

# FFT Monthly Summary: March 2015



THE MISSION PRACTICE  
Code: F84016

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	9	1	1	1	0	7	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 260**

**Responses: 54**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	39	6	1	1	0	0	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	3	3	0	0	1	0	7
<b>Total</b>	<b>42</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>54</b>
<b>Total (%)</b>	<b>78%</b>	<b>17%</b>	<b>2%</b>	<b>2%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

94% 4% 2%

## 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:

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

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

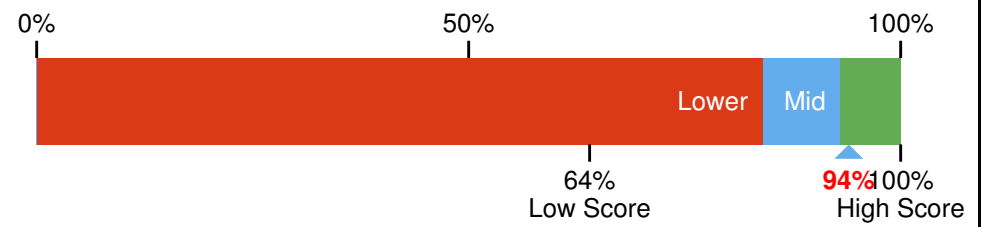
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

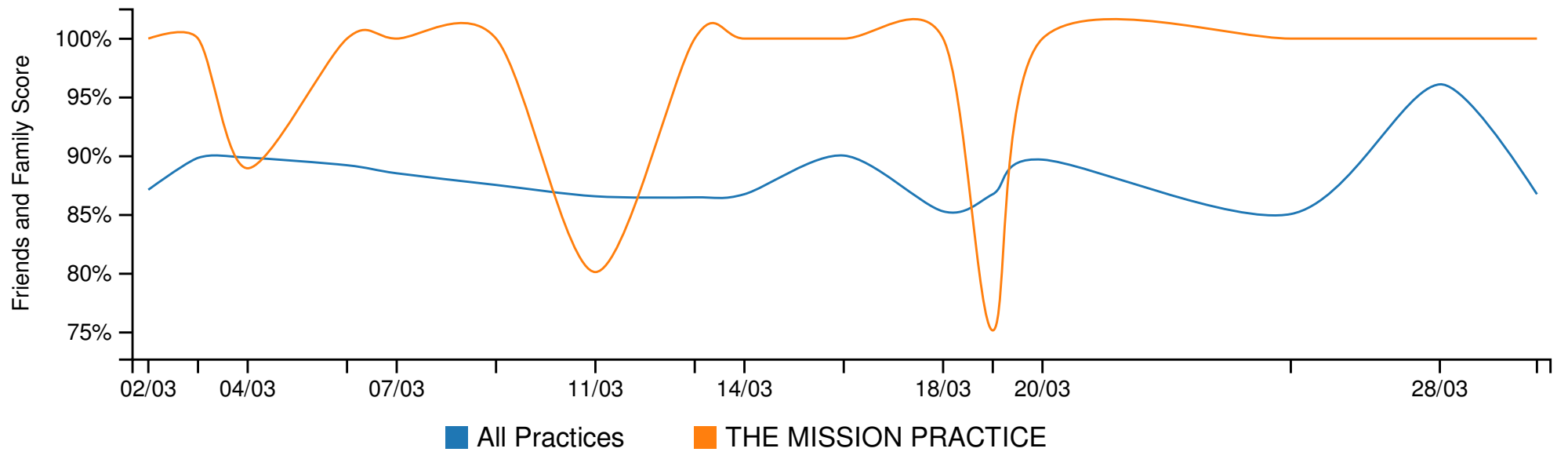
#### Practice Score: 'Recommended' Rank

**Your Score:** 94%  
**Percentile Rank:** 85<sup>TH</sup>



- 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 85th percentile means your practice scored above 85% of all practices.

#### Practice Score: 'Recommended' Comparison



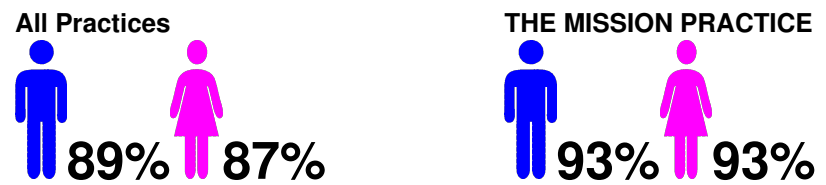
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis

##### Age

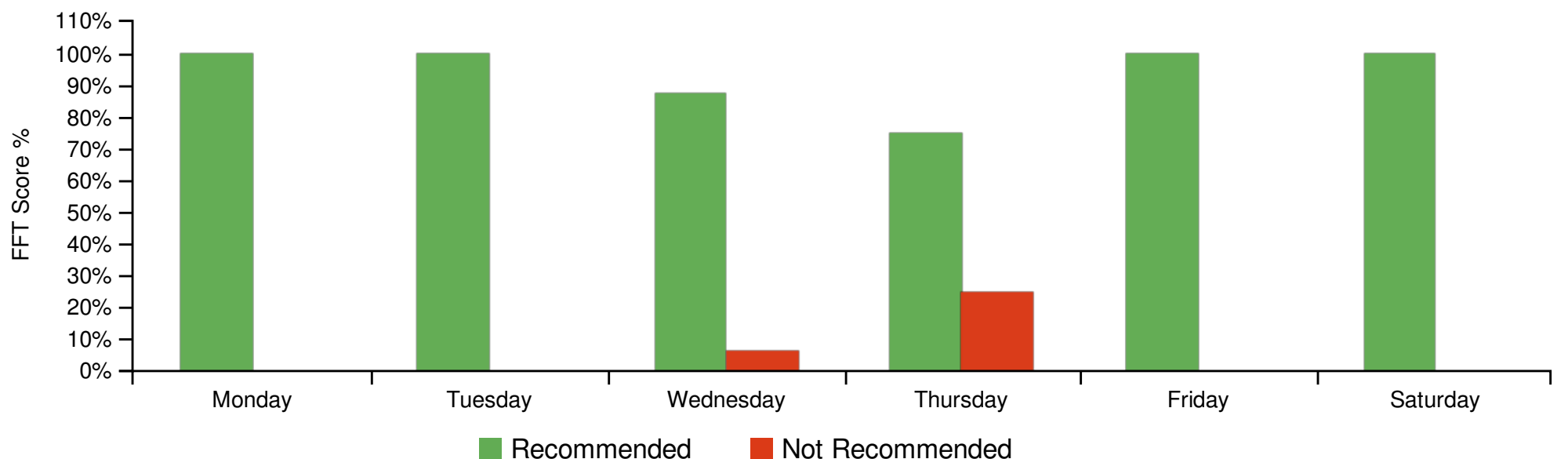
	< 25	25 - 65	65+
All Practices	82%	88%	91%
THE MISSION PRACTICE	86%	93%	100%

##### Gender



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

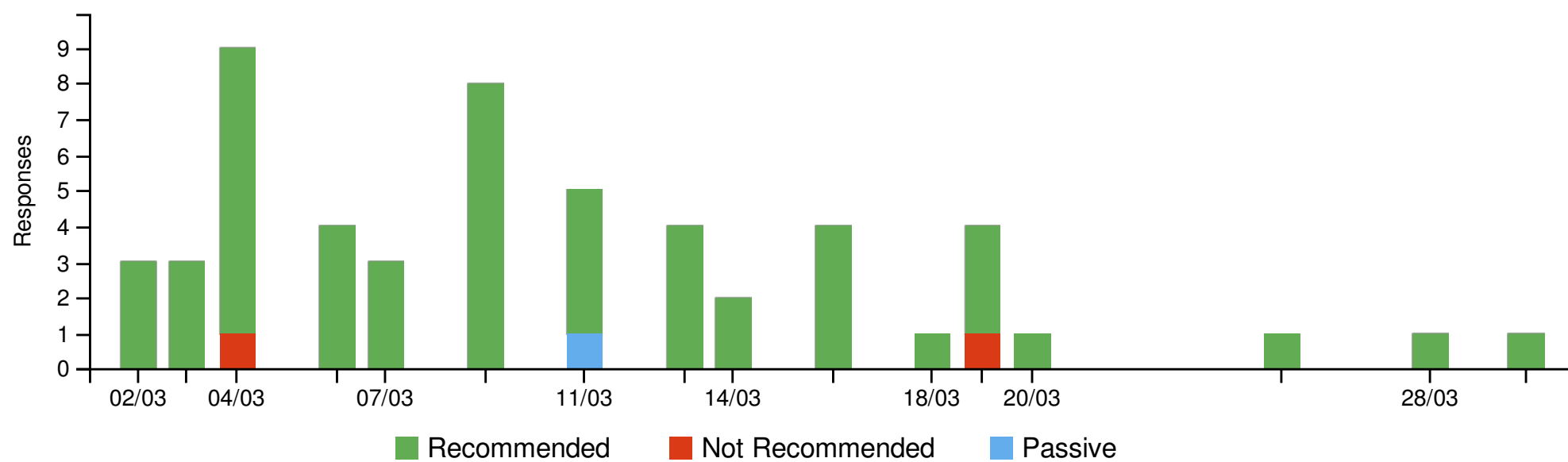
#### Practice Score: Day of the Week Analysis



- 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

### 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.

## SECTION 5

### Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience	10
Arrangement of Appointment	3
Reference to Clinician	15

Notes:

- Thematic analysis for current reporting month.
- Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
- 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:
- Free Text Comment received for current reporting month.
  - Classification based on initial response to Q1 rather than content of message.
  - Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

#### Recommended

- ✓ Because I have always found everyone for helpful
- ✓ I have always had very good service and care the doctors are amazing and nursing staff.
- ✓ I think they should have more people on reception and book appointments available
- ✓ A practice where the needs of the patient are top priority. Concern, sensitivity and professionalism have been my personal experience. The waiting room is bright, clean and welcoming. The use of lift enables us to all have easy access There is too big a jump in the age ranges - there is no option between 64 to 75
- ✓ Always get a good service at the practice.
- ✓ I am happy with the service I received today.
- ✓ Very kind no rushing the patients doctors are really good because of the doctors I am happy
- ✓ Because the service was very fast good and professional.
- ✓ Helpful, friendly attitude of staff.
- ✓ Dr had time to listen. Not rushed. She is very approachable. I feel I can trust her with advice.
- ✓ I thought the doctor I saw today was excellent and very informative and spent time to explain things
- ✓ Dr Hunt listened, explained comprehensively, then made his suggestions to go forward. Also simplified how to obtain repeat prescriptions electronically.
- ✓ URGOOD
- ✓ Excellent quality of service and attention. Doctor I can trust.
- ✓ For the good staff the surgery has
- ✓ the lady was nice to me and help me relax.
- ✓ Reception staff are mostly kind and take the time to listen. Doctors are friendly too. I don't like that I can't get a routine appt until two weeks later but the staff can't help that.
- ✓ Dr Edwards. Very thorough.
- ✓ Because you are a very good practice doctors are very good also very helpful
- ✓ Efficient system at reception to let you know I've arrived - the date of birth screen. Short wait times. Kind, friendly, helpful staff, nurses and doctors. Thank you very much.
- ✓ Friendly receptionists and caring medical staff
- ✓ Often not enough time [for your appointment] and under pressure you tend to forget to mention something. And then you have to book so many appointments if you have different problems. But we try to understand your system which can improve. I would like to book an extended appointment at least once a year to be able to talk about everything and go to the bottom of things. I got so many unclear things at the moment.
- ✓ Very helpful staff, the GPs are excellent
- ✓ I was treated with respect and kindness. My condition was taken seriously and those working with me were patient.
- ✓ I find the people and doctors there very pleasant and helpful
- ✓ Good reception, Good Health care, Good facilities and Good Doctors and Nurses Good Practice
- ✓ Polite help as enter surgery and by telephone The Doctors are very good Have had recently very thorough professional unpatronising care from Dr Edwards.

#### Not Recommended

- ✓ 1- There is always delay to see the doctor or other service, sometimes waiting for 20 minutes or more, 2, booking appointments is not just there is more preference to booking appointments online than calling in or in person, (online booking gets earlier appointments) 3, receptionist say one thing one day and change their mind the next,
- ✓ There have been times when the doctors have been running late and I have had to wait up to 70 mins beyond my appointment time. However when I arrive 7 mins late to see the nurse (even though I telephoned) they refused to see me. It would appear that your understanding and patience is very one-sided.

#### Passive