

FFT Monthly Summary: October 2017

THE MISSION PRACTICE
Code: F84016



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
34	11	2	1	1	0	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:	213						
Responses:	49						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	34	11	2	1	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	34	11	2	1	1	0	49
Total (%)	69%	22%	4%	2%	2%	0%	100%

Summary Scores

92%
 4%
 4%

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:

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

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

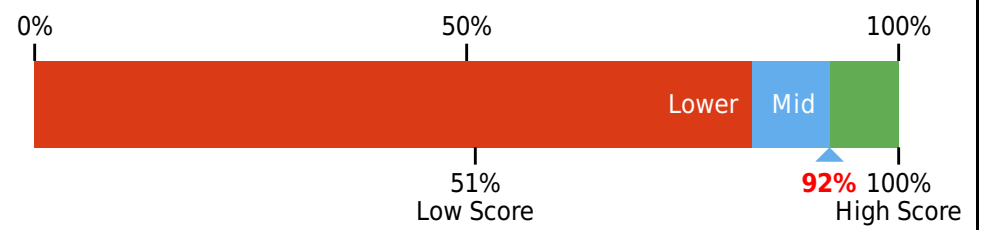
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

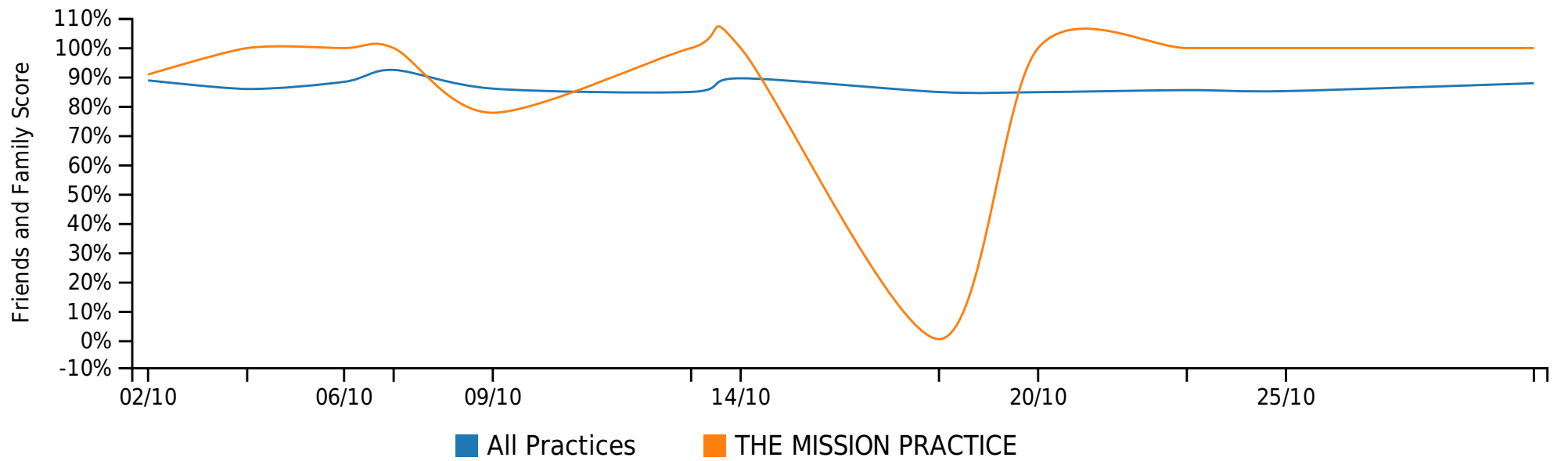
Practice Score: 'Recommended' Rank

Your Score: 92%
Percentile Rank: 75TH



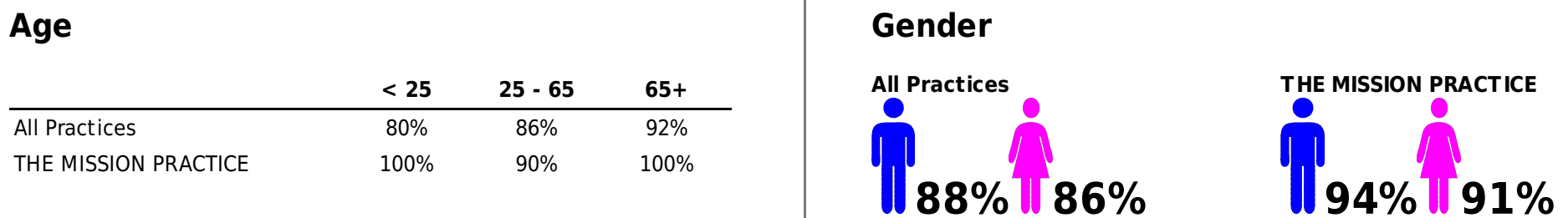
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 75th percentile means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

Practice Score: 'Recommended' Comparison



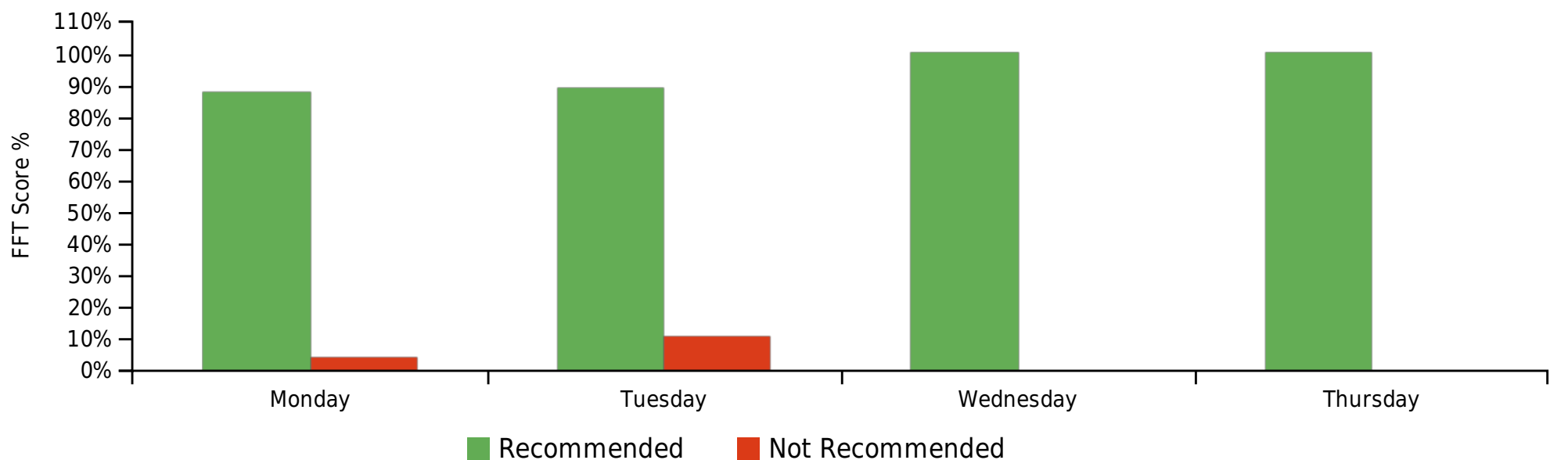
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



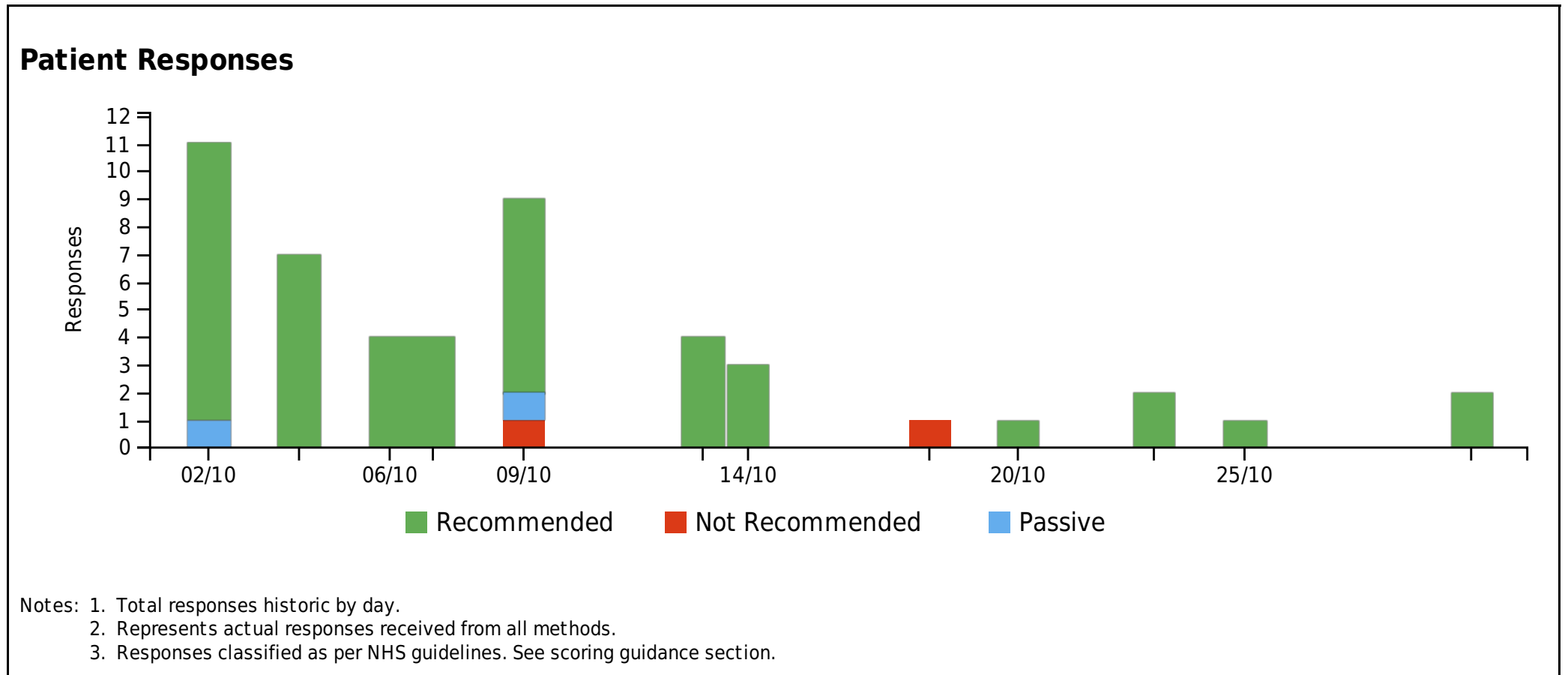
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



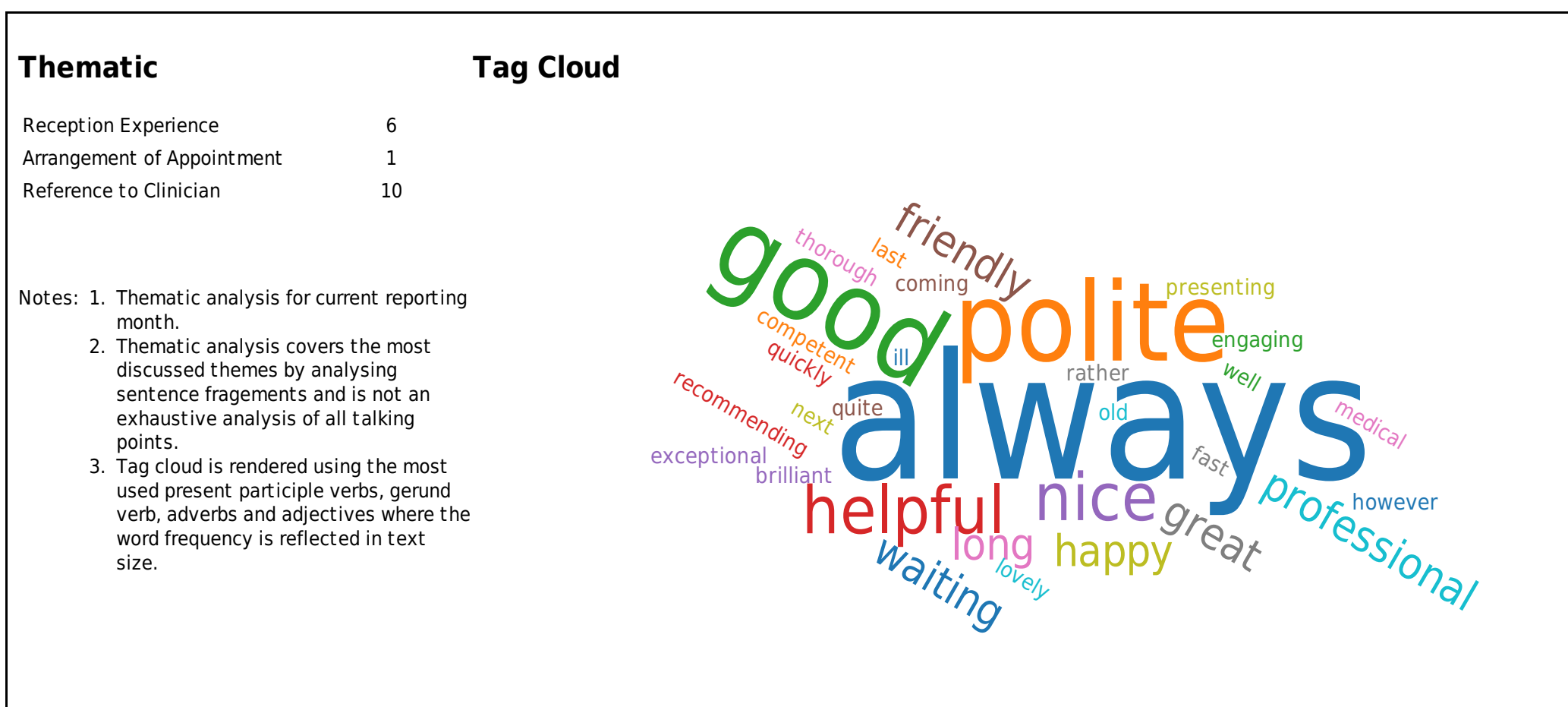
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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

- ✓ Polite staff and good doctors
- ✓ Good competent doctor - understanding and experienced.
- ✓ Everyone is so helpful, polite and nice. The doctors and nurses always listen and give you good advice.
- ✓ The staff are very kind and helpful. Thank u
- ✓ I put 1 as I'm always seen quickly and staff are always nice and polite
- ✓ Receptionist and nurse were very polite and proactive
- ✓ Brilliant service and very friendly
- ✓ Always great service, patient and kind staff
- ✓ My 8 month old has been ill the last few days and I rung the practice this morning to see if I could get an appointment. They were booked out but Dr Kennedy called me and gave me a consultation over the phone and then squeezed us in for an appointment this afternoon. Great service and Doctor Kennedy is always so nice, kind, happy, and very good at her job!
- ✓ I felt the GP was very polite very engaging. Ruled out all possibilities to make the right diagnosis, While recommending future followup up. I have always had exceptional care when coming to this surgery.ry.
- ✓ Friendly staff, both medical and admin. seen on time. all very professional
- ✓ Fast, helpful and professional service.
- ✓ The nurses and doctors are lovely, however the waiting is too long and it's always like this.
- ✓ Good nurse no waiting time
- ✓ Been my surgery for years always been happy with the service
- ✗ Because they do try their best 2 sort out the issue n if not the next best thing.

Not Recommended

- ✓ contra indications to presenting condition found in prescription meds...again

Passive

- ✓ I feel like the doctors dont rush you and are quite thorough. Althlthough that means long waits is rather that than a rushed appointmentent
- ✗ Well the nurse didn't know what blood test to take because the doctor did not specify.