

FFT Monthly Summary: November 2018

The Mission Practice
Code: F84016



SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
31	9	3	4	1	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:	224						
Responses:	48						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	31	9	3	4	1	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	31	9	3	4	1	0	48
Total (%)	65%	19%	6%	8%	2%	0%	100%

Summary Scores

 83%
  10%
  7%

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:

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

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

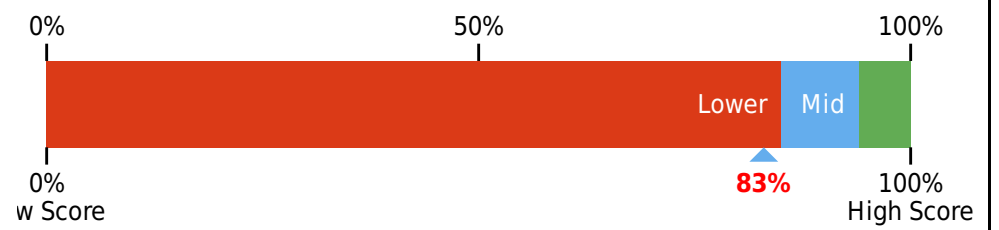
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

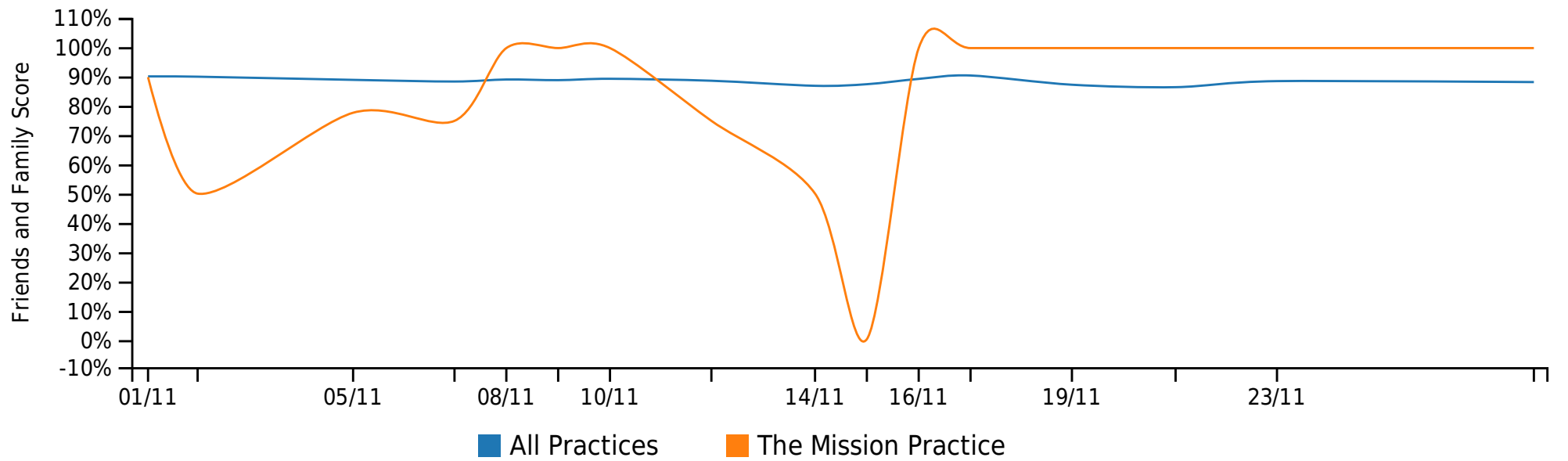
Practice Score: 'Recommended' Rank

Your Score: 83%
Percentile Rank: 20TH



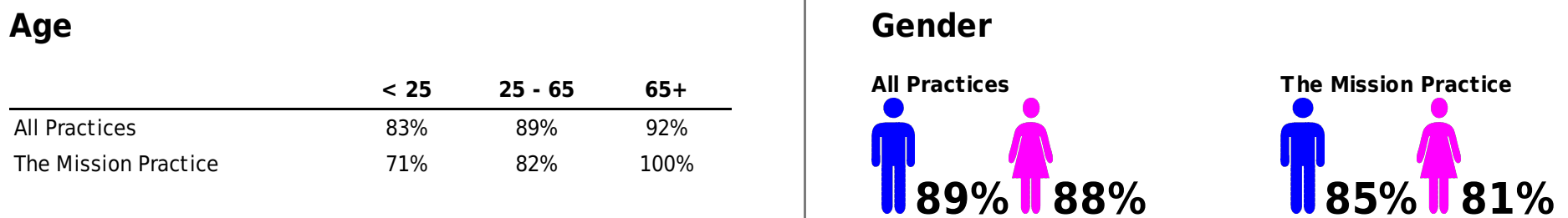
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 20th percentile means your practice scored above 20% of all practices.

Practice Score: 'Recommended' Comparison



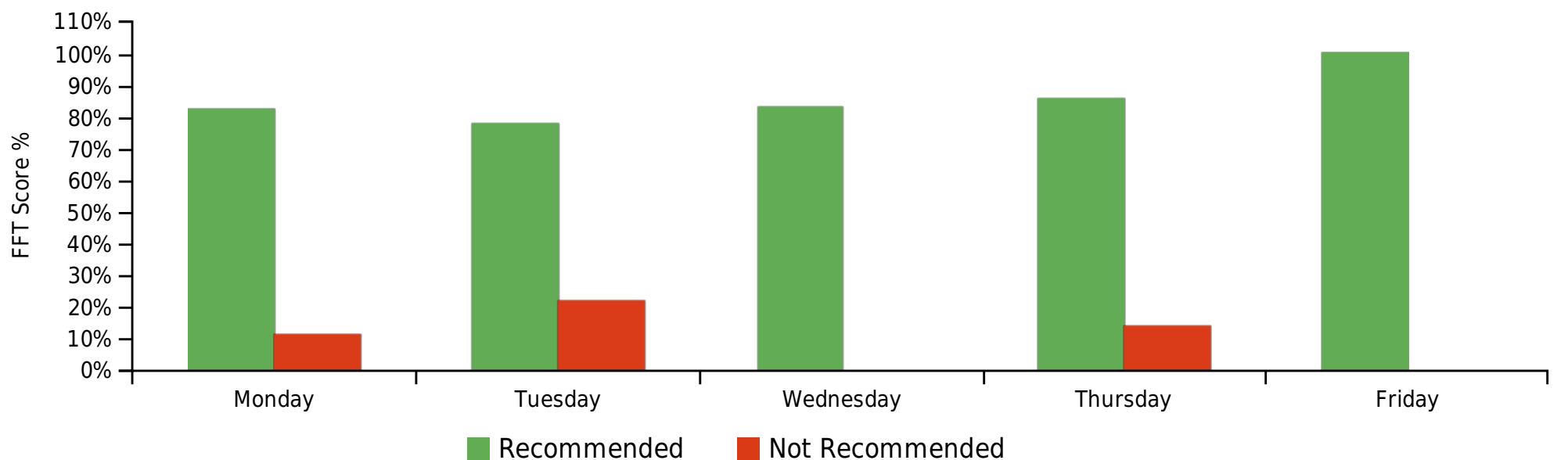
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



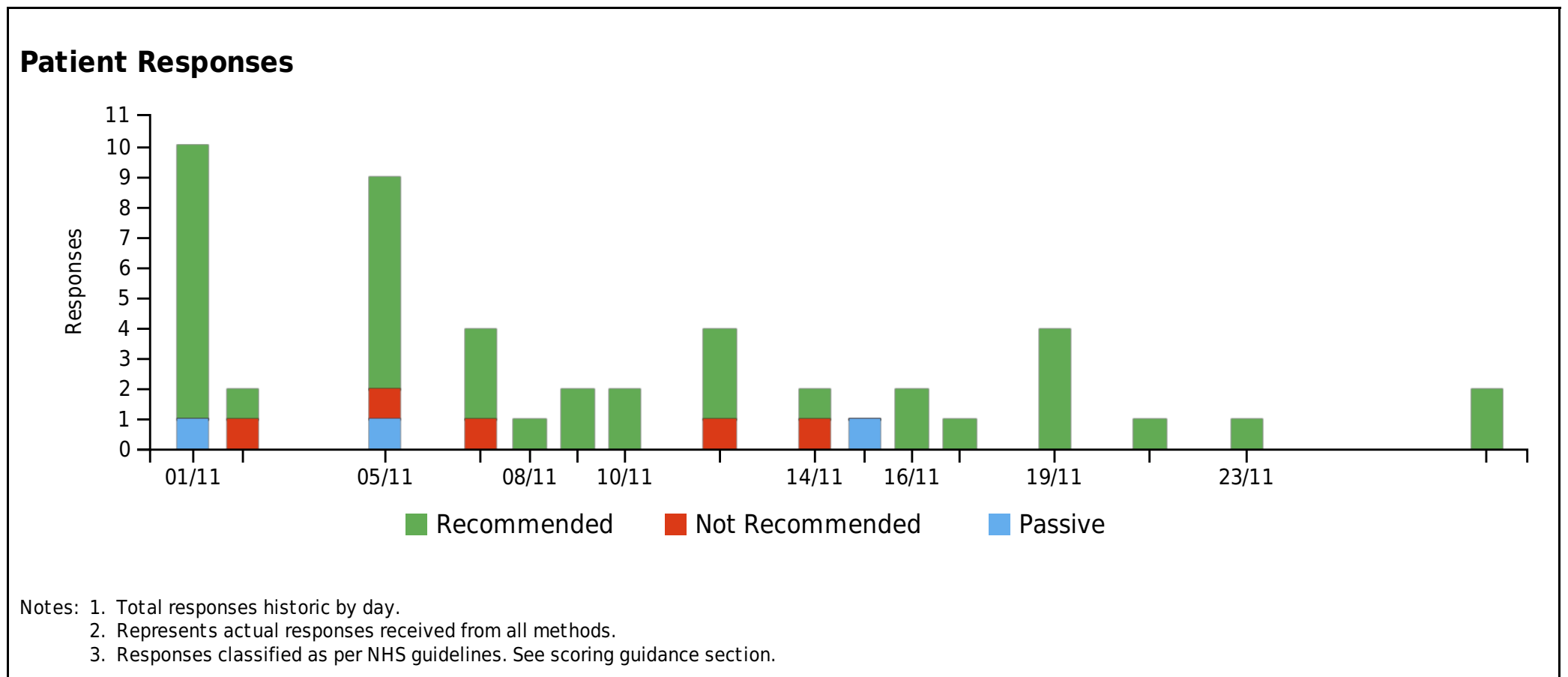
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



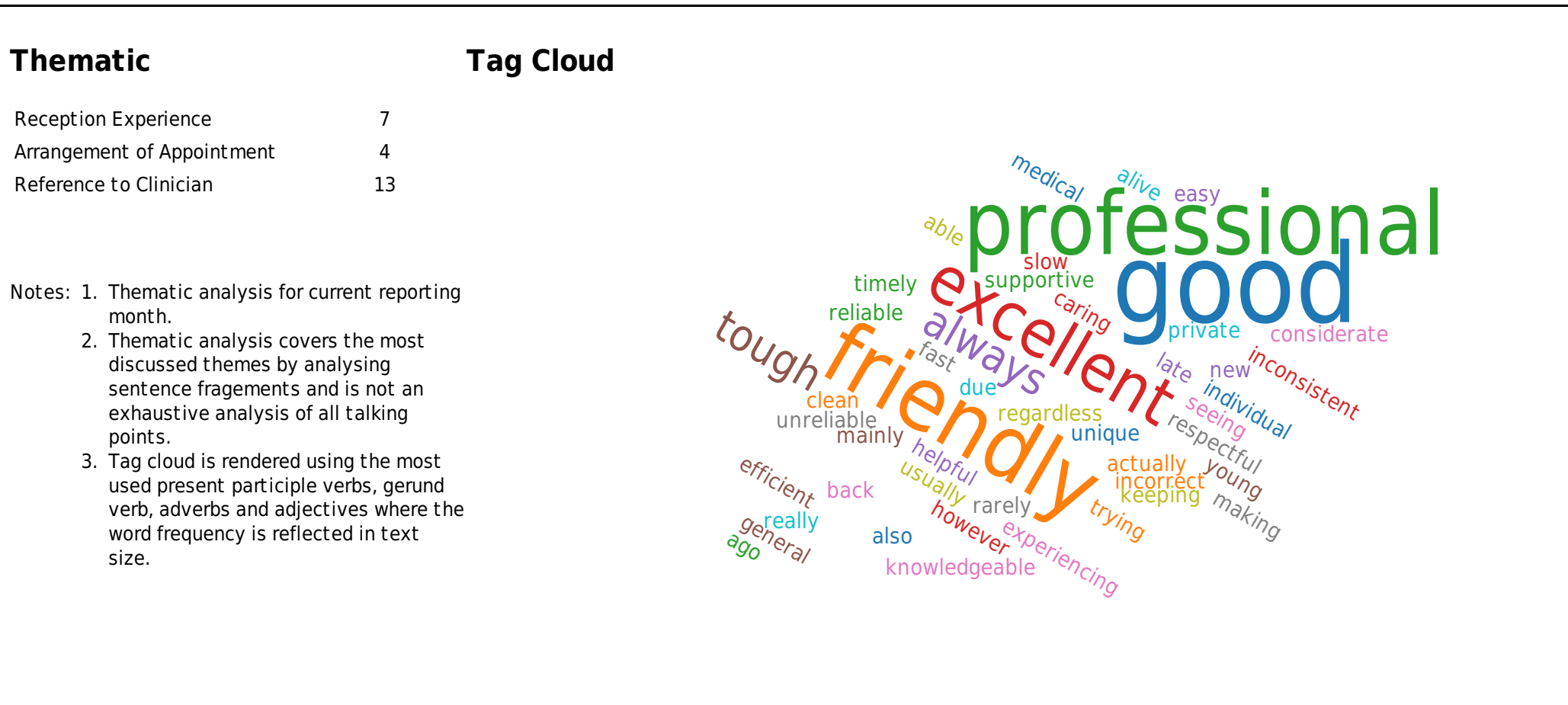
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓ All Doctors and Reception Staff Are-- Considerate, Kind, Compassionate, Respectful, Towards EVERYBODY .Regardless Of Race, Creed, or Colour.
- ✓ Due to your unique services
- ✓ Excellent service
- ✓ Good docs clean reliable very slow at reception since new des k
- ✓ It is mainly todo with the nurses, Seeing the same doctor is a bit hit and miss, so I can't comment further.
- ✓ Excellent care from dr Kennedy
- ✓ Friendly
- ✓ The way doctor handled the sensitivity of the situation. Very supportive and professional.
- ✓ The GP was friendly and professional
- ✓ The doctors and staff have patient and caring with me and i'm not easy!
- ✓ General professionalism and good service
- ✓ From my experience I feel it's a really good practise
- ✓ I have always found the reception & Medical staff to be friendly & professional both at the Mission or on the phone.
- ✓ Most doctors actually care
- ✓ Efficiency
- ✓ On time
- ✓ Dr very understanding
- ✓ Improvement in appointment making and better time keeping. You keep me alive :)
- ✓ Dr Vaughn is very good doctor And has time for her patients
- ✓ I have always got good care from all the Doctors's and nurses I have seen.
- ✓ Exelent doctor
- ✓ Helpful and efficient reception staff, knowledgeable and friendly GPs. Fast appointments.
- ✗ The nurse Ms Maria Hayfron-benjamin was very professional

Not Recommended

- ✓ I rarely get what I ask. Usually I am told to go to private services. Also, I have been given incorrect advice.
- ✓ I had to wait 2wks for an appt for my son, took him out of school and was told there was over an hour wait. I had to then cancel and take him back to scho@ school. Very unreliable!@able!
- ✓ I booked my appointment a couple of weeks ago it was the soonest I could get, when we arrived for the appointment we were told we had to wait 46minutes. @tes. However if I were 10 minutes late my appointment would be cancelled. The appointment was for my young son who is experiencing a lot of anxiety, we cancel@ancelled.@led.

Passive

- ✓ The effort of the individual nurses such as Jillian is excellent she makes us so cared for. The unhelpfulness of the receptionists and difficulty in tryi@ trying to book appointments in a timely manner or inconsistent info is tough@tough
- ✗ Your reception staff