

FFT Monthly Summary: September 2017

THE MISSION PRACTICE
Code: F84016

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
36	9	2	0	1	1	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:	206						
Responses:	49						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	36	9	2	0	1	1	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	36	9	2	0	1	1	49
Total (%)	73%	18%	4%	0%	2%	2%	100%

Summary Scores

 92%
  2%
  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:

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

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

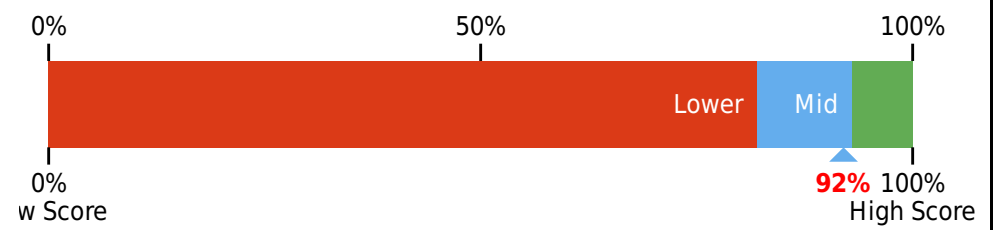
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

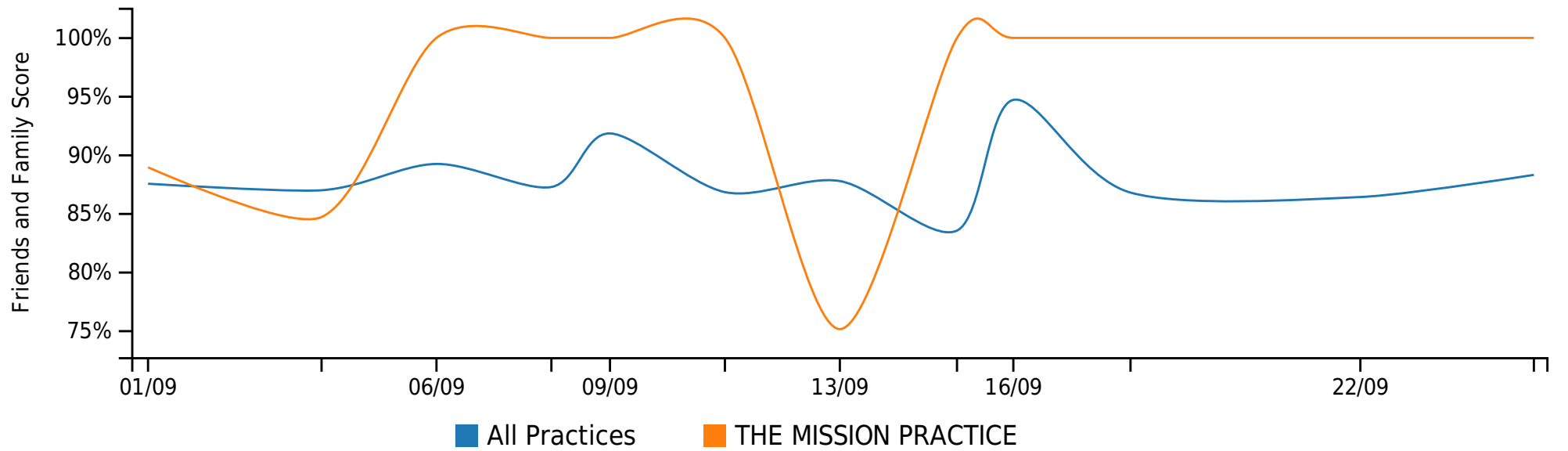
Practice Score: 'Recommended' Rank

Your Score: 92%
Percentile Rank: 75TH



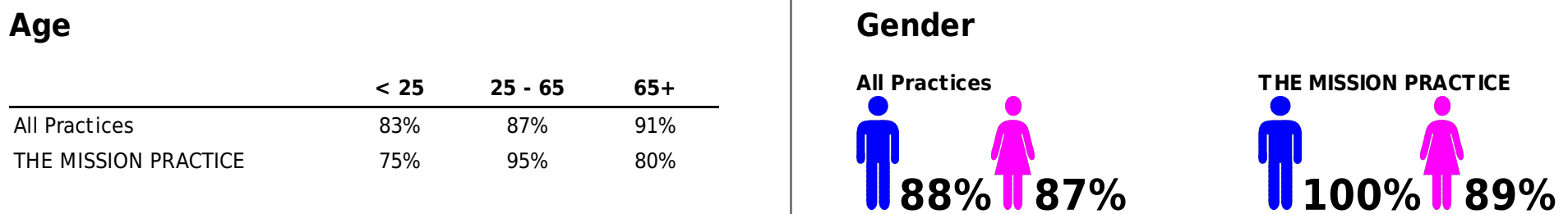
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



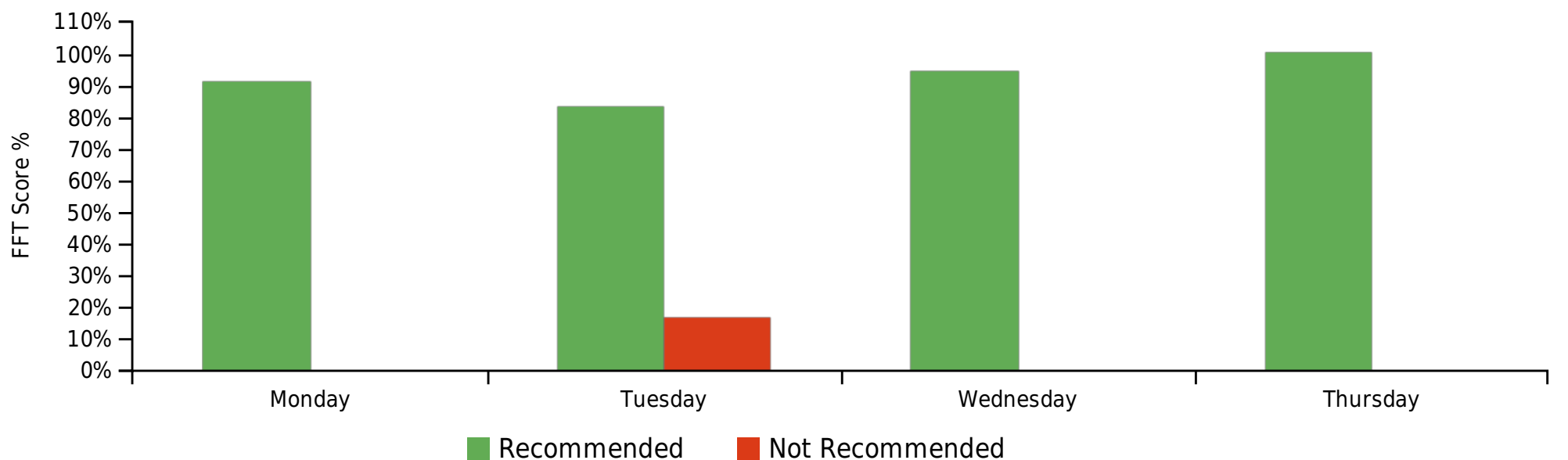
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



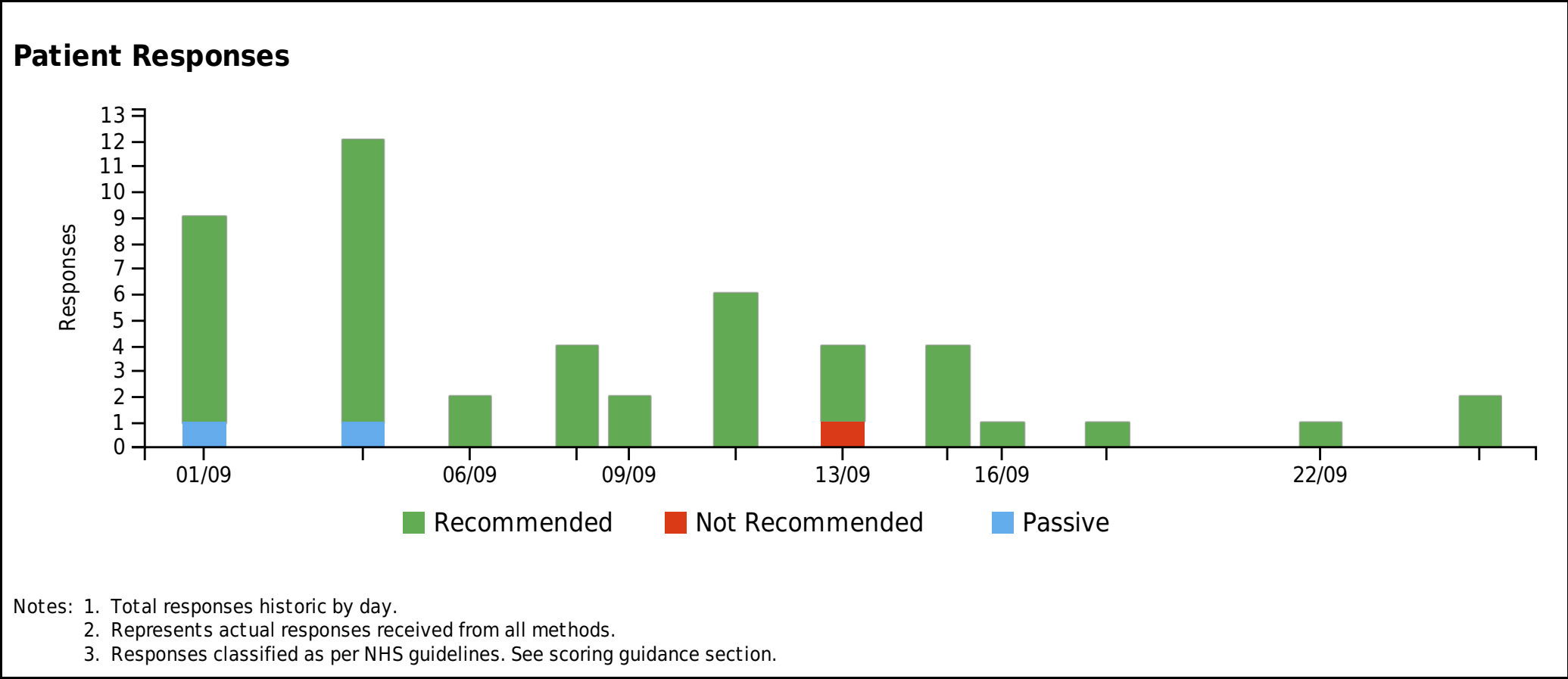
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 3	
Arrangement of Appointment 3	
Reference to Clinician 12	
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 friendly and helpful Dr. The wait was a bit long but it's free, so can't complain too much
- ✓ Lovely doctors
- ✓ On time. Clean. Lovely nurse with good manner.
- ✓ I had a good welcoming service, helpful staff and patient Gp
- ✓ Excellent GPs and nurses, friendly and helpful front desk staff too.
- ✓ I been in these GP for more then 12 years & people in the reception are so helpful and docteur are so professional & good
- ✓ The lady called me on time
- ✓ The nurses were very helpful and friendly and professional
- ✓ Because the love care and kindness is outstanding
- ✓ I always get treated in a good and friendly manner
- ✓ I'm known and respected as an individual and have been a patient at M. Practice for 24 years!
- ✓ I was still seen even though I was late for my appointment. The nurse I was
- ✓ Surgey runs competently however it is too busy.
- ✓ Excellent dr
- ✓ Listens what you have to say
- ✓ Friendly efficient service
- ✓ All family are patients of the pratice
- ✓ Doctor White was efficient, clear and informative.
- ✓ I needed to see a doctor urgently and he called me Back quickly and gave me an appointment the same day which helped me get medication to help me feel better sooner.
- ✗ The service is friendly

Not Recommended

Passive

- ✓ Too few appointments