

FFT Monthly Summary: May 2017

THE MISSION PRACTICE
Code: F84016

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	5	2	1	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: 234

Responses: 45

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	37	5	2	1	0	0	45
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	5	2	1	0	0	45
Total (%)	82%	11%	4%	2%	0%	0%	100%

Summary Scores

 93%  2%  5%

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:

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

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

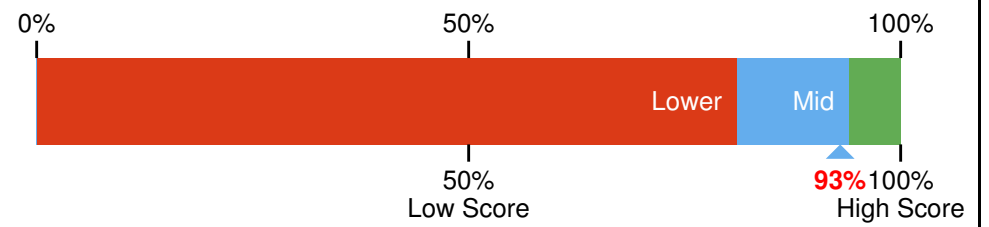
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

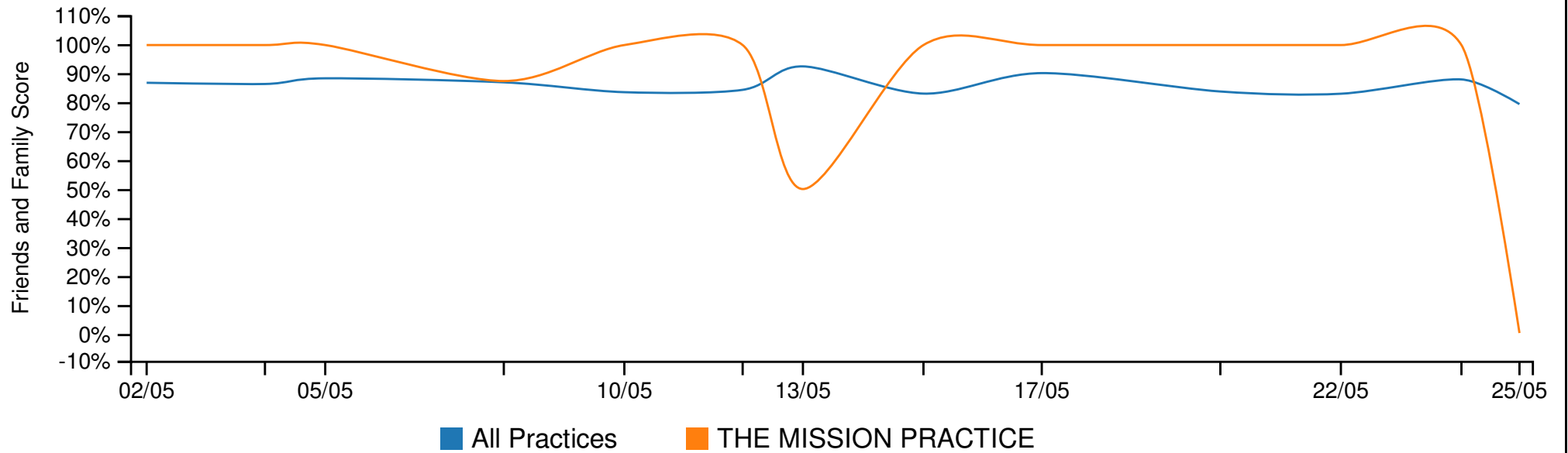
Practice Score: 'Recommended' Rank

Your Score: 93%
Percentile Rank: 75TH



- 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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



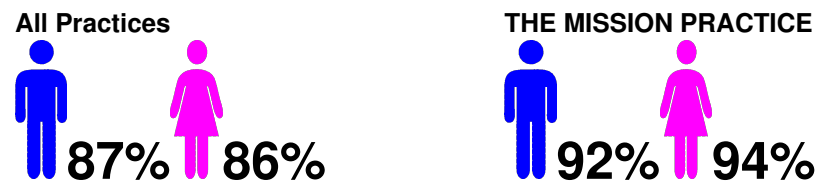
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

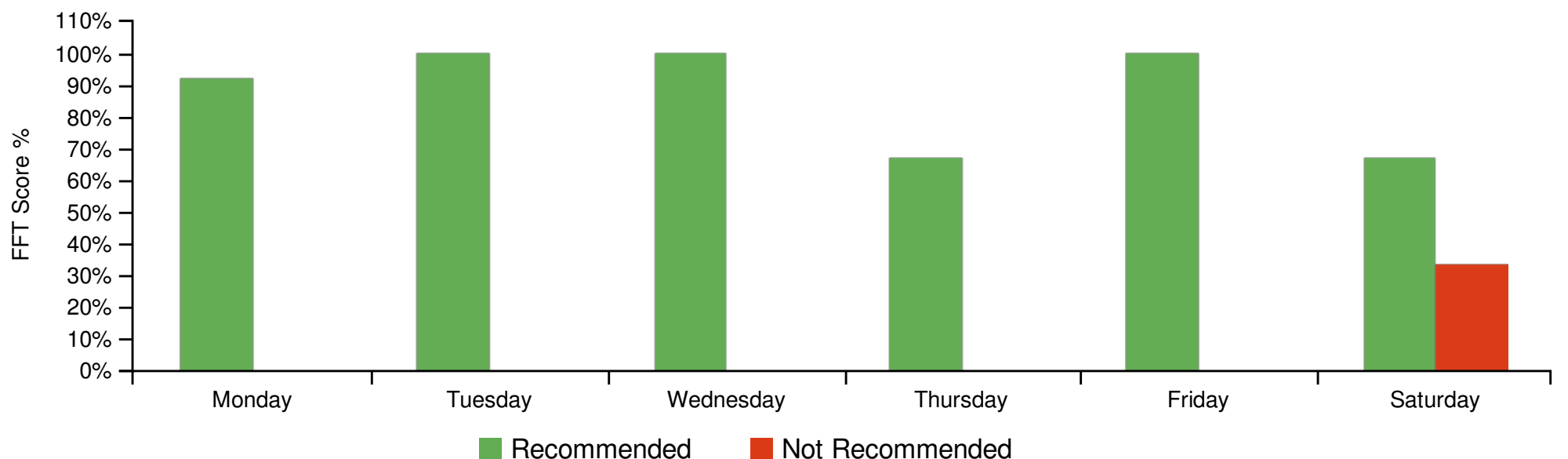
	< 25	25 - 65	65+
All Practices	80%	87%	91%
THE MISSION PRACTICE	60%	97%	100%

Gender



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

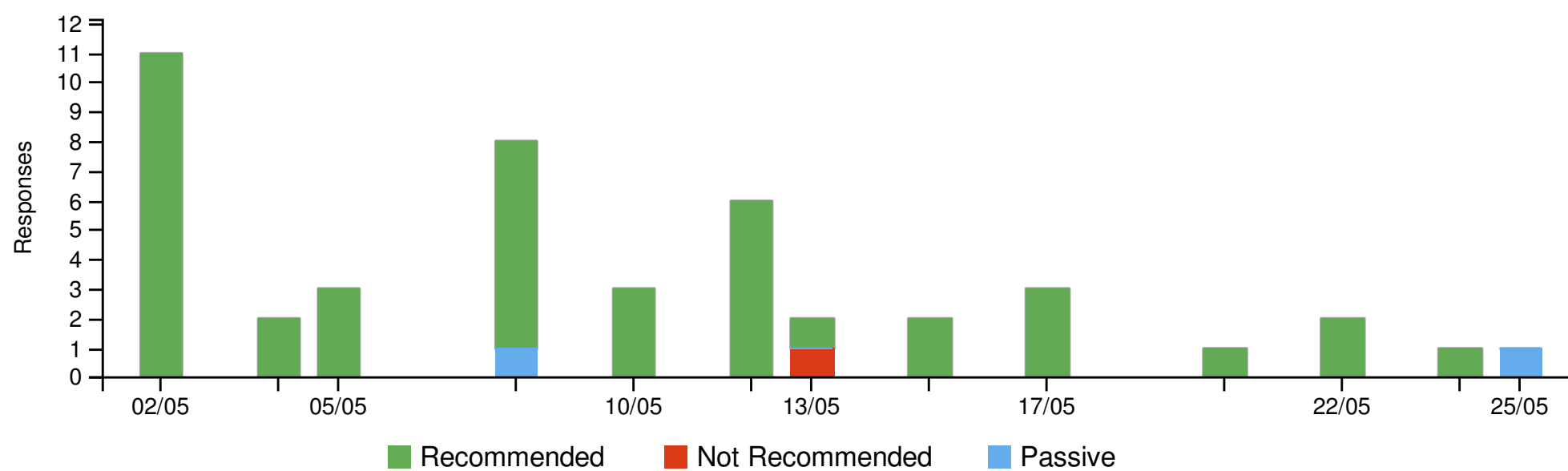
Practice Score: Day of the Week Analysis



- 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

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
Reception Experience 6	
Arrangement of Appointment 5	
Reference to Clinician 14	
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.	

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 kind staff
- ✓ I am happy with everything except how long it takes to get an appointment with a doctor.
- ✓ 1 extremely likely
- ✓ Friendly staff and confidence in doctors
- ✓ The nurse was brilliant - knowledgeable, helpful, and very kind with our baby for his 12 week shots (and with me as I was dreading getting them done!) and made the experience as painless and stress-free as possible. The baby and after birth services (for myself and my son) are so good at The Mission Practice, I've only ever had positive experiences and they have made this time of my life a lot easier than I could have imagined. All the doctors and nurses are top notch as well.
- ✓ The care and kindness shown
- ✓ Helga - the nurse is brilliant, very kind and gentle and did a great job
- ✓ The reason is that the doctor I nearly always try to see is cheerful and is very thorough Dr Kennedy
- ✓ Appointment waiting times(3weeks!) are not acceptable.
- ✓ Dr Albs was very helpful as she took time to understand my problem and was very cooperative. She was smiling at all times that made me very comfortable.
- ✓ He was great
- ✓ I always get incredible service. The reception staff are lovely, the doctor doesn't rush me. What more could I ask for? I'm moving to Canning town in a couple of months and I'm really hoping I will be allowed to continue to attend this practice
- ✓ The nurses have not only been professional, but have also been very caring and thoughtful and given me their time and patience.
- ✓ Excellent bedside manner and very empathetic and caring
- ✓ I have always been satisfied with the service received by whom I have seen.
- ✓ I have always had warm, efficient attention, without too long a wait. also rapid appointments when needed. thank you to the team at Mission Practice.
- ✓ I love you.
- ✓ Lovely friendly surgery. Nine times out of 10 I am able to get an appointment I want...
- ✓ Friendly, helpful and really good listeners not only doctors but nurses and staff
- ✓ The Nurse was very cooperative.
- ✓ The Doctors are all very helpful. As is Liz the nurse and receptionists always pleasant
- ✓ Helpful doctors, who take time to listen and are happy to discuss treatment options
- ✓ Felt advice given was helpful.
- ✓ Very friendly, accommodating and sensible medical advice given
- ✓ They try to do everything possible for me and believe me, I ain't easy

Not Recommended

- ✗ I had an appointment for 8:30 which was the first of the day expecting to be seen quickly. The nurse was late to work so I didn't get seen till 9. No wonder there's delays for the rest of the day. I needed an emergency prescription and the woman on reception was completely unhelpful, so I went to the pharmacy and they sorted out no problem. She should suggest people go to the pharmacy in that situation to help them, not saying there's nothing that can be done. The other girls on reception are very nice, it's just that one woman who is particularly abrupt.

Passive