

FFT Monthly Summary: January 2018

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	0	0	0	0	0	48	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:	217						
Responses:	48						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	34	11	2	1	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	34	11	2	1	0	0	48
Total (%)	71%	23%	4%	2%	0%	0%	100%

Summary Scores

 **94%**
 **2%**
 **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:

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

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

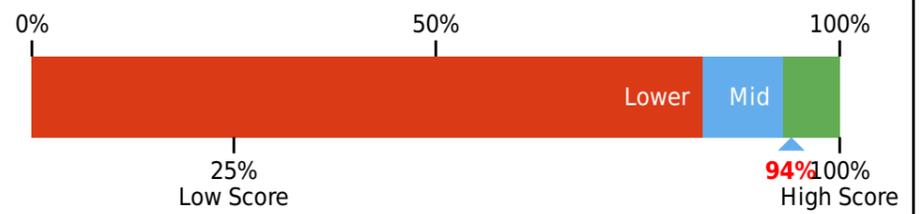
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

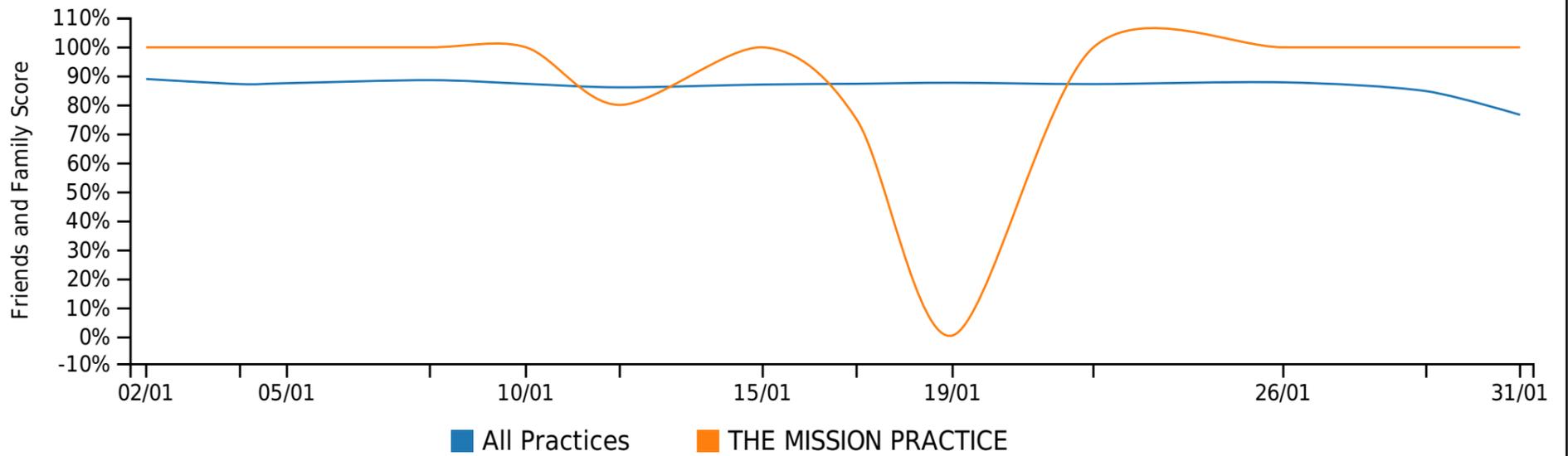
Practice Score: 'Recommended' Rank

Your Score: 94%
Percentile Rank: 80TH



- 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 80th percentile means your practice scored above 80% 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

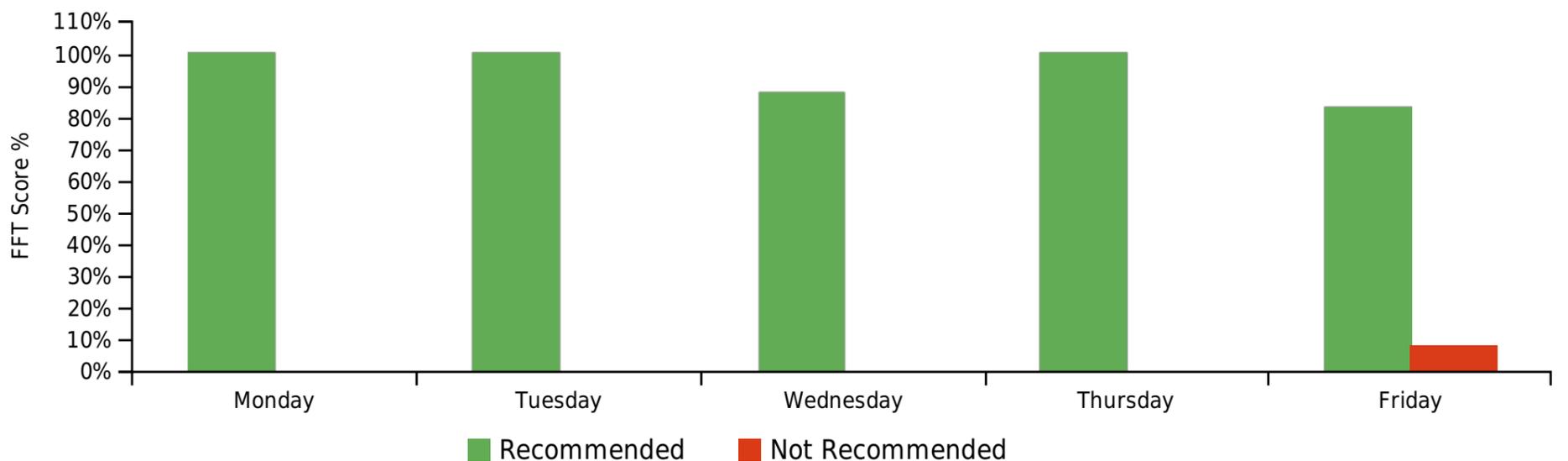
	< 25	25 - 65	65+
All Practices	80%	87%	92%
THE MISSION PRACTICE	100%	94%	75%

Gender



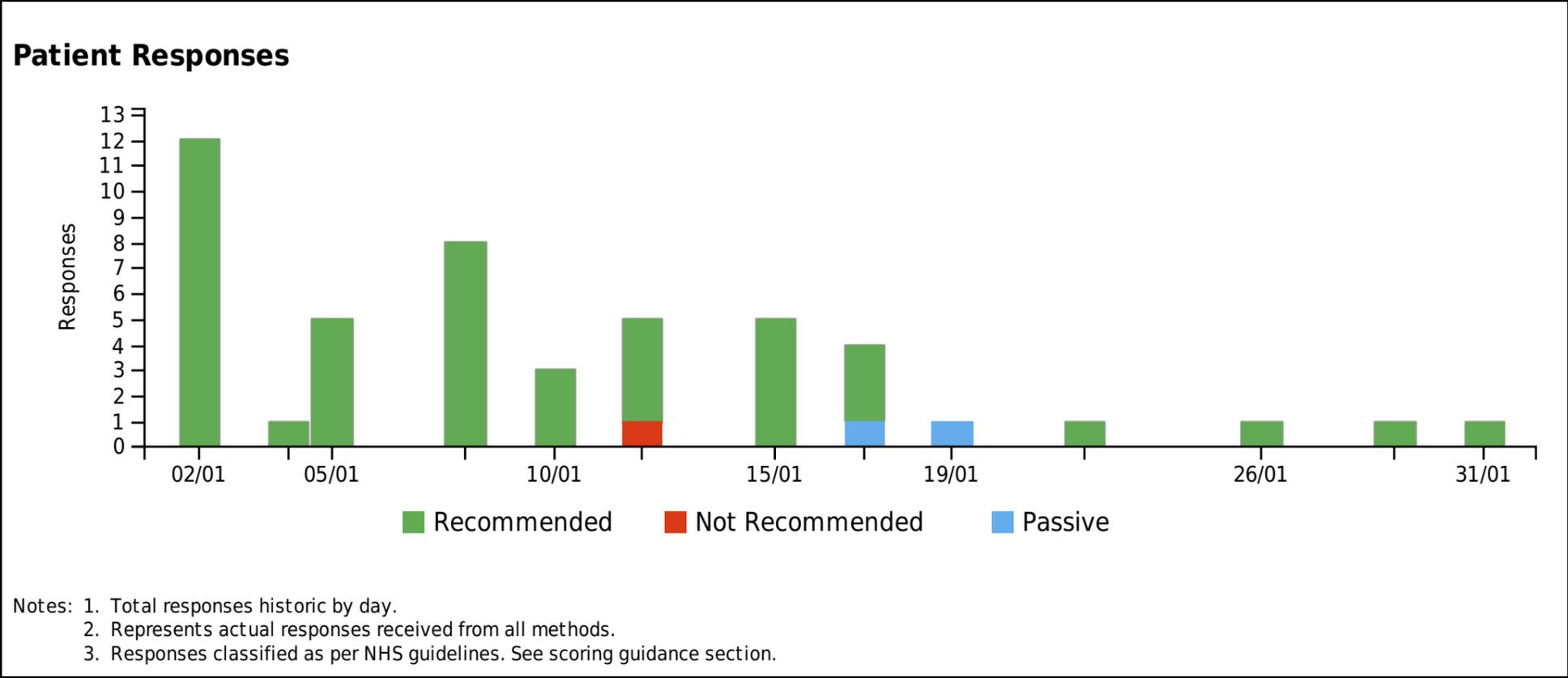
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



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

- ✓ Compassionate and careful care. thank you.
- ✓ Everyone is so nice and friendly. The doctors and nurses are caring and understanding.
- ✓ I was seen promptly and received a high standard of professional care
- ✓ Attentive nurse who gave clear advice She explained my results and listened to my comments I did not feel rushed I felt looked after, supported and encouraged Thank you
- ✓ Elaine was very kind and professional
- ✓ Professional and caring service
- ✓ detailed examination and explanations for my eczema, doctor is really patient to answer my questions
- ✓ The doctor was very caring and kind. And took his time with me
- ✓ Friendly, approachable and caring staff.
- ✓ BECAUSE I. WAS TREATED NICELY AND PROMPTLY AND WASNT KEPT WAITING FOR LONG AND THE NEW DOC WAS LOVELY THANK YOU
- ✓ GP was attentive, clear and caring
- ✓ I have generally found the service provided by the GPs at the Mission Practice attentive and person-centred. They listen and don't rush the appt.
- ✓ Helpful and friendly nurse
- ✓ The care and patience of Jillian the nurse
- ✓ Staff were very friendly
- ✓ The doctor understood my concerns and reassured me
- ✓ Staff are kind, patient and helpful so far
- ✓ The HCA I saw was very professional, helpful and kind.
- ✓ Nice attitude of staff
- ✓ Although I know the practice has a busy schedule the staff are friendly, listen and treat you like an individual, with individual needs. The advice and treatment is knowledge and efficient. And when going through uncomfortable procedures, staff are so supportive - Thank you all!@ all!
- ✓ Excellent doctors. Very supportive and good listeners. Not too difficult to get an appointment. Other professionals available for different needs.

Not Recommended

Passive