FFT Monthly Summary: August 2017

THE MISSION PRACTICE Code: F84016



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
27	13	2	0	4	1	0	0	0	47	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: 209

Responses:

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	27	13	2	0	4	1	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	27	13	2	0	4	1	47
Total (%)	57%	28%	4%	0%	9%	2%	100%

Summary Scores

♦ 85% ? 9% **≈** 6%



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

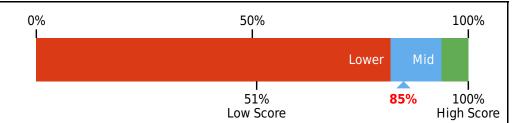
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION **3 Practice Scoring**

Practice Score: 'Recommended' Rank

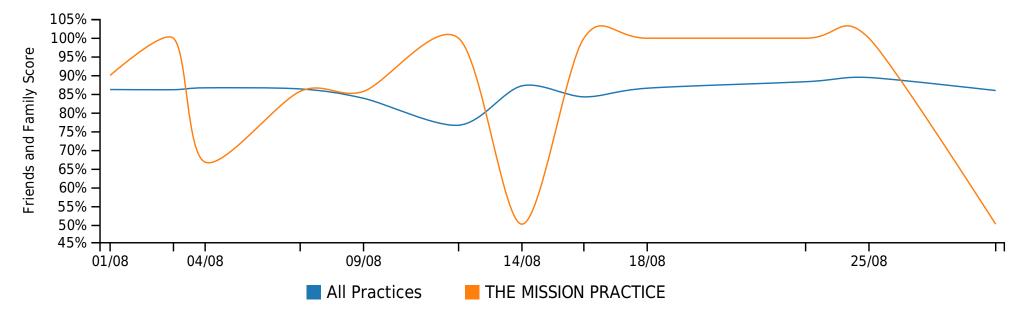
Your Score: 85%
Percentile Rank: 40TH



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 40th percentile means your practice scored above 40% 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	79%	86%	91%
THE MISSION PRACTICE	75%	87%	75%

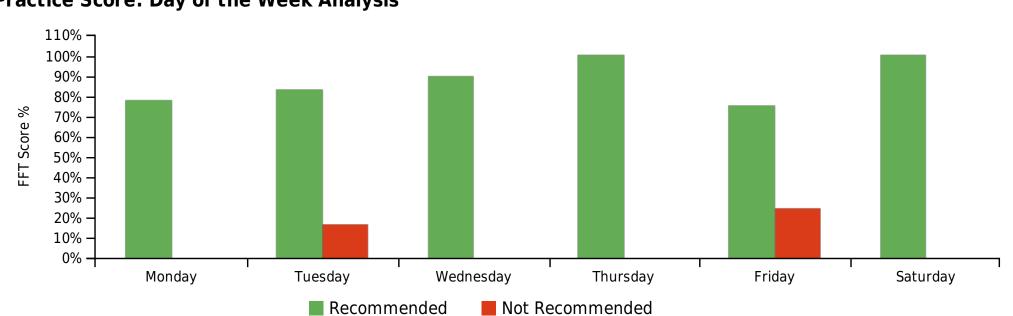




Notes: 1. Scores for current reporting month.

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

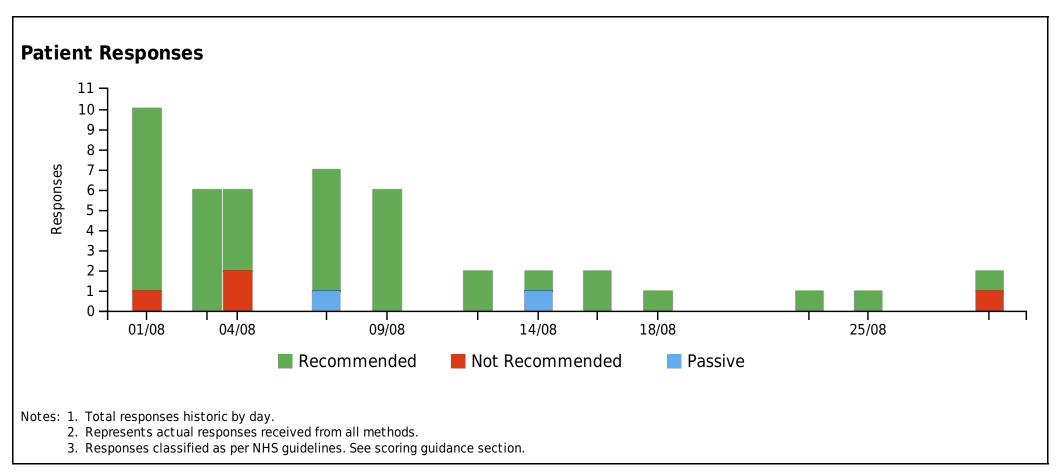
Practice Score: Day of the Week Analysis



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	Т	ag Cloud
Reception Experience Arrangement of Appointment Reference to Clinician	10 6 13	
Notes: 1. Thematic analysis for cumonth. 2. Thematic analysis cover discussed themes by an sentence fragements an exhaustive analysis of a points. 3. Tag cloud is rendered us used present participle verb, adverbs and adject word frequency is reflect size.	is the most alysing d is not an II talking ing the most verbs, gerund tives where the	Supporti

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

- ✓ The doctor's and rest of the staff are the best I have experienced at a GP surgery.
- ✓ Attentive doctors
- ✓I would have chosen higher but I had to wait over an hour for my appointment and about 20 mins to book a further appointment. But the care received was good
- ✓ I was satisfied
- ✓I called this morning and a doctor called back. I got an appointment the same day.
- ✓ Good service
- ✓ Your dr elba she served very friendly and professional manner really impressed but receptionist looks like robotic
- ✓ GPs take time to listen and discuss treatment. Only problem is that it takes too long to wait for an available appointment.
- ✓ Pleasant, knowledgeable staff from front desk to nurses to doctors efficient too
- ✓ Friendly doctor and very helpful practice they always try to see you as soon as possible and I have never had any problems. Best practice I have experienced in London and I have lived in many areas.
- ✓ Very good surgery
- ✓ The kind and consider service offered by reception and clinical staff
- ✓ Who assisted me was very helpful
- ✓ The service care me. They advice me nice and polietly
- ✓ Staff friendly and helpful
- ✓ Mainly because of the care, help and concern I received from the staff thank you
- ✓ Excellent professional
- ✓ I have found everyone to be so thorough and good at explaining what is happening Drs and other staff (nurses). Supportive yet empowering. The app for making and checking appointments is great and also sending prescription through to chemist electronically. The Christian foundation of the practice is also v important to me.
- ✓ Always treated as a person and not as just a number or a case
- ✓ The doctor was good and helpful
- ✓ Excellent service: the staff was understanding, supportive, organised and professional. I feel lucky to have you as my health practice. Thank you.
- ✓ Doctor's attitude
- \checkmark My appointment was on time and the information and treatment was very good

Not Recommended

✓ Waiting in the queue for too long, some of the receptionists are rude and difficult to get an appointment according to my needs.

XCrap doc

Passive

- ✓ Unhelpful reception staff, waiting times and sometimes unhelpful doctors
- ✓ Don't have any family locally and I live a little far