FFT Monthly Summary: June 2018

THE MISSION PRACTICE
Code: F84016

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	11	0	1	1	0	0	0	0	50	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: **166**

Responses: **50**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	37	11	0	1	1	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**37**	**11**	**0**	**1**	**1**	**0**	**50**
Total (%)	*74%*	*22%*	*0%*	*2%*	*2%*	*0%*	*100%*

Summary Scores

👍 96% 👎 4% 🤙 0%

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:

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

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

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/

Practice Score: 'Recommended' Rank

Your Score: **96%**

Percentile Rank: **90TH**

0%   50%   100%

Lower   Mid

0%   96% 100%
w Score   High Score
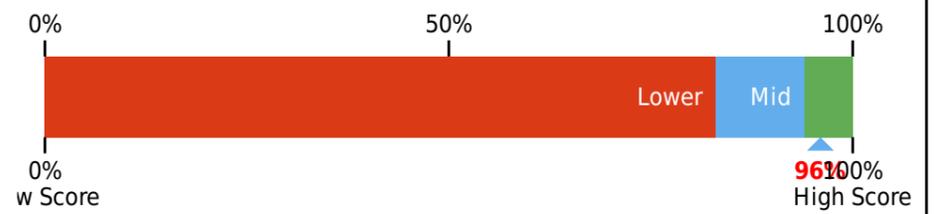
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 90th percentile means your practice scored above 90% of all practices.

Practice Score: 'Recommended' Comparison

Legend: ■ All Practices   ■ THE MISSION PRACTICE
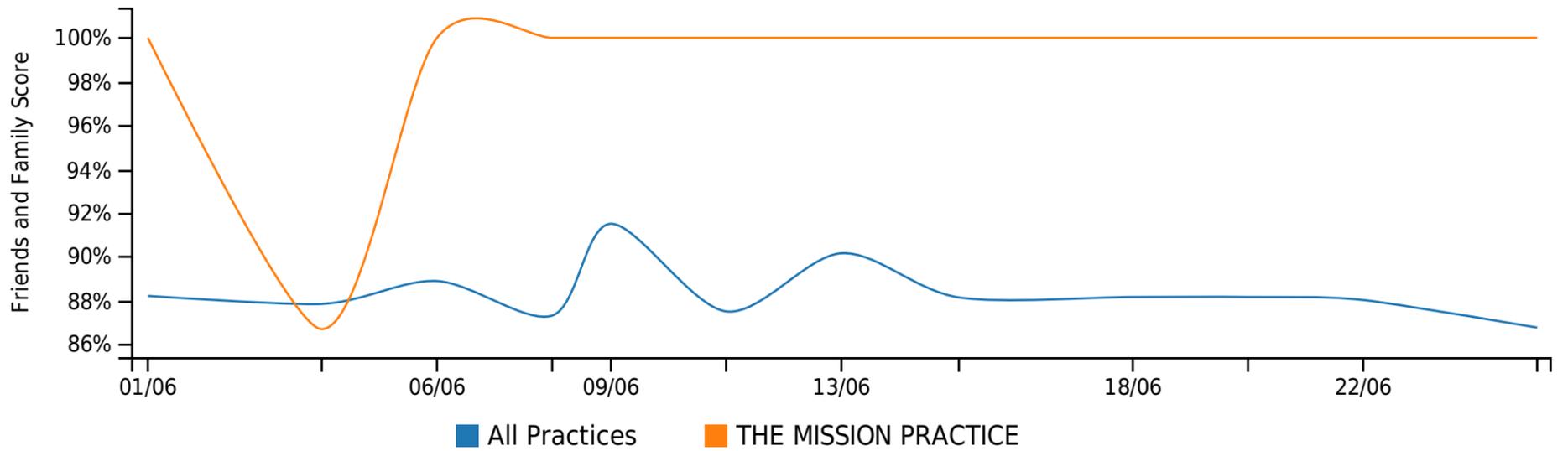
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	79%	88%	92%
THE MISSION PRACTICE	100%	95%	100%

Gender

All Practices 88% 87%

THE MISSION PRACTICE 92% 97%
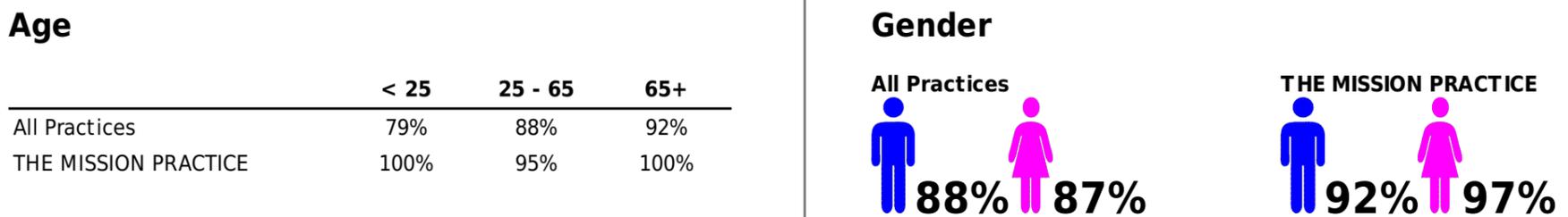
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

Legend: ■ Recommended   ■ Not Recommended
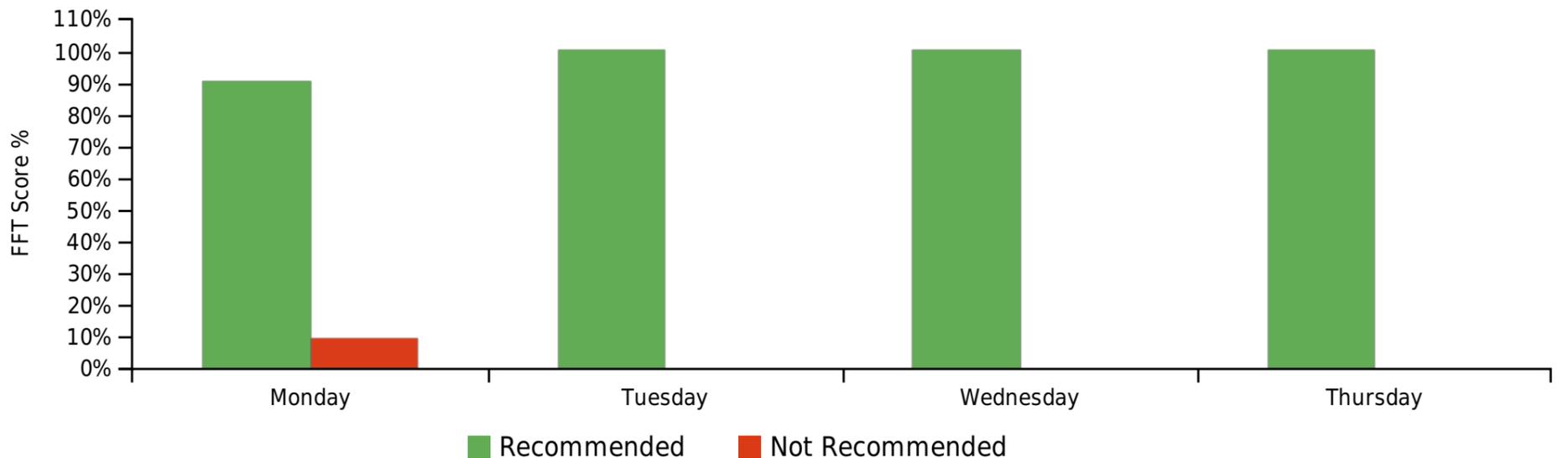
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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	8	
Arrangement of Appointment	8	
Reference to Clinician	14	

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.
3. 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: 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 receive the right treatment and service when I go to The MISSION Practice

✓*The doctor was nice and gave me clear information about the treatment I need.*

✓Because im extremely satisfied, my Gp (dr Fiona Kennedy) is very friendly and intelligent, highly educated, she does her best all the time to help patient

✓*Helpful advice and friendly doctor*

✓Having been given a appointment date for next week , the receptionist called me back later to offer me a earlier date. I hadn't requested it, but the@t the individual was thoughtful and willing to make me aware of it. That was nice.@nice.

✓*I can get an appointment quickly*

✓*Doctors are very approachable and can get an appointment when i need it.*

✓*Incredibly helpful Doctor who made time to sort out all of my complaints. All of my health problems were attended to with customised service. Finally the@y the consultation achieved all that I was hoping to get out of it.Thanks for the great appointment.@ment.*

✓I have been a patient for over 15 years and have never had a reason to complain

✓*Good service and time delay nit too long. Plus receptionist helped to sort new prescription and get it sent to my pharmacy.*

✓I. HAVE ALWAYS BEEN VERY HAPPY WITH THE TREATMENT THAT I HAVE RECEIVED ALL THE YEARS THAT I HAVE BEEN A PATIENT TO YOUR SURGERY THANK YOU VERY MUCH MRS S@MRS S HAWLEY @WLEY

✓*because the surgery responded to my urgent care need rapidly, compassionately, efficiently and made me feel secure and cared for. A big THANK YOU to the @ the whole team. @eam.*

✓GP was very thorough. Got appointment for a blood test immediately after.

✓*Gp explained everything in detail , staff were very helpful and polite*

✓Good service and all staff so kind and lovely work with a smile

✓*It's because I always have to wait 2 weeks for an appointment.*

✓Everyone is so very helpful st this practice

✓*My experience with both the receptionist when booking the appointment and with the Doctor and based on other experiences on other days.*

✓The main reason I gave this shore is that I'm happy with the service provided from the Mission Practice but not completely because sometimes the Gp not h@not help me too much with my health problems or not give me medication if I'm sick for ex if I had cough or flu they didn't give me anything, they it has to g@ to go away by itself. When I heard from a friend his gp gave him for the same reason some antibiotics.@tics.

✓*The receptionists are helpful and welcoming, the doctors are professional, warm and really listen to you. I see my regular doctor Dr Rowell, who is compa@compassionate as well as familiar with my medical and personal history, and whom I trust to always have my best interest at heart.@eart.*

✓Friendly and helpful

✓*At least one doctor who has learnt how to listen and hear, thus being supportive rather than dismissive.*

✓It's to do with people.doctors and nurses.to get appts is another thing!!i suppose that can be the same anywhere in London.

✓*Staff are friendly and very helpful.*

✓I chose my answer because the mission practise is very helpful & reliable as my grandmother is an 82 year old patient with a large number of medical prob@ problems including severe COPD doctors & nurses are always very professional & provide a understanding and very caring attitude which helps feel at ease and @ and that she receives a personal relationship I am also a patient I always feel comfortable to talk freely about anything at all & meet regularly with Wilma @ilma Bois who really has helped me & continues to provide comfort & support. I have received so much support where I have felt very lost & desperately worried@rried but with Wimas help pointing me in the right direction I have been able to confidently deal with with subjects and situations more possitively@ively
✓*The waiting is too long*

Not Recommended

✓You need more people on reception, I missed my appointment because I was made late by your huge que of people and the self check in was not working for me

Passive