

FFT Monthly Summary: August 2018

The Mission Practice
Code: F84016

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
27	16	1	1	2	1	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:	240						
Responses:	48						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	27	16	1	1	2	1	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	27	16	1	1	2	1	48
Total (%)	56%	33%	2%	2%	4%	2%	100%

Summary Scores

 90%
  6%
  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:

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

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

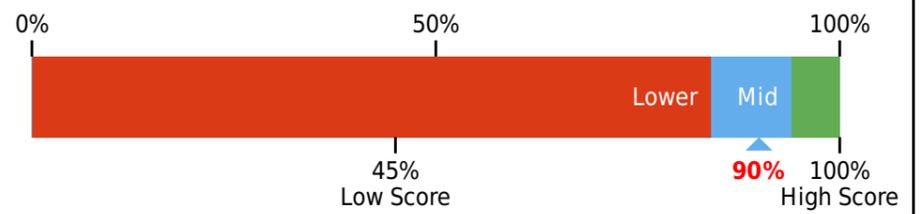
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

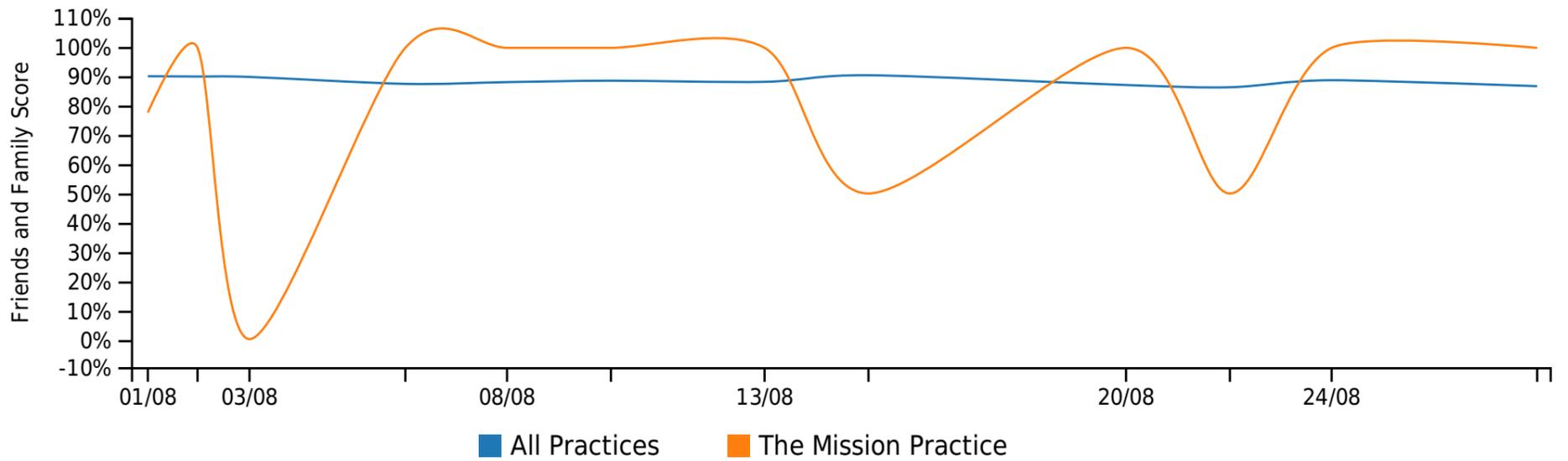
Practice Score: 'Recommended' Rank

Your Score: 90%
Percentile Rank: 55TH



- 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 55th percentile means your practice scored above 55% 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	83%	88%	92%
The Mission Practice	100%	87%	100%

Gender

All Practices

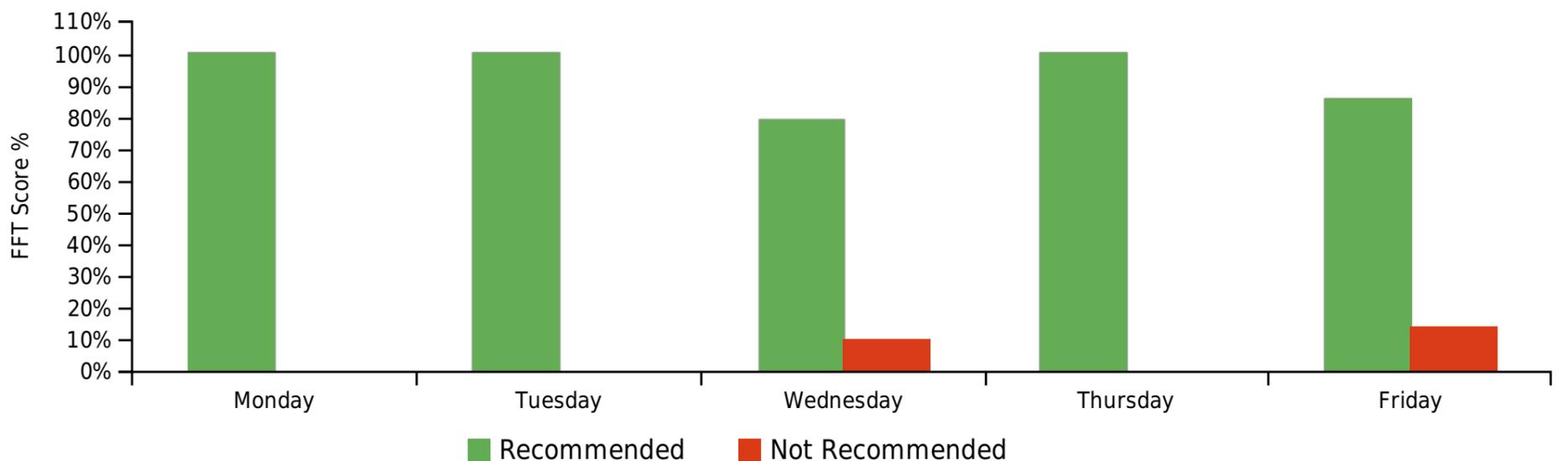


The Mission Practice



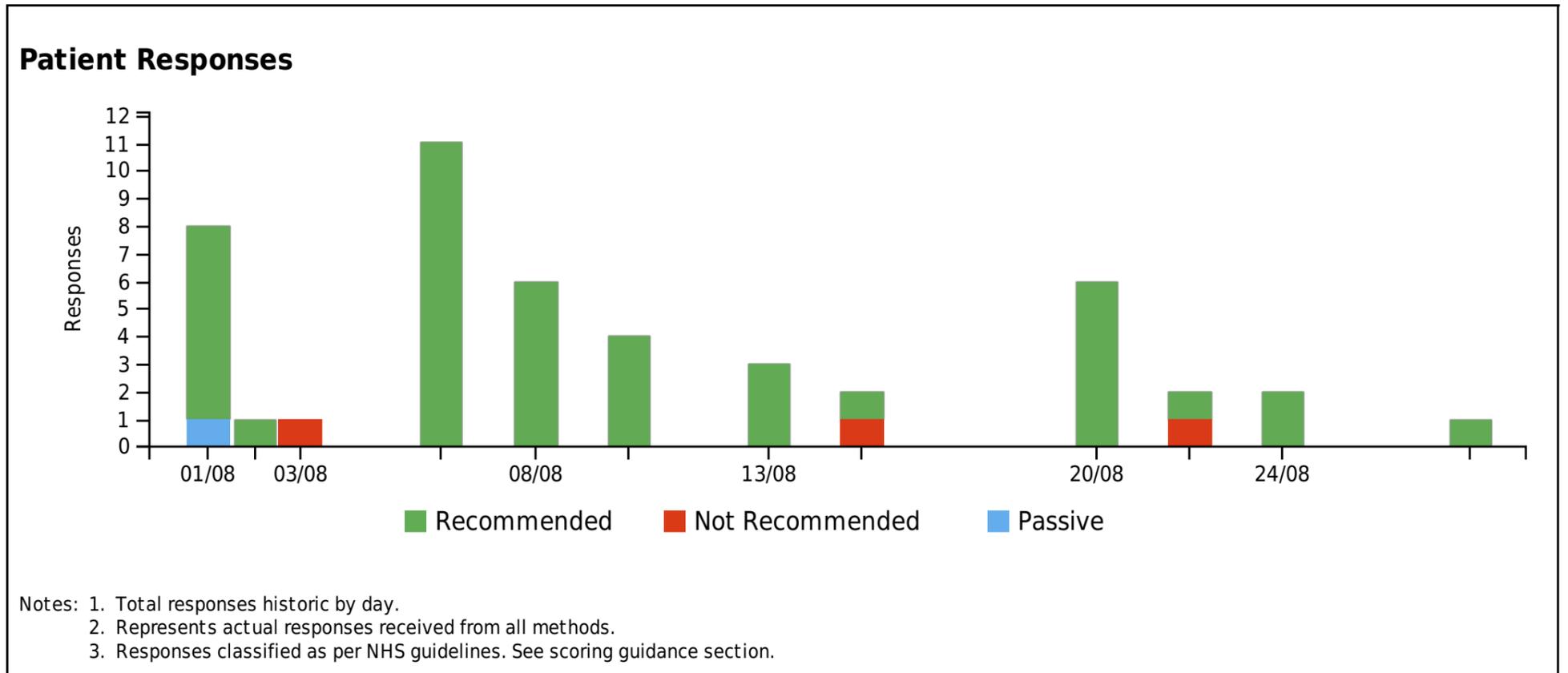
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

Thematic	Tag Cloud
Reception Experience 4	
Arrangement of Appointment 7	
Reference to Clinician 12	
Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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 like Dr Littlejohns I think she's very attentive and informative which is useful for me when coming in. She's able to give the constructive information@ation I need. Some of the other GP's do not work in the same manner hence me not scoring higher. When I have just booked a routine appointment with any GP, Iv@P, Iv been given personal opinions about my matter as opposed to actual medical advice. From now on I will be looking to only see Dr Littlejohns rather than a@han any GP. I do think the waiting time for an appointment is too long especially if you want to see a specific GP but that's something that needs to be wor@e worked on by the surgery managers to ensure people can be seen sooner. @ner.
- ✓ The staff were very helpful and friendly very approachable
- ✓ I have never had any problems with the practice, but sometimes it's hard to get an appointment when you want one.
- ✓ I've always been looked after very well
- ✓ Friendly and helpful staff
- ✓ Sorry no
- ✓ Good service
- ✓ The services helped me change my life
- ✓ The outstanding service and quick response at all times.
- ✓ Good care off docors especially dr kennedy and nurse elaine
- ✓ Recently one of the doctors cared about me and my illness
- ✓ Because of the care and support from dr kenerdy
- ✓ I've been a patient ever since it opened its doors
- ✓ Doctor was extremely nice, and listened to my illness. And gave me clear explanations.
- ✓ I have been with the practice for 77 yrs and have always been an avid supporter.
- ✓ Good gp and care but it takes 2-3 weeks to get an appointment
- ✓ Lovely staffs
- ✓ The GP (Dr P. O'Driscoll) most helpful however the practice would not help with HPV vaccination of my 15-year-old son.
- ✓ The GP was very friendly and professional.
- ✓ Had a very competent and nice doctor who explained me everything in detail. Really felt someone understands my problems
- ✓ professional helpful kind
- ✓ I've always been given the best care each time I have an appointment and also have received a call back from one of the doctors when I was worried about @bout an ailment. I've been shown that my concerns and worries matter and will be listen to.@n to.
- ✓ Great Dr - very knowledgeable and supportive
- ✗ My answer was number 1 because i am treated well by your services also my children get good service with there appointments.
- ✗ A receptionist said I could take a blood test without first seeing a doctor. When I arrived for the test I found this was not the case and had to make an@ke another appointment to see a pharmacist. Not trying to get anyone in trouble.@uble.

Not Recommended

- ✓ Extremely poor service from receptionist. Lack of appointments.
- ✓ It was a waste of my time and yours. Not only that, the person I spoke to was patronising and rude.

Passive

- ✓ On average, the GPs I see do not make me feel confident about their skills, specifically today. And the wait times are always very long, and I'm never no@er notified when arriving I can expect to wait 30 mins, first thing in the AM @e AM