FFT Monthly Summary: September 2018

The Mission Practice
Code: F84016

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
33	8	3	2	2	1	0	0	0	49	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: **183**

Responses: **49**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	33	8	3	2	2	1	**49**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**33**	**8**	**3**	**2**	**2**	**1**	**49**
Total (%)	*67%*	*16%*	*6%*	*4%*	*4%*	*2%*	*100%*

Summary Scores

👍 84% 👎 8% 👉 8%

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:

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

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

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: **84%**

Percentile Rank: **25TH**

| 0% | 50% | 100% |

Lower   Mid

0%   **84%**   100%
w Score   High Score
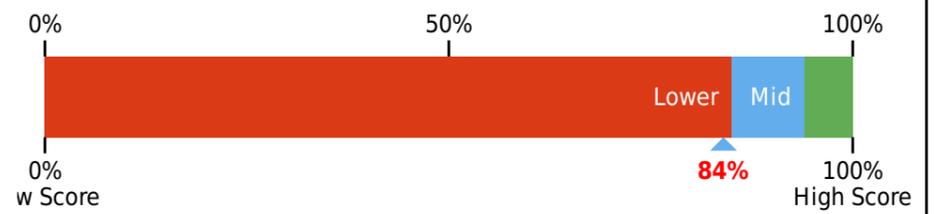
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 25th percentile means your practice scored above 25% of all practices.

Practice Score: 'Recommended' Comparison

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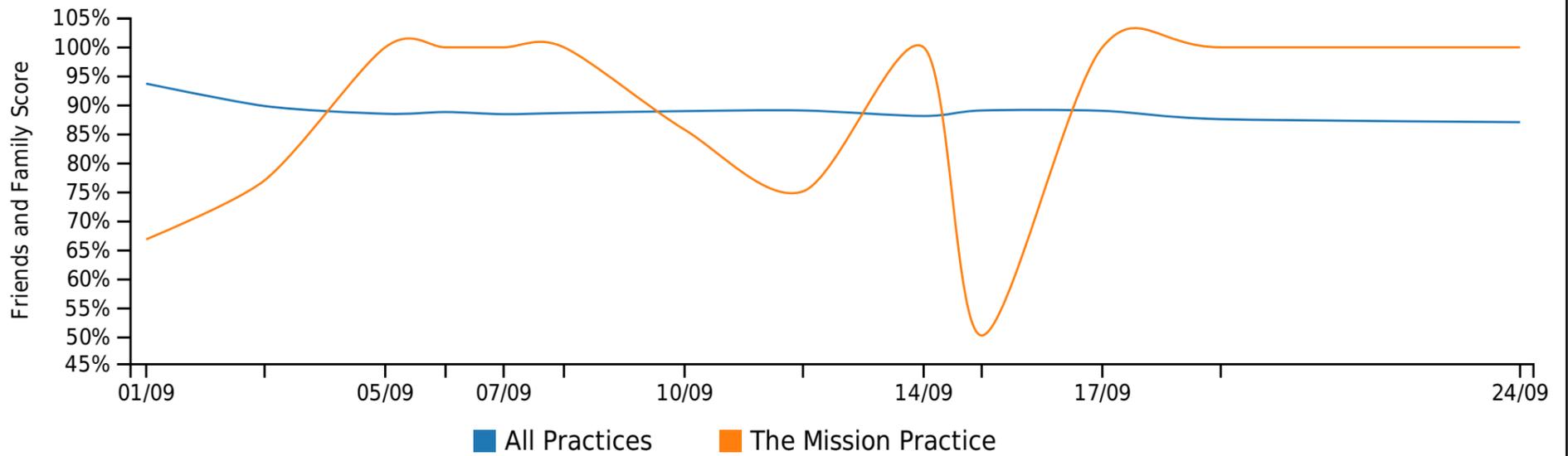
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	82%	88%	92%
The Mission Practice	60%	85%	100%

Gender

All Practices

89% 88%

The Mission Practice

78% 87%

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
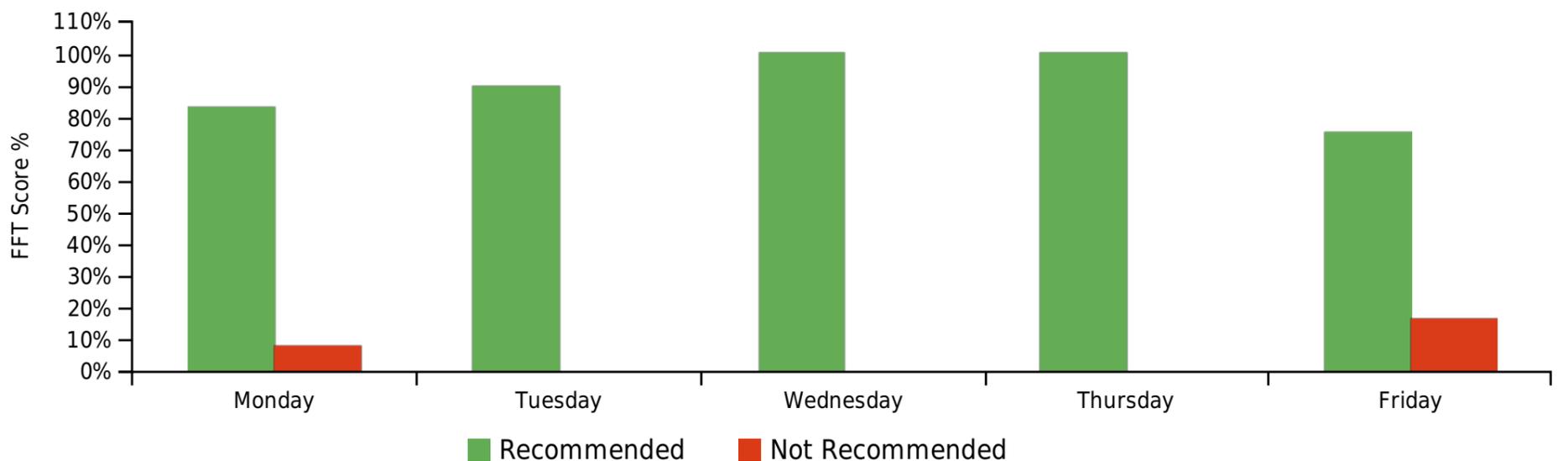
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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.
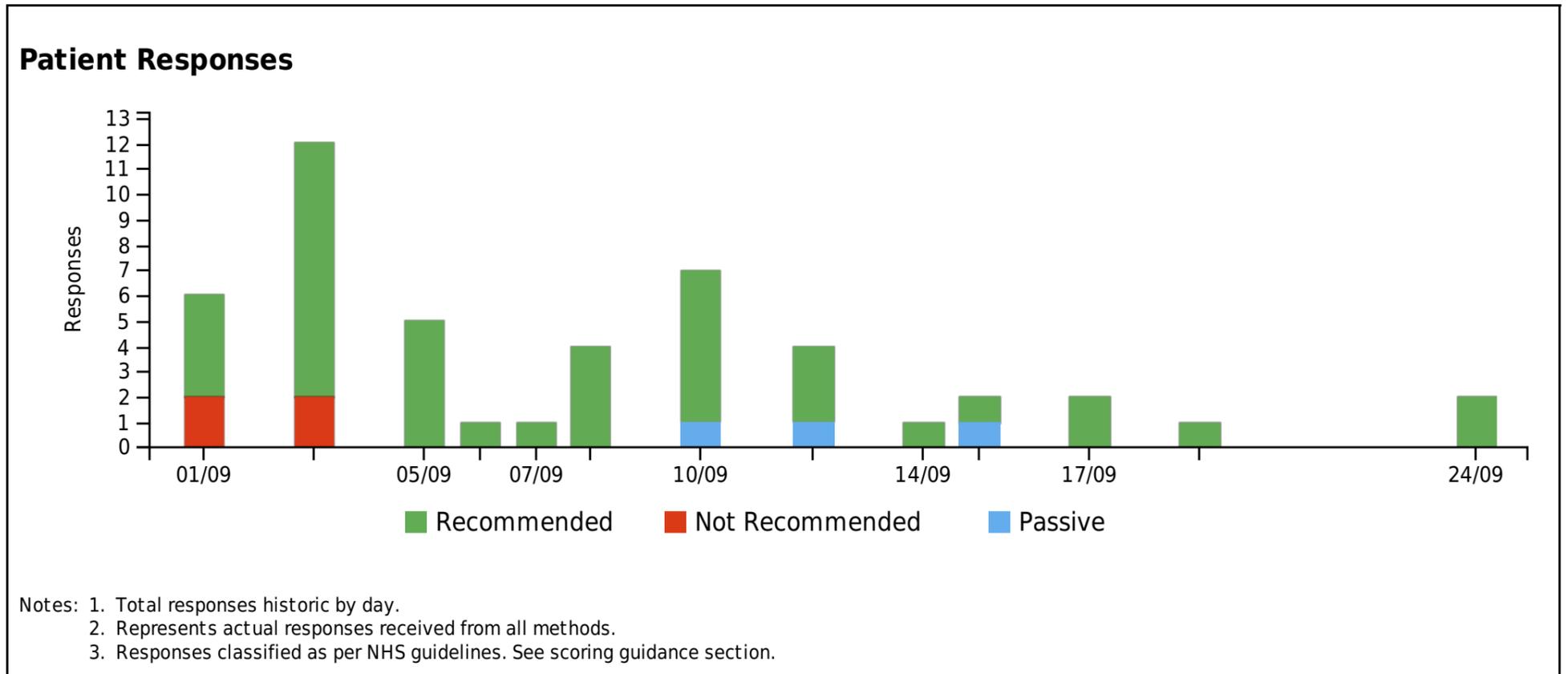
Patient Free Text Comments: Summary

Thematic		Tag Cloud

Thematic

Reception Experience	8
Arrangement of Appointment	4
Reference to Clinician	11

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.

Tag Cloud

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

✓Friendly reception and good patient/Dr relationship.

✓*The nurse I had an appointment with (Jillian Hayes) was professional and personable*

✓I didn't have to wait long for the appointment. Quick self check in.

✓*Gr8 staff. I feel I am v. well cared for and am listened to.*

✓Dr Elba was very helpful and forthcoming, addressed all of my concerns and made the whole procedure as comfortable as possible. Highly recommended

✓*The doctors are the most professional body of practitioners I've ever experienced. Their time allocation and attention paid is exemplary*

✓Most helpful reception staff, their consideration ability to listen and help efficiently quickly and appropriately. Acceptable appointments being availab@ailable and a good group of nurses and doctors who are all approachable helpful and professional.Clean tidy well organised premises.Good all round.Thankyou@nkyou

✓*The Dr was very friendly and efficient*

✓Very friendly and professional staff

✓*It often takes long to get an appointment*

✓You're doctors are the best

✓*Staff are very helpful & gp listens to you*

✓Knowledgable doctor

✓*Punctuality has improved. Generous consultation times.*

✓The person taking my blood was absolutely brilliant. It's usually a difficult process but she she it without any problems whatsoever.

✓*Elaine is very professional and caring in her approach when dealing with patients.*

✓I happy for the service

✓*Very helpful staff that listen*

✓everyone is welcoming and attentive

✓*well i think the doctors are great reception and out reach shame about the wellfare advice tho :-(*

✓Fast helpful support even when I was less than reasonable

✗*I am currently requiring help from the clinic and the Dr.s who havhave seen me have been extremely helpful. I.*

✗Helpful good team

Not Recommended

✓Receptionist service is poor

✓*No knowledge about pills, physician googled it*

✓Lack of compassion and caring .

✓*person dhobleft a message on my mobile failed to return*

Passive