

# FFT Monthly Summary: June 2015



THE MISSION PRACTICE  
Code: F84016

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
32	11	2	3	2	0	3	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: 230**

**Responses: 50**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	32	11	2	2	0	0	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	0	0	0	1	2	0	3
<b>Total</b>	<b>32</b>	<b>11</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>64%</b>	<b>22%</b>	<b>4%</b>	<b>6%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

86% 10% 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:

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

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

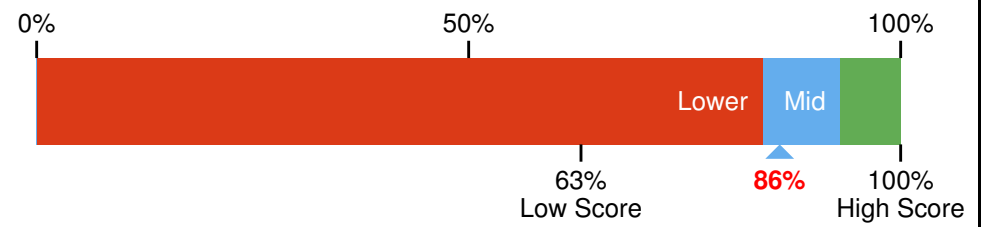
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring

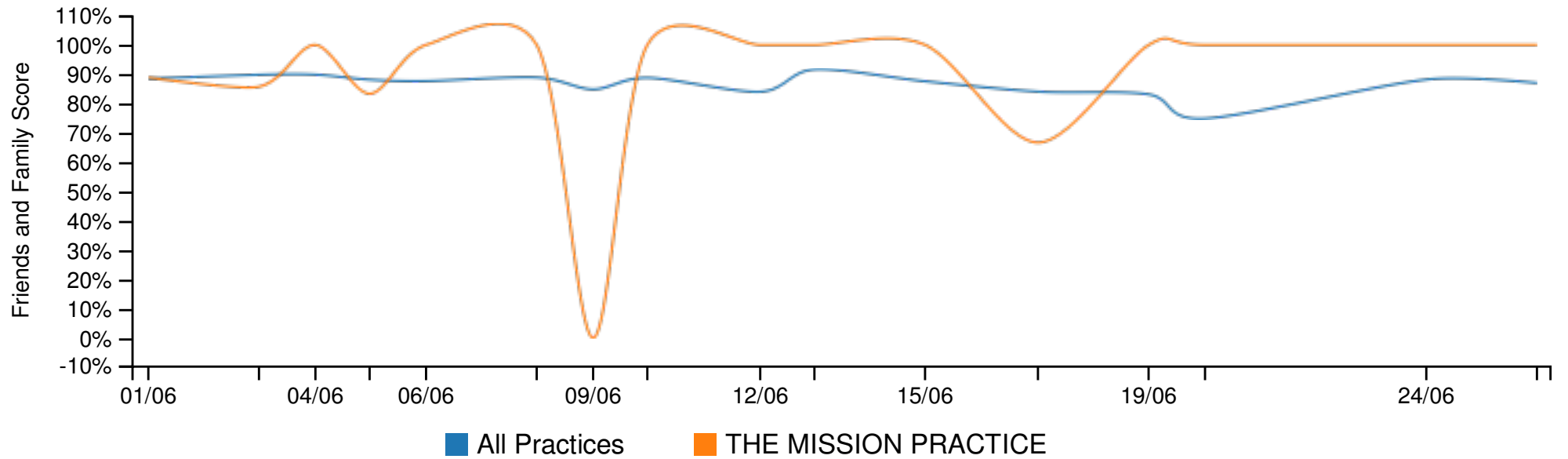
#### Practice Score: 'Recommended' Rank

**Your Score:** 86%  
**Percentile Rank:** 35<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 35th percentile means your practice scored above 35% of all practices.

#### Practice Score: 'Recommended' Comparison



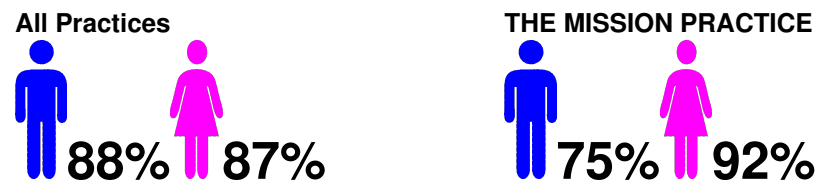
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

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

##### Age

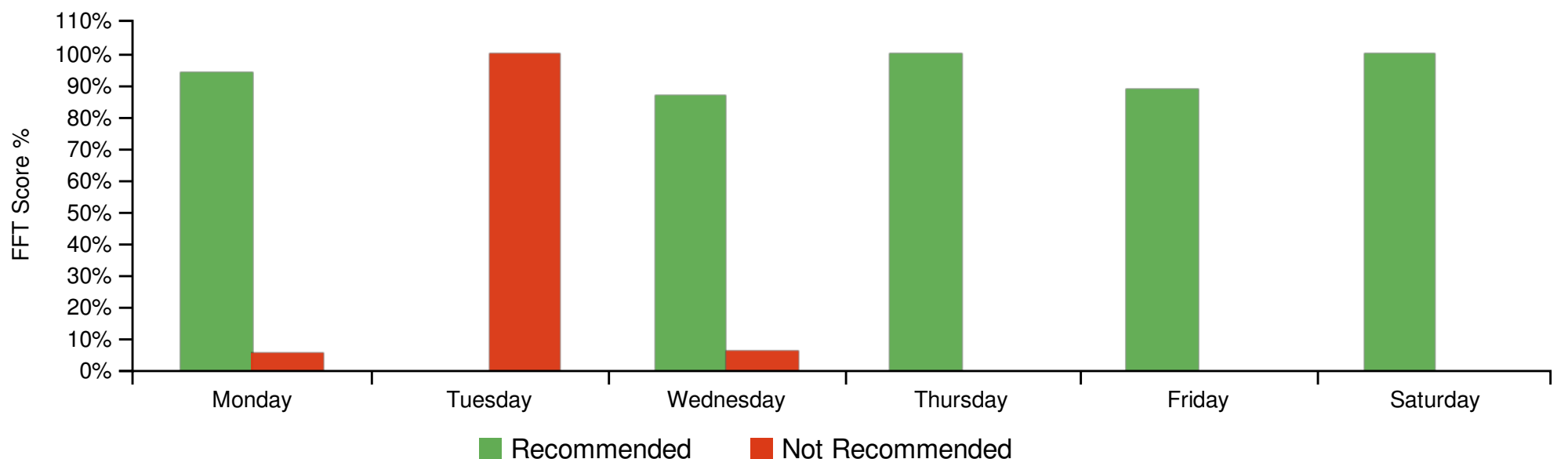
	< 25	25 - 65	65+
All Practices	81%	88%	93%
THE MISSION PRACTICE	100%	84%	100%

##### Gender



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

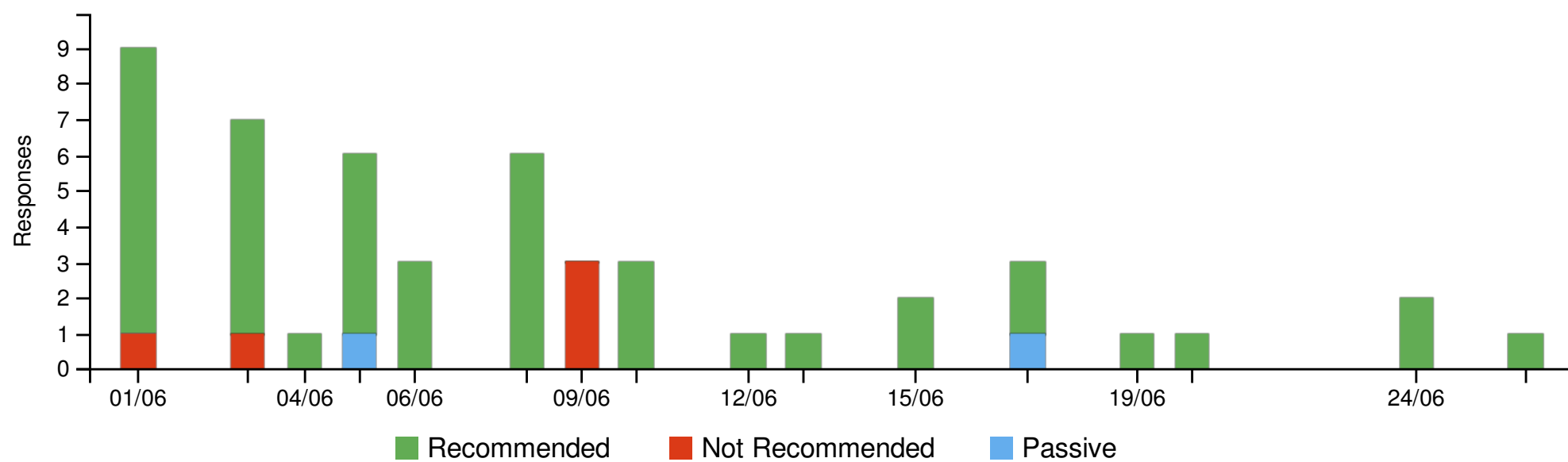
#### Practice Score: Day of the Week Analysis



- 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

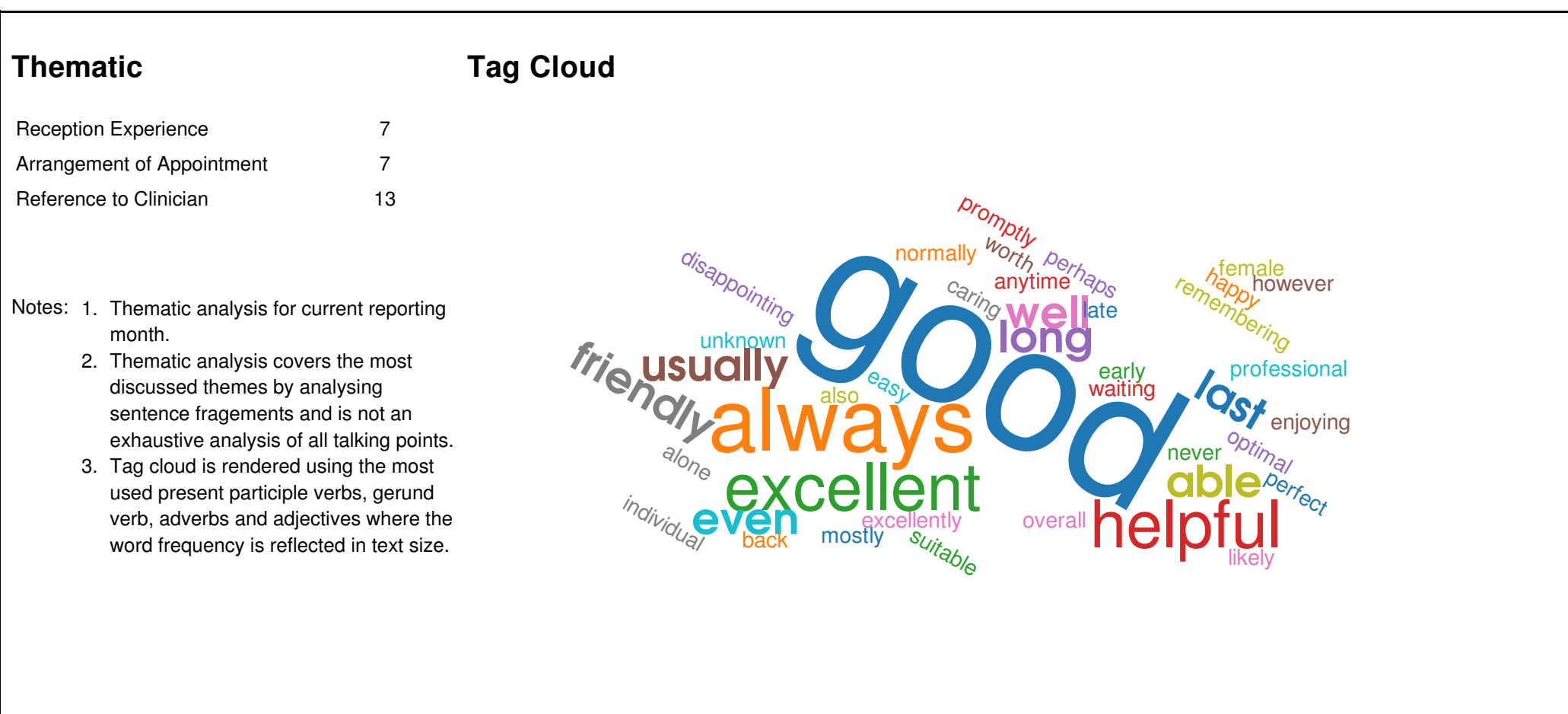
### Patient Responses



- 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



### 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

- ✓ I always seem to get an appointment quicker than most surgeries I hear about
- ✓ *Messed up my blood test so I had to come back. Never communicate. Scan results waiting a month for.*
- ✓ With my long relationship with the Mission practice, your service has always been at an optimal excellent level. I have been enjoying your excellently caring services. Keep it up. Thanks.
- ✓ *To see a female doctor*
- ✓ Dr mead
- ✓ *My appointment with the doctor went well but i was seen 1 hour after my slotted time*
- ✓ Easy to make appointments, friendly reception staff. I've always felt I've been listened to and had things explained to me well.
- ✓ *Because it is a good service but not perfect.*
- ✓ The gp listens and i feel able to take responsibility and be involved in my treatment.
- ✓ *It has imporve mx health alot*
- ✓ The doctors are very good and the service is excellent
- ✓ *The lady in the reception was very friendly and helpful.*
- ✓ Time given, courtesy, interest
- ✓ *The good quality of service i have received.*
- ✓ I felt today's experience was perhaps even worth a "very likely" but yesterday I attended the mission and had to wait over thirty minutes to be seen which in itself would have alright but I was not offered any reason let alone apology for the delay remembering that it is not unknown for patients arrived five minutes late have had their appointment canceled even though we your patients are the source of your employment none the less more power to your elbow mission long may you prosper
- ✓ *Very good service*
- ✓ They are very helpful and listen to my needs
- ✓ *All depends if the person comes from the area*
- ✓ No privacy
- ✓ *Lots of doctors at the practice so can normally get a early appointment and my doctors in partic*
- ✓ always had good service from reception and doctors
- ✓ *At the last visit I was seen withing 20 minutes. Then went for a blood test and the lady at the reception promptly had me seen. Usually the service was disappointing. However the last 2 visit the service was prompt. And would recommend others. Keep up the good works.*
- ✓ Overall care and attention
- ✓ *Very good service from the nurse and receptionist. Also was able to schedule appointment on Saturday morning.*
- ✓ Very helpful, professional staff- I mean doctors, receptionist staff mostly
- ✗ *I was seen on time but usually do with a nurse*
- ✗ Locality

#### Not Recommended

#### Passive

- ✓ I'm happy with the doctors' service and advice, but not with the 10 days wait for an appointment at a suitable time, or anytime.
- ✓ *I found some of the receptionist at the reception or over the phone does not provide good care of service. They don't take account individual needs. The doctors are excellent*