

FFT Monthly Summary: October 2018

The Mission Practice
Code: F84016

SECTION 1 CQRS Reporting

CQRS Reporting




| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 32 | 8 | 2 | 0 | 3 | 2 | 0 | 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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

| Surveyed Patients: | 203 | | | | | | | |
|---------------------------|------------------|------------|-----------------------------|-----------|--------------------|------------|-------------|--|
| Responses: | 47 | | | | | | | |
| | Extremely Likely | Likely | Neither Likely nor Unlikely | Unlikely | Extremely Unlikely | Don't Know | Total | |
| SMS - Autopoll | 32 | 8 | 2 | 0 | 3 | 2 | 47 | |
| SMS - User Initiated | | | | | | | | |
| Tablet/App | | | | | | | | |
| Web/E-mail | | | | | | | | |
| Manual Upload | | | | | | | | |
| Total | 32 | 8 | 2 | 0 | 3 | 2 | 47 | |
| Total (%) | 68% | 17% | 4% | 0% | 6% | 4% | 100% | |

Summary Scores

 85%
  6%
  9%

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:

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

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

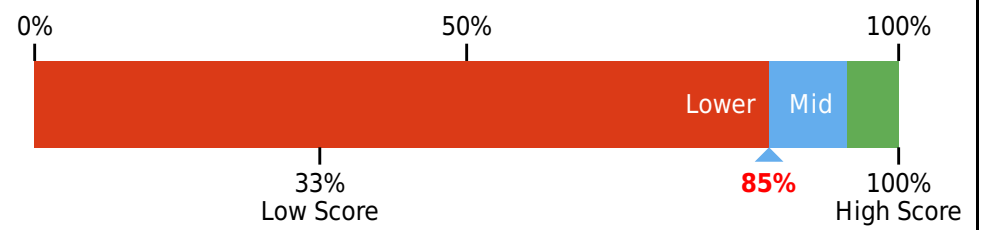
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

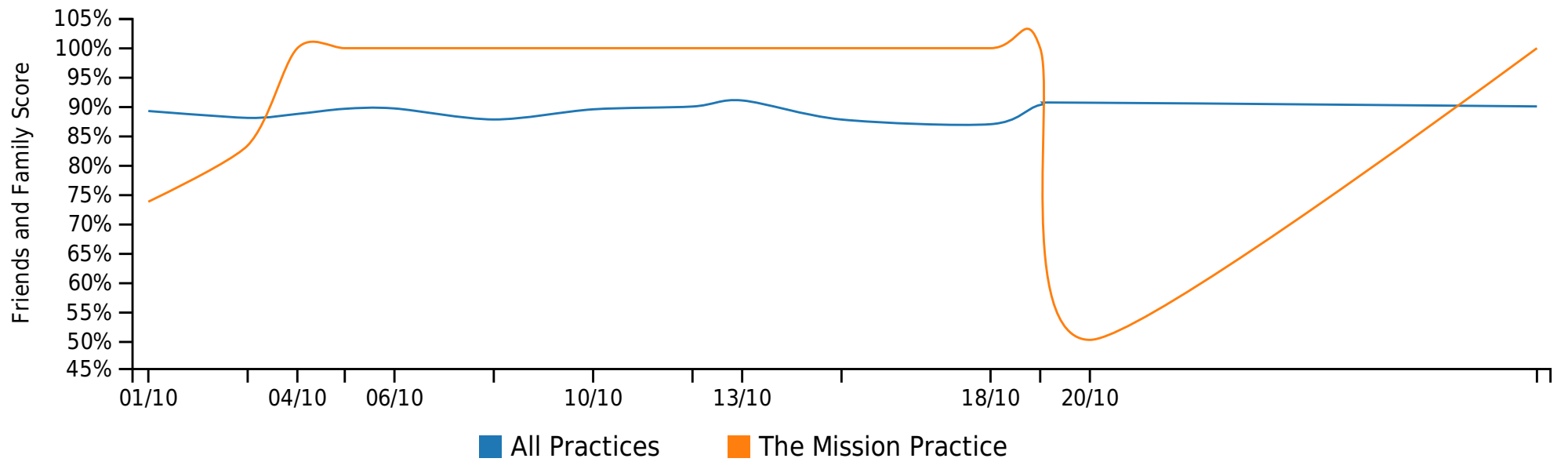
Practice Score: 'Recommended' Rank

Your Score: 85%
Percentile Rank: 30TH



- 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 30th percentile means your practice scored above 30% 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.

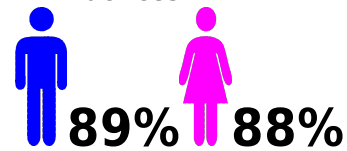
Practice Score: 'Recommended' Demographic Analysis

Age

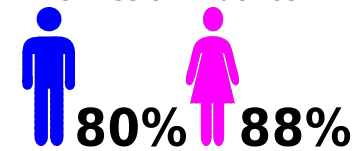
| | < 25 | 25 - 65 | 65+ |
|----------------------|------|---------|------|
| All Practices | 83% | 88% | 92% |
| The Mission Practice | 100% | 83% | 100% |

Gender

All Practices

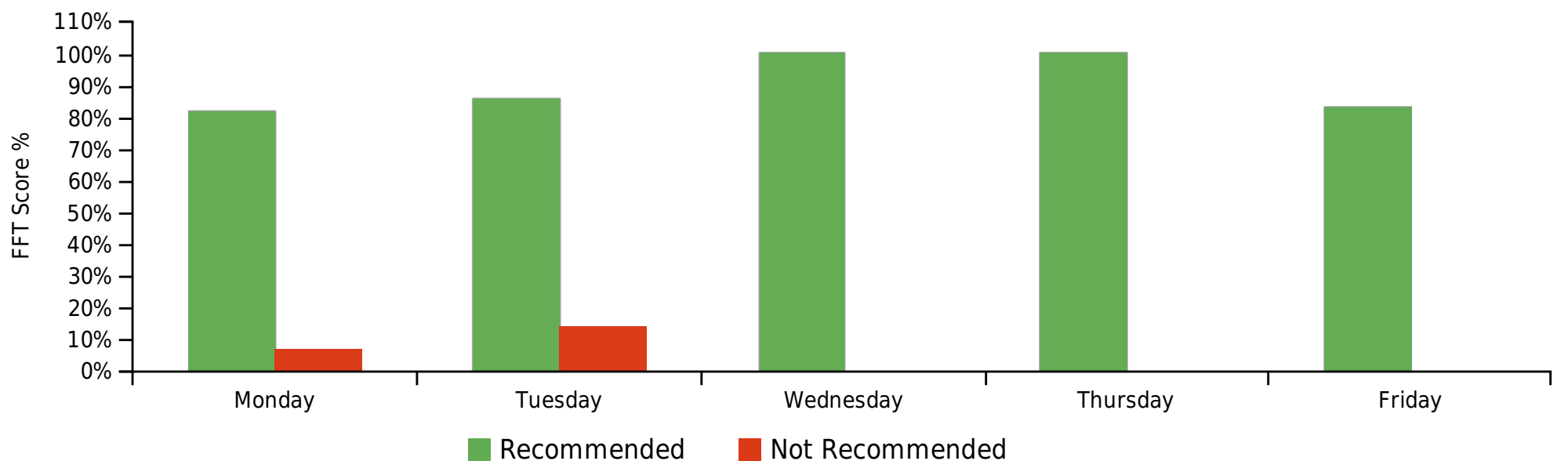


The Mission Practice



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

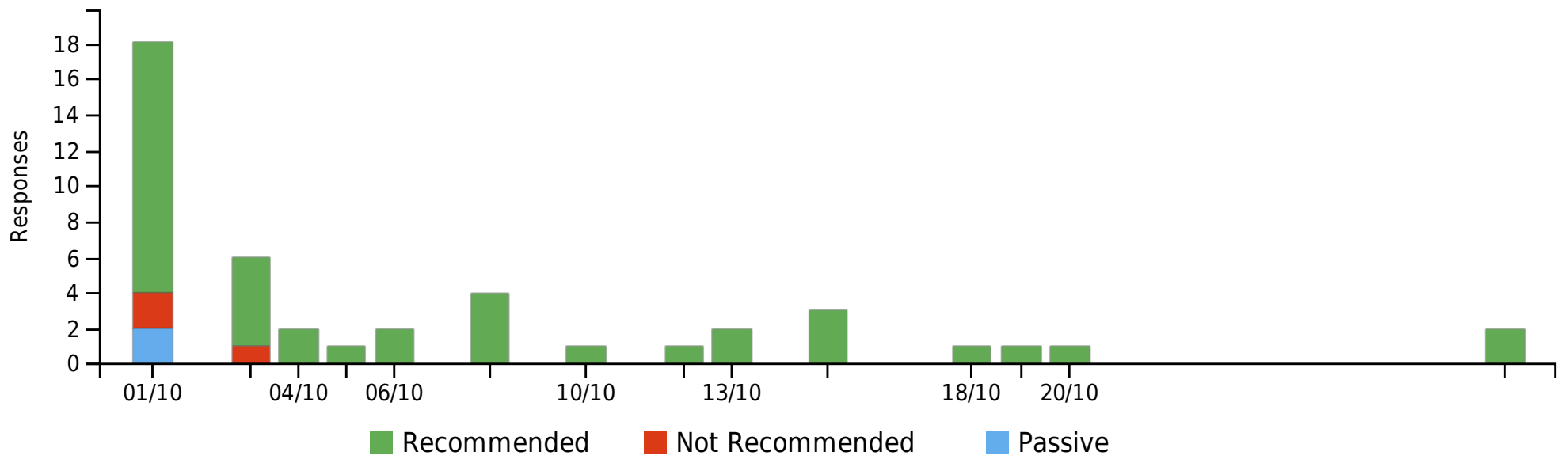
Practice Score: Day of the Week Analysis



- 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

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

| | |
|----------------------------|----|
| Reception Experience | 7 |
| Arrangement of Appointment | 4 |
| Reference to Clinician | 12 |

Tag Cloud



- 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

- ✓ Generally good service
- ✓ *Lovely woman on reception was able to answer my questions and sort out an appointment. Doctor was lovely too and really took time to help with my diag@ diagnosis, even calling in another doctor. All a very good experience for me. Thank you.@ you.*
- ✓ very helpfull
- ✓ *Because i have been a patient at the Mission for over 25 years.*
- ✓ Friendly, available, kind & helpful staff.
- ✓ *Nurse was very piolite and helpfull*
- ✓ *Well, I have been with the Mission Surgery since the 80s when it was then located at the old place during the time of Dr. John Coleman(Deceased)! That al@at alone speaks for itself. I have seen a vast improvement! Unfortunately I am the problem, ask Dr. Mead and he will confirm it.@m it.*
- ✓ *Go was efficient, straight to the point, on time and caring*
- ✓ The doctor was fantastic
- ✓ *The doctor was very delayed today and a lovely receptionist found a quiet private room for myself and my new baby to wait in which I really appreciated*
- ✓ Good Service
- ✓ *Excellent GPs and staff*
- ✓ The Dr and receptionist were extremely helpful and no waiting time at all
- ✓ *Polite and professional with a nice warm smile*
- ✓ The front desk lady seemed a bit lost. She's a lovely person but she definitely needs better training on the software and procedures.
- ✓ *Was seen pretty quick did not have to wait too long doctor was very helpful*
- ✓ A GP who listens
- ✓ *Appointment was on time*
- ✓ I am always treated well and the doctors and nurses are very good
- ✓ *Very well looked after by the Nurse's and the Doctors. Very much appreciated in Christ Jesus's name.*
- ✓ Never had a problem in all the years I have been there other than problem getting an appointment soon some times
- ✓ *Is a good Doctors's*
- ✓ Friendly and professional staff, convenient appointment times, not too long a wait for appointments, clear communication about when my appointment is

Not Recommended

- ✓ *Level of care is poor. Doctors fob you off with medicine and dont try and find long term solutions to illnesses.*
- ✓ *I find the staff very helpful*

Passive