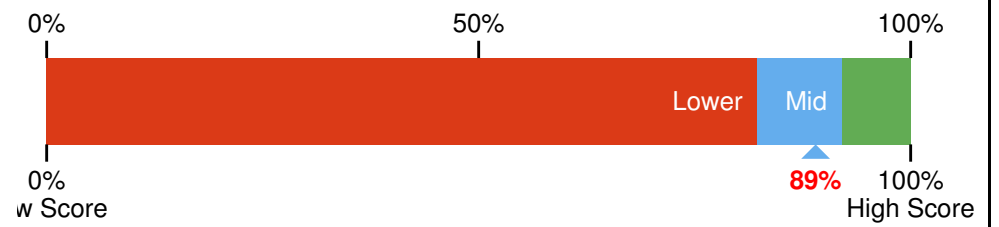
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Practice Score: 'Recommended' Rank

Your Score: **89%**

Percentile Rank: **60TH**

0%   50%   100%

Lower | Mid

0%   **89%**   100%

w Score   High Score

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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison

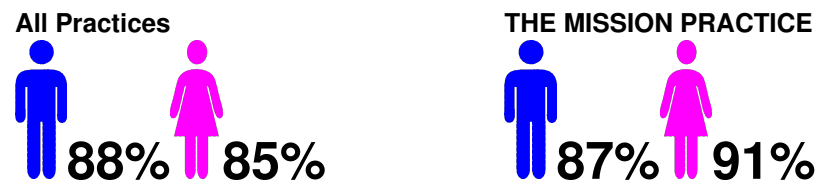Legend: ■ All Practices   ■ THE MISSION PRACTICE
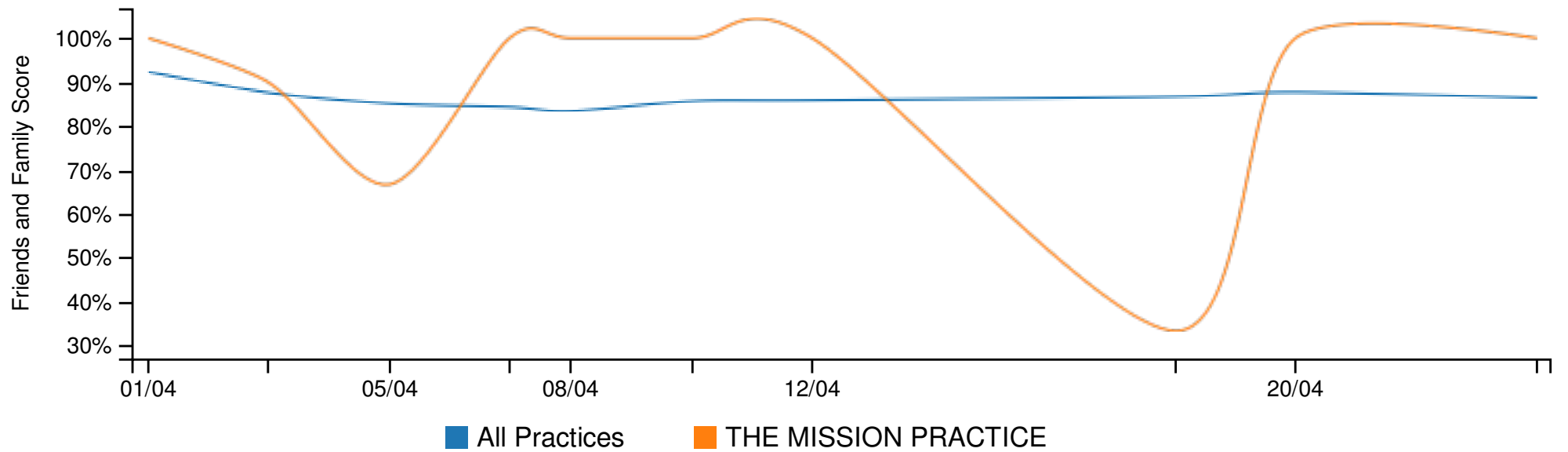
Notes:
1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

## Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	82%	86%	91%
THE MISSION PRACTICE	100%	87%	100%

Gender

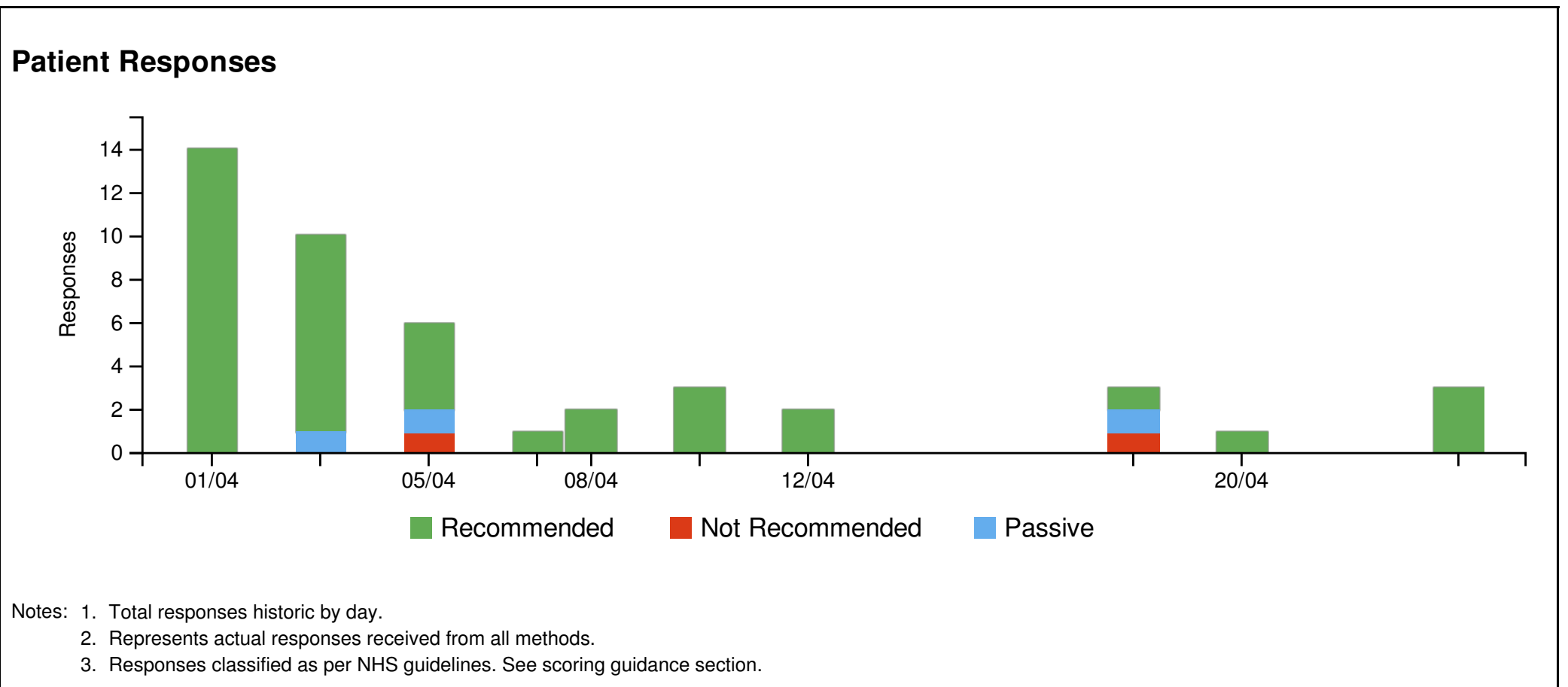**All Practices**

88% 85%

THE MISSION PRACTICE

87% 91%

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

Legend: ■ Recommended   ■ Not Recommended
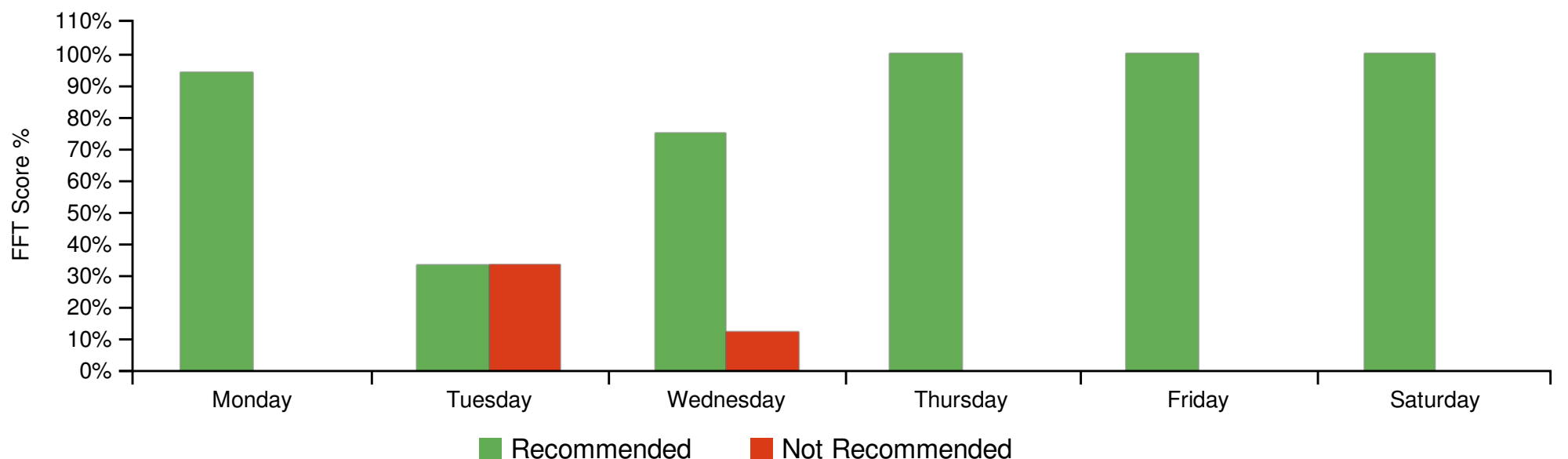
Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

Thematic		Tag Cloud

Thematic

Reception Experience	3
Arrangement of Appointment	2
Reference to Clinician	13

Notes:
1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

Tag Cloud

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

✓My doctor is very good, not judgemental and very helpful. People at rep desk helpful and surgery always clean.

✓*The doctor was very professional in dealing with my medical issue and I felt reassured that with the prescribed medication my condition would improve.*

✓Because I got very good advice from my GP

✓*Extremely efficient, kind and clean*

✓Experience since I have been using the GP

✓*Dr Vaughn's approach was excellent. She was friendly and understanding.*

✓Good service

✓*All the staff were so polite!*

✓Because I felt the doctor listened to me - and seemed to care

✓*I love this gp but the only bad thing is not being able to book appointments with a specific dr*

✓Reception staff are really nice, a big improvement, and the Dr I saw was lovely too

✓*Really good gp's*

✓Good service

✓*Well, I have been with your GP practice since the 80s so I am able to assess the present state and come to a conclusion that there has been a massive improvement in all departments.*

✓Helpful and kind staff and doctors

✓*Because the doctor is been so kind*

✗The waiting time for an appointment is not to bad and the doctors are rearly nice . All my family have been with the Mission been with them since I was born, don't think I'll change now.

✗*The service was good today*

Not Recommended

Passive