

# FFT Monthly Summary: January 2019

The Mission Practice  
Code: F84016

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
31	14	2	1	2	0	0	0	0	50	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>212</b>						
<b>Responses:</b>	<b>50</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	31	14	2	1	2	0	<b>50</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>31</b>	<b>14</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>62%</b>	<b>28%</b>	<b>4%</b>	<b>2%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

### 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:

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

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

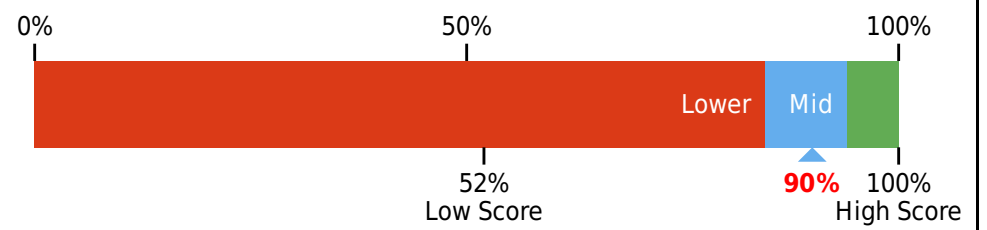
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

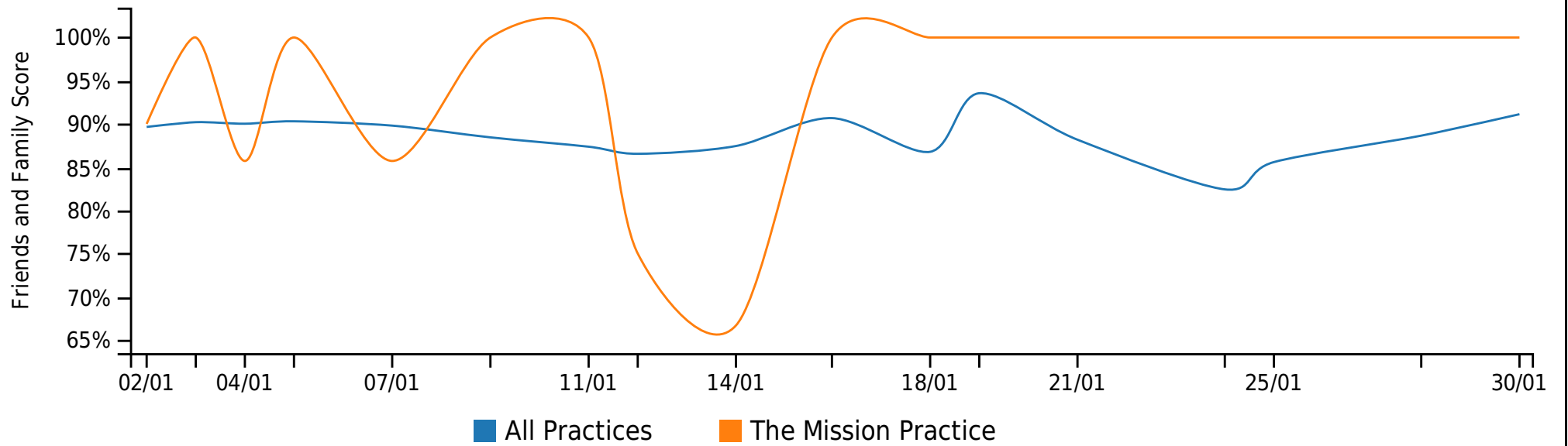
### Practice Score: 'Recommended' Rank

**Your Score:** 90%  
**Percentile Rank:** 55<sup>TH</sup>



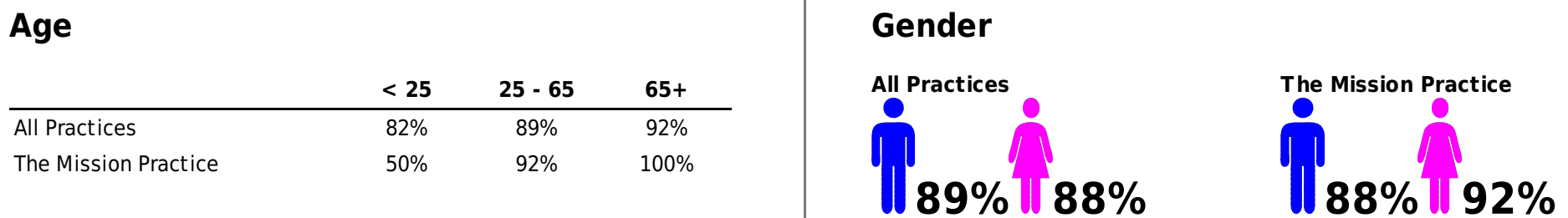
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 55th percentile means your practice scored above 55% of all practices.

### Practice Score: 'Recommended' Comparison



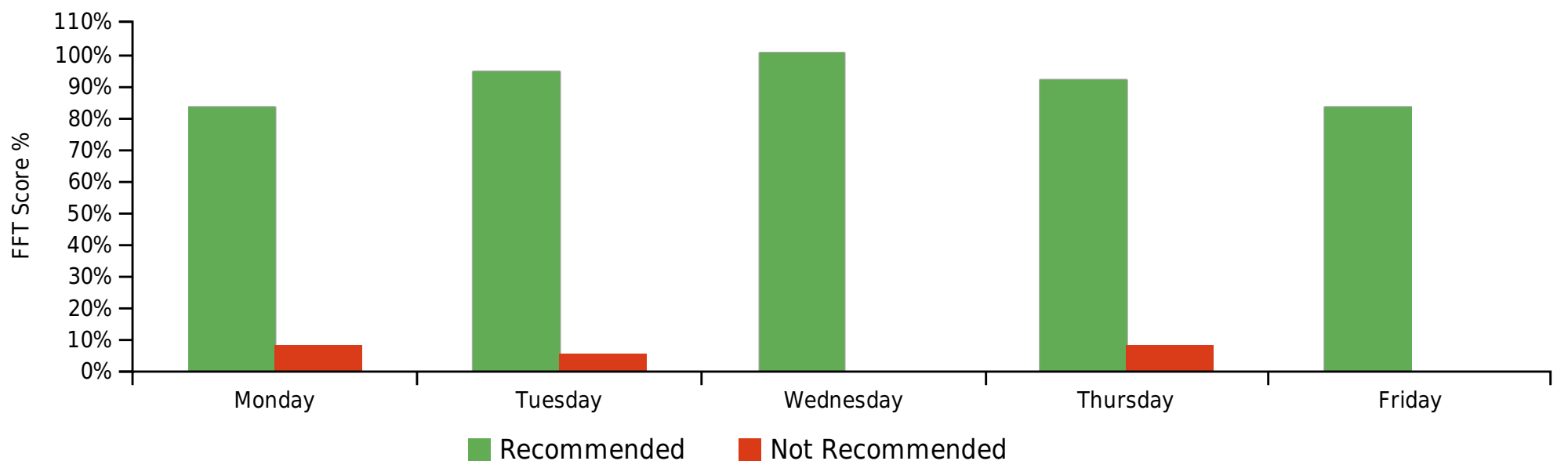
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



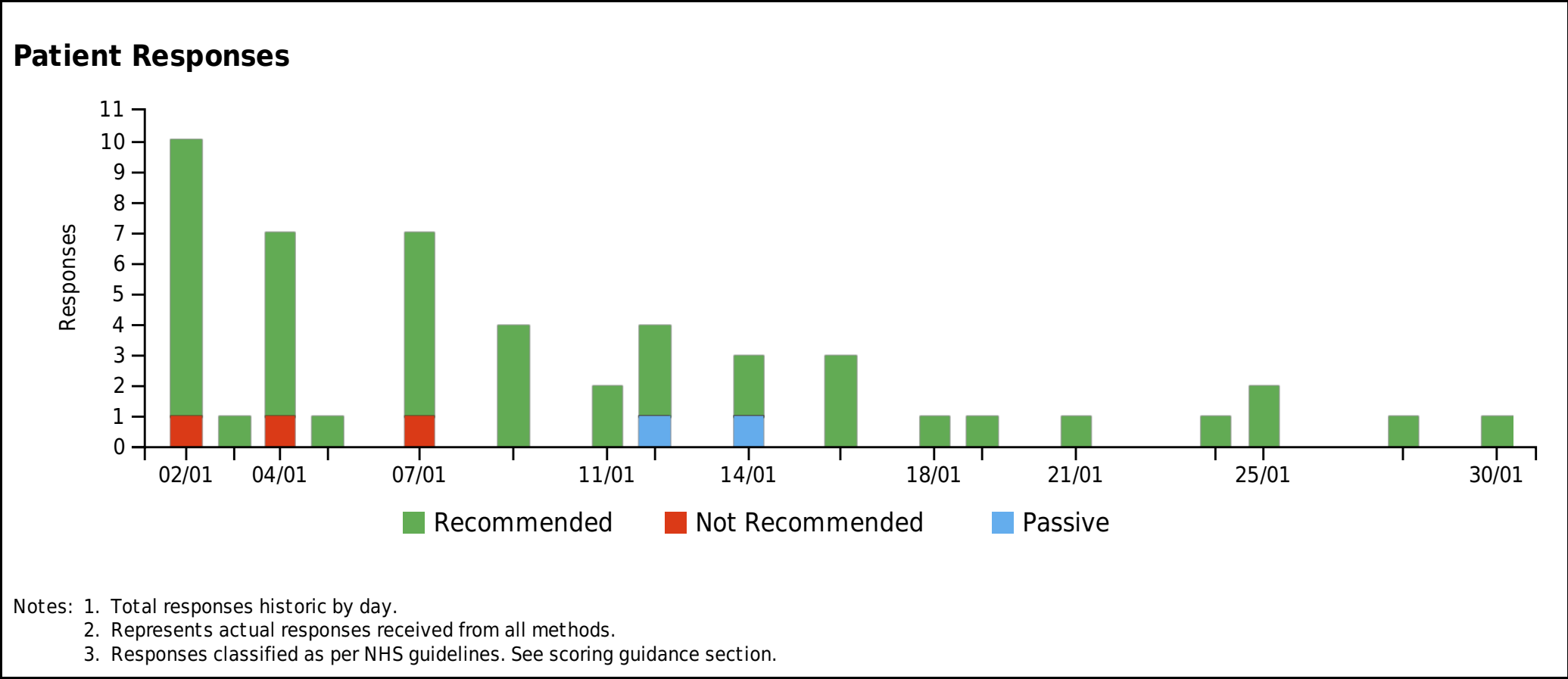
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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

Reception Experience	5
Arrangement of Appointment	3
Reference to Clinician	17

#### 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

- ✓ Professional service by the health care assistant I met with today
- ✓ I find the whole experience stress free, mainly due to the staff and doctors making each visit pleasant and they have respect for each patient they see.
- ✓ Approachable and knowledgeable
- ✓ Sometimes difficult to get an appointment with the doctor you would most like to see, usually the one you seen previously, or an expert in the area you n@you need advice in. Therefore difficult to ensure continuity of advice with ongoing issues. @ues.
- ✓ Friendly receptionist and nurse
- ✓ It was very easy to understand for me because my Dr discussed very friendly for understanding me , thanks
- ✓ Quick and friendly
- ✓ Seen promptly
- ✓ The doctor made the right diagnosis. Took the illness seriously and took immediate action.
- ✓ The staff are friendly and helpful very good facilities and outreach programs
- ✓ Warm, natural contact
- ✓ Friendly and quick
- ✓ Doctor listened helpful understanding
- ✓ Service was nice, precise, human and on time, well done!
- ✓ The nurse was incredibly helpful and friendly
- ✓ My doctor is finally responding to my medical needs instead of worrying about budgets
- ✓ Extremely passionate care.
- ✓ Well I am worried about my kidneys, and sugar level, it was good I had my test done, so that I can find out if there is a problem or not. The nurse was v@was very friendly and helpful.@pful.
- ✓ Nurse was friendly and informative
- ✓ Extremely likely
- ✓ Fast Appointment, very good system with the app. Very good doctor who had lots of time, was very thorough.
- ✓ My Doctor is excellent: humane, clear, kind, understanding, supportive and approachable
- ✓ Committed and efficient team
- ✓ I would only recommend your practice to people that live in the area. Hence why I didn't give number 1.
- ✓ Good service and Good doctor
- ✓ Getting an appointment is almost impossible. Once you have one, the practice doctors, hca's and nurses are fantastic.
- ✓ Polite and friendly receptionist. I was seen at appointed time and given good advice and information
- ✓ Efficient staff, short waiting time, expert attention.
- ✗ It always took care of me.

#### Not Recommended

- ✓ Sorry the the fist answer was mistake my answer is 1 extremely likely
- ✗ Student

#### Passive