

FFT Monthly Summary: December 2014



THE MISSION PRACTICE
Code: F84016

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
63	68	13	3	7	4	113	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: 373

Responses: 158

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	31	11	1	1	1	0	45
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	32	57	12	2	6	4	113
Total	63	68	13	3	7	4	158
Total (%)	40%	43%	8%	2%	4%	3%	100%

Summary Scores

83% 6% 11%

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:

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

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

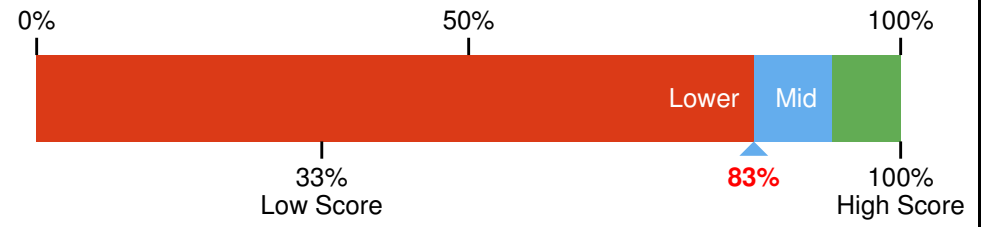
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

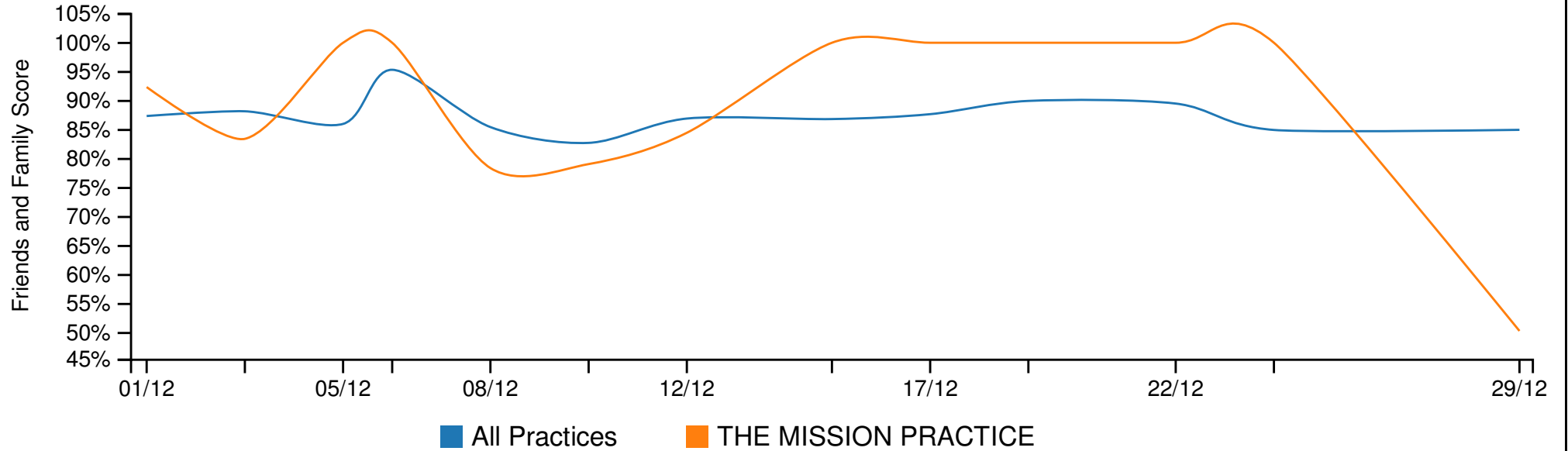
Practice Score: 'Recommended' Rank

Your Score: **83%**
Percentile Rank: **25TH**



- 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 25th percentile means your practice scored above 25% 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

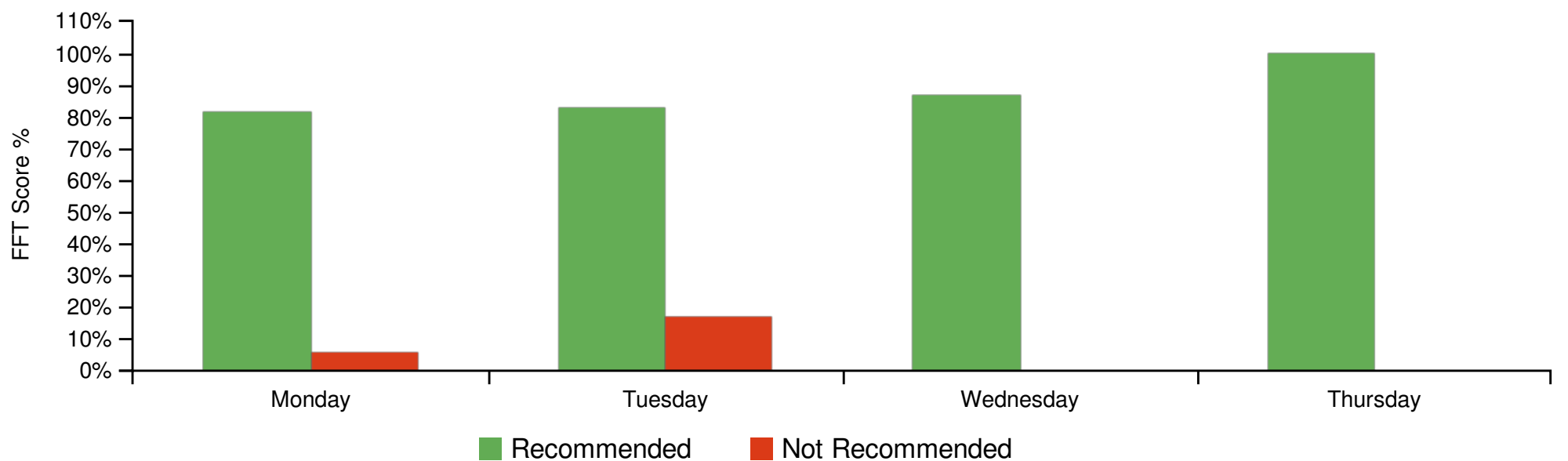
	< 25	25 - 65	65+
All Practices	80%	88%	95%
THE MISSION PRACTICE	71%	84%	83%

Gender



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

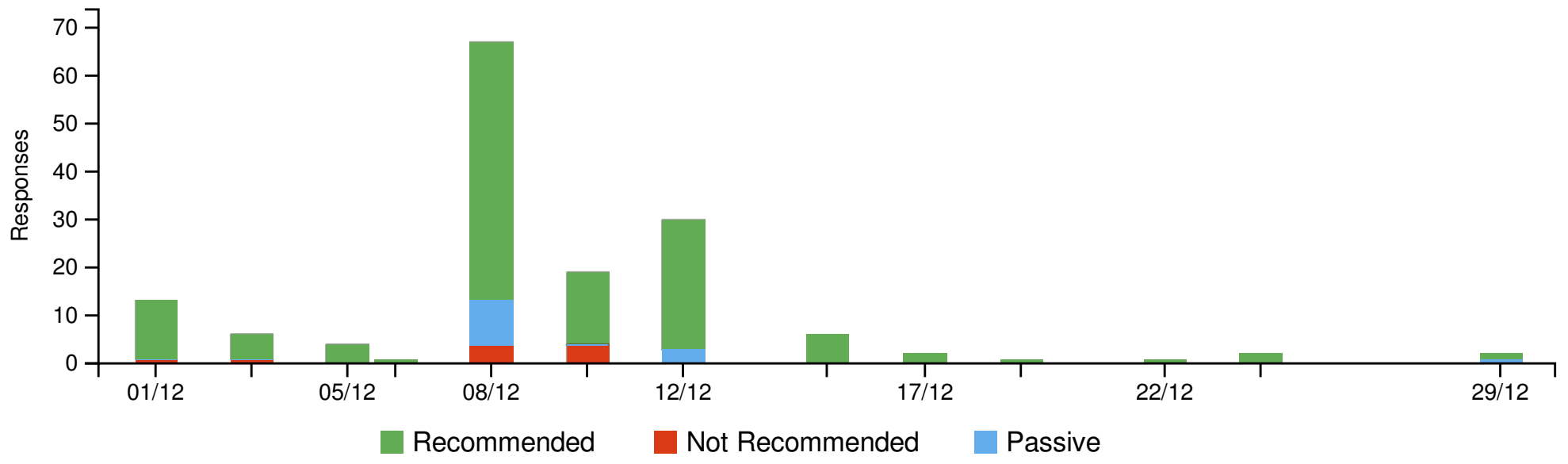
Practice Score: Day of the Week Analysis



- 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.

- X 49 Excellent listening skills
- X 64 Dr Mead and other doctors and nurses are capable people and most efficient. The reception staff are very polite and helpful. So what more can a patient expect?
- X 66 Excellent service tailored to my needs
- X 68 Mostly a good GP practice and usually very understanding, But not always like that with receptionists.
- X 74 very good service overall
- X Some staff are helpful, others need serious training, they do not know how to speak to the patients in a respectful manner
- X 85 I would like them to have the best care. Mission Practice provides that.
- X 92 excellent doctors
- X 99 Recently joined but have heard good things about the practice from family and local residents
- X 105 friendly staff, close to home, easy
- X 106 The GPs are patient with you and waiting time is not bad as I've heard from other GP practices
- X 115 Some of the doctors are very caring some are bitter
- X 118 (cannot read or write - form completed with help) New patient, but GP I saw seems better than the one I saw before.
- X 120 Very good professional & friendly service from reception through to doctors / nurses

Not Recommended

- ✓ Need better service for cervical cancer my experience very poor
- X Having to wait 50mins for my appointment but only be told why when I went to reception for the 2nd time
- X 23 Waiting times are extremely long
- X 29 waiting is long
- X 79 (78 not entered)
- X Because on 4 times I have been given the wrong prescription

Passive

- X 109 Rude staff that don't have the time of day for patients, had one good experience out of all.
- X 117 I had to be seen by a GP before I could be referred privately. Doctor on the phone didn't refer me.
- X Reception guys