

# FFT Monthly Summary: December 2018

The Mission Practice  
Code: F84016

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
34	8	1	2	1	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>218</b>						
<b>Responses:</b>	<b>47</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	34	8	1	2	1	1	<b>47</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>34</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>47</b>
<b>Total (%)</b>	<b>72%</b>	<b>17%</b>	<b>2%</b>	<b>4%</b>	<b>2%</b>	<b>2%</b>	<b>100%</b>

### Summary Scores

 89%
  6%
  5%

## 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:

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

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

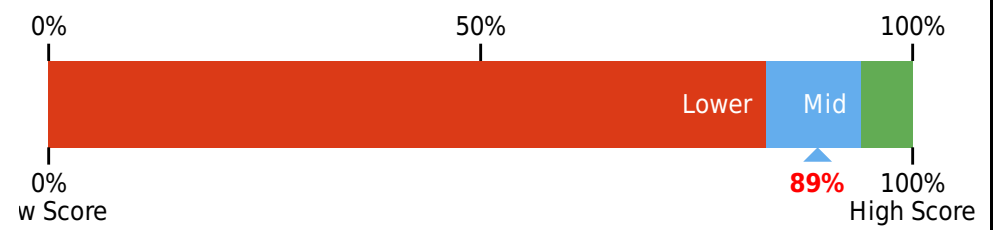
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

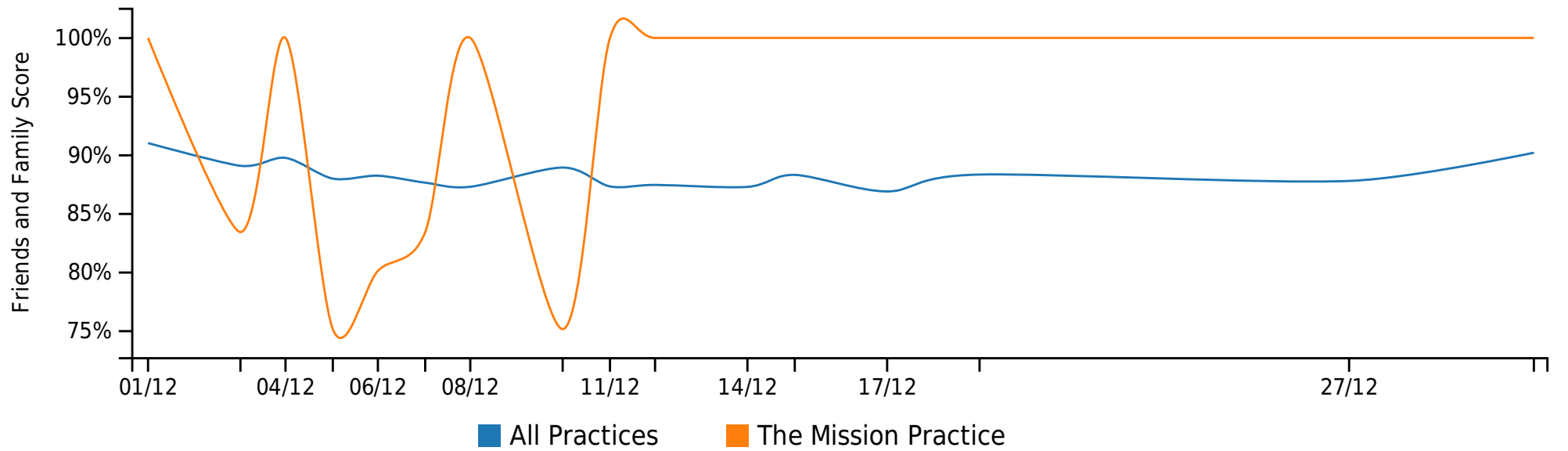
### Practice Score: 'Recommended' Rank

**Your Score:** 89%  
**Percentile Rank:** 50<sup>TH</sup>



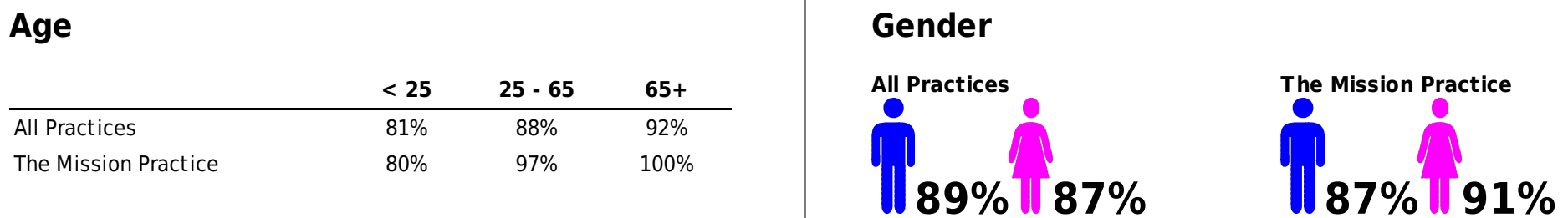
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 50th percentile means your practice scored above 50% of all practices.

### Practice Score: 'Recommended' Comparison



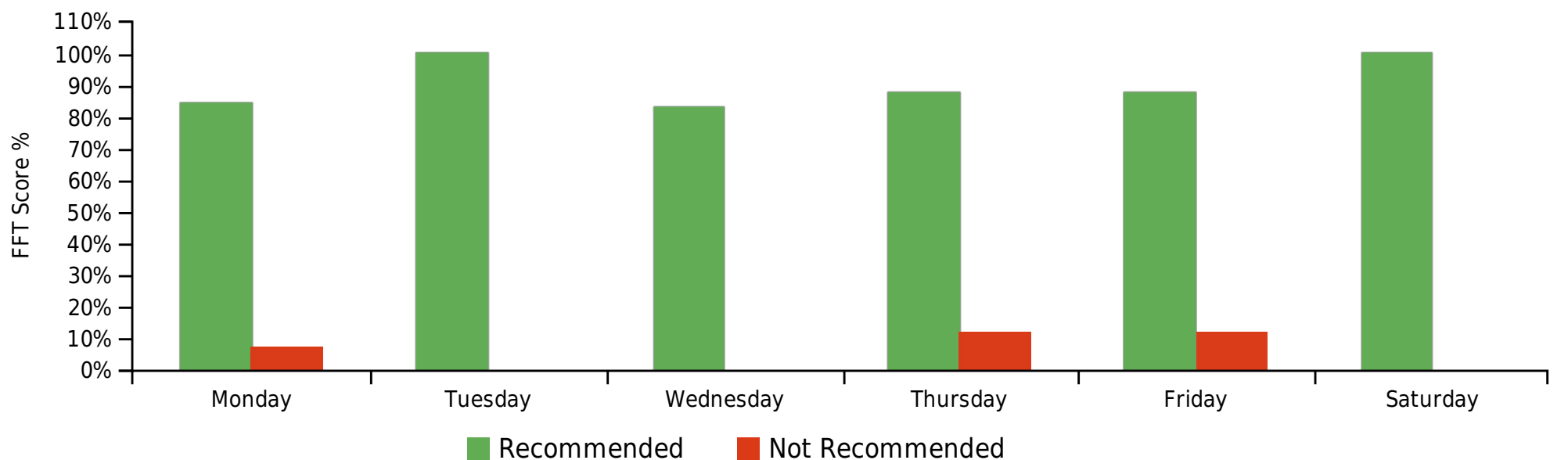
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



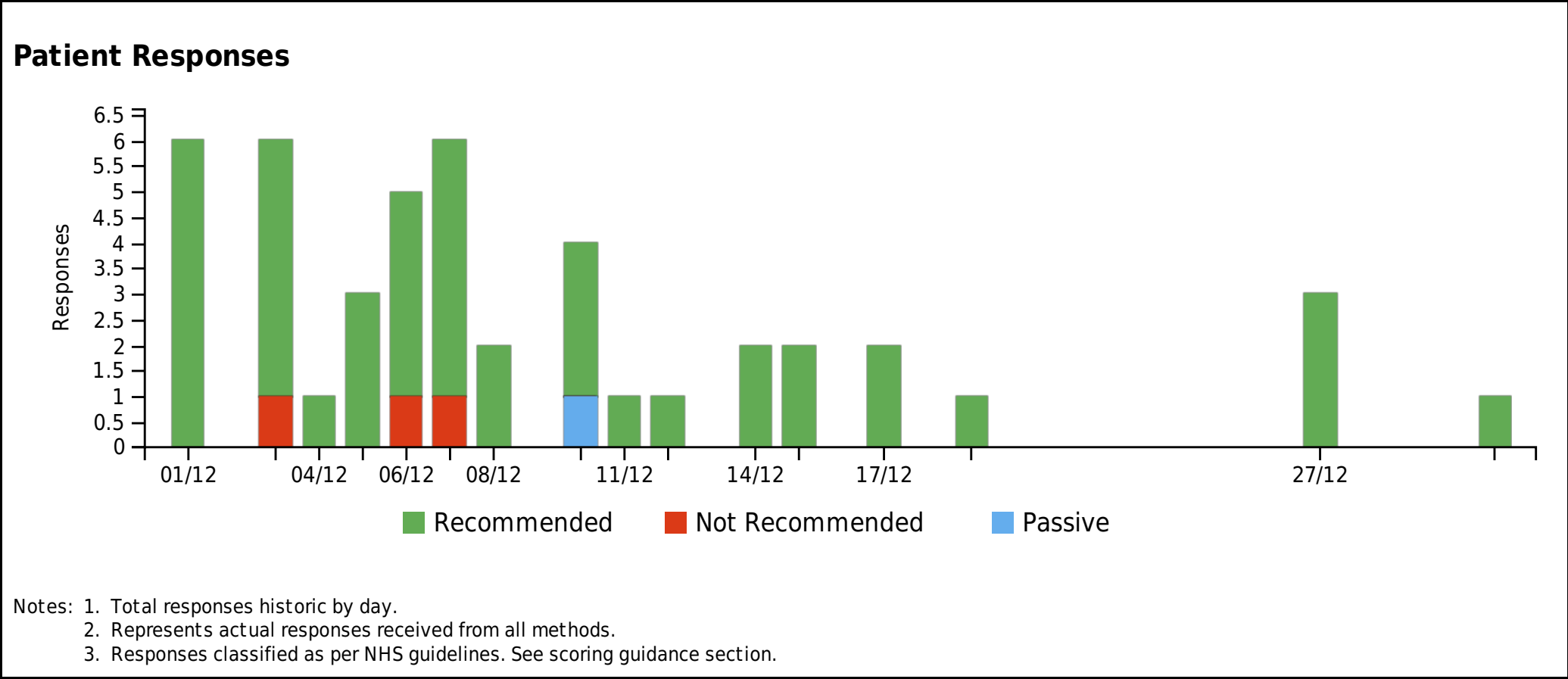
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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

Thematic	Tag Cloud
Reception Experience 5	
Arrangement of Appointment 5	
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.	

### Patient Free Text Comments: Detail

- Notes:
- Free Text Comment received for current reporting month.
  - Classification based on initial response to Q1 rather than content of message.
  - Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

#### Recommended

- ✓ Great experience with the doctor's and nurses. Easy to book with the online system.
- ✓ They tack care properly
- ✓ Staff are polite, helpful and proficient
- ✓ Very caring and thorough staff
- ✓ Over all services, and patients care.
- ✓ Got the appointment stright away for my asthmatic son nd didn't hav to wait on the waiting list
- ✓ Kind, caring, responsive, informed doctors and nurses.
- ✓ I've been taken care of extremely well
- ✓ My blood test
- ✓ Quick efficient and courteous
- ✓ I believe it has gone down in the last 10 months I have been going for 44 years since I moved here but not always pleased now
- ✓ The doctor I saw was friendly & helpful and I saw the doctor at the exact time I had booked the appointment for as there were no delays in the schedule today.
- ✓ Good, friendly professional service.
- ✓ Kind and friendly staff
- ✓ The nurses who I have seen have been extremely caring and professional. I recently had a telephone consultation with Dr Elba who went to the effort of se@of sending a prescription to a pharmacy in Kent and offering a same day walk in appointment. I was really impressed by this service and her caring and pragmat@agmatic approach.
- Many thanks mission practice- I think you do a great job! @job!
- ✓ Efficient service x
- ✓ Dr Sonia Bharadwaj was very thorough with both my child and myself. Dr gave logical explanations and did her examinations with great care in order to not@o not miss anything out. The dr was also very good in getting a chaperone to be present when examining me. The doctor explained her form of practice which was@h was fine with me. Due to sensitivity of my health diagnosis I was pleased that dr Sonia Bharadwaj got me a referral relatively soon. In general I was immens@mmensely pleased and would definitely be requesting this gp again in the future. @ure.

#### Not Recommended

- ✓ Arrive more than 10 mins late for good reason with small baby for jabs and get looked at like a criminal lol but we have to wait an hour to see a doctor @ctor on a regular basis and wait in queues for ages because only one receptionist on desk even though 5 or 6 people around and last week was on hold for an h@ an hour for same reason but thats acceptable.@able.
- ✓ When you call for an appointment the receptionist take ever so long to recieve calls. Also wherb you finally get through the wait for an appointment is 3 weeks.

#### Passive

- ✓ Doctors aren't that good