# **FFT Monthly Summary: July 2017**

THE MISSION PRACTICE Code: F84016



# Section 1 **CQRS** Reporting

#### **CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
31	12	0	2	2	2	0	0	0	49	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:** 205

**Responses:** 

•								
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	31	12	0	2	2	2	49	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	31	12	0	2	2	2	49	
Total (%)	63%	24%	0%	4%	4%	4%	100%	

### **Summary Scores**



#### **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:

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

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

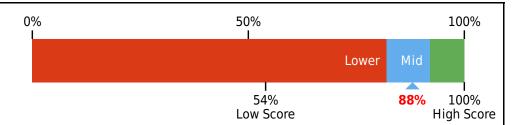
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

# SECTION 3 **Practice Scoring**

# **Practice Score: 'Recommended' Rank**

88% **Your Score:** 

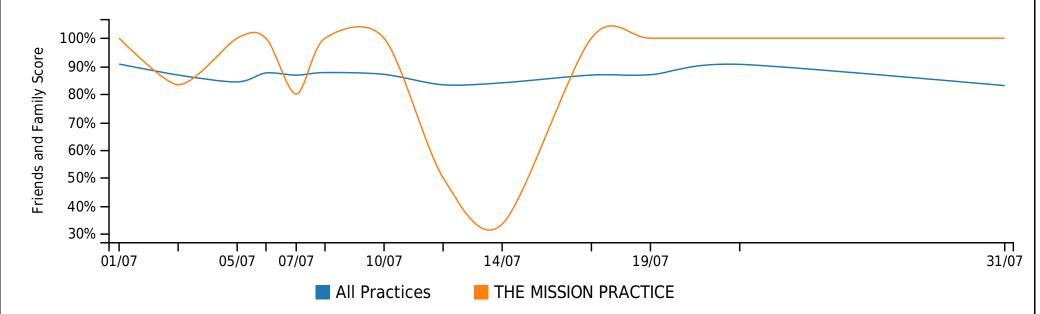
**Percentile Rank: 55**тн



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%	92%
THE MISSION PRACTICE	100%	87%	100%

### Gender

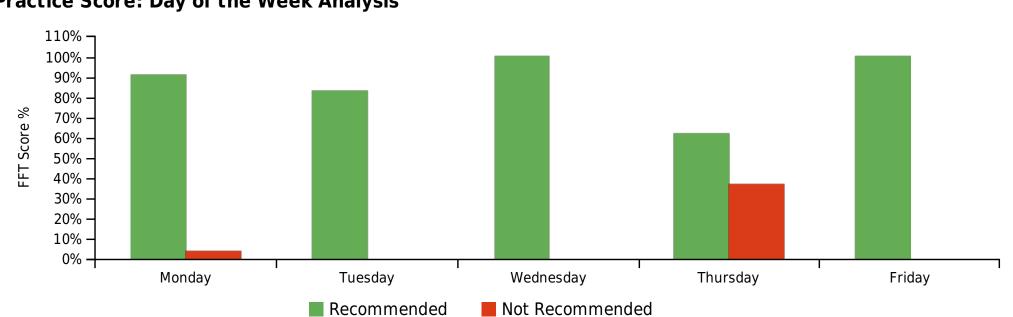




Notes: 1. Scores for current reporting month.

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

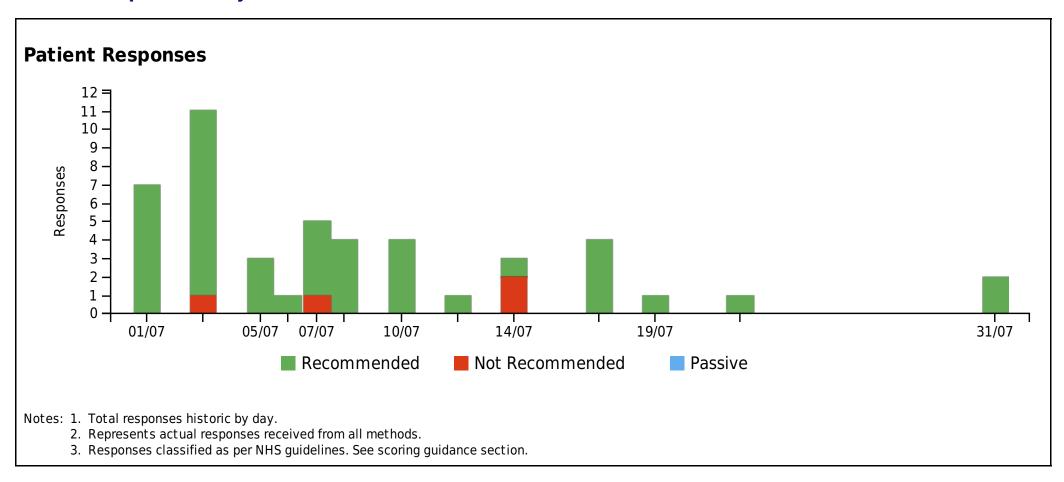
#### **Practice Score: Day of the Week Analysis**



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**

# Thematic Tag Cloud

Reception Experience 6
Arrangement of Appointment 2
Reference to Clinician 14

Notes: 1. Thematic analysis for current reporting month.

- Thematic analysis covers the most discussed themes by analysing sentence fragements 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

- ✓ Was happy with service
- ✓ Professional care from DR Vaughan
- ✓ Very pleasant doctor
- ✓ Helpful and friendly service always efficient and understanding doctors too
- ✓ Convenient and quick. Dr was a bit strange.
- ✓ Had a professional well explained response
- ✓ All the GPs are wonderful knowledgeable, professional, kind and helpful. The on-call system is great and they seem to always be looking for ways to improve the patient experience.
- ✓ Satisfied my expecttions .
- ✓ Friendly nurse
- ✓ Efficiency and helpfulness
- ✓ Nice professional friendly Dr's, great gp app for my phone, helpful reception team and great nurses
- ✓ Very friendly staff & efficient 'systems'
- ✓ Just excellent service from reception to consultation...
- ✓ perfect care and service friendly reception staff and safe comfortable practice
- ✓ I was treated with respect, during my visit 2 see Helga the nurse
- ✓ I really like the GP App as it is useful and easy to use. I really like the Saturday morning options to see a doctor or health care professional for hypertension check. I work long hours as a headteacher so this great. The reception staff are always helpful even when stretched. I was late with my repeat prescription for my hypertension drugs and they were so good in getting a GP to sign it off quickly and sent it through to Massinghams. I often do not need to see the doctor urgently and so have always managed to see Judith Littlejohns. In the end it is her manner, the quality of her practice and the fact she never ever makes you feel silly about any of your concerns. Despite her long list of patients she gives you time and never makes you feel that you are one of many. I suspect she might get into trouble for running over. It doesn't bother me I bring a book!! Please let her know. Best wishes Monica Forty
- ✓ Long appointment
- ✓ I went in on time & the dr listened
- $\checkmark$  The doctors are so kind, caring, honest and sincere. They are awesome!!
- ✓ Mainly waiting times
- ✓ I've been with mission practice since before 1980.... From domestics receptionists doctors and nurses...not once have I been dissatisfied with any service or person....indeed this clinic has supported my whole being through&through....both physical social and mental wellbeing....even workplace support... that is CARE!My sincere and perpetual gratitude
- XThe nurse I saw to nice and polite
- XWent very well

#### **Not Recommended**

✓ My experience with the practise to quote it as been disappointing would be an understatement. I realise they do not really have a duty of care towards me ✓ Consistently running behind, waited 45 mins for my appointment

#### **Passive**