

# FFT Monthly Summary: February 2019

The Mission Practice  
Code: F84016

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
27	14	3	2	2	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>222</b>							
<b>Responses:</b>	<b>48</b>							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	27	14	3	2	2	0	<b>48</b>	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
<b>Total</b>	<b>27</b>	<b>14</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>48</b>	
<b>Total (%)</b>	<b>56%</b>	<b>29%</b>	<b>6%</b>	<b>4%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>	

### Summary Scores

 85%
  8%
  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:

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

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

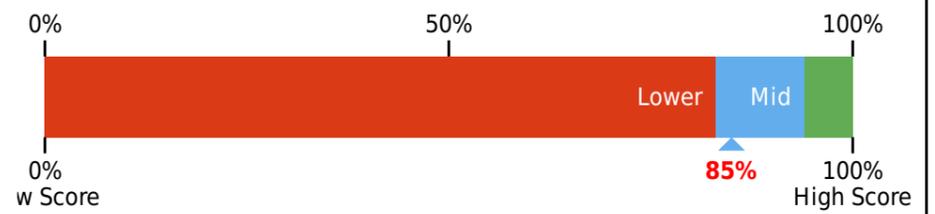
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

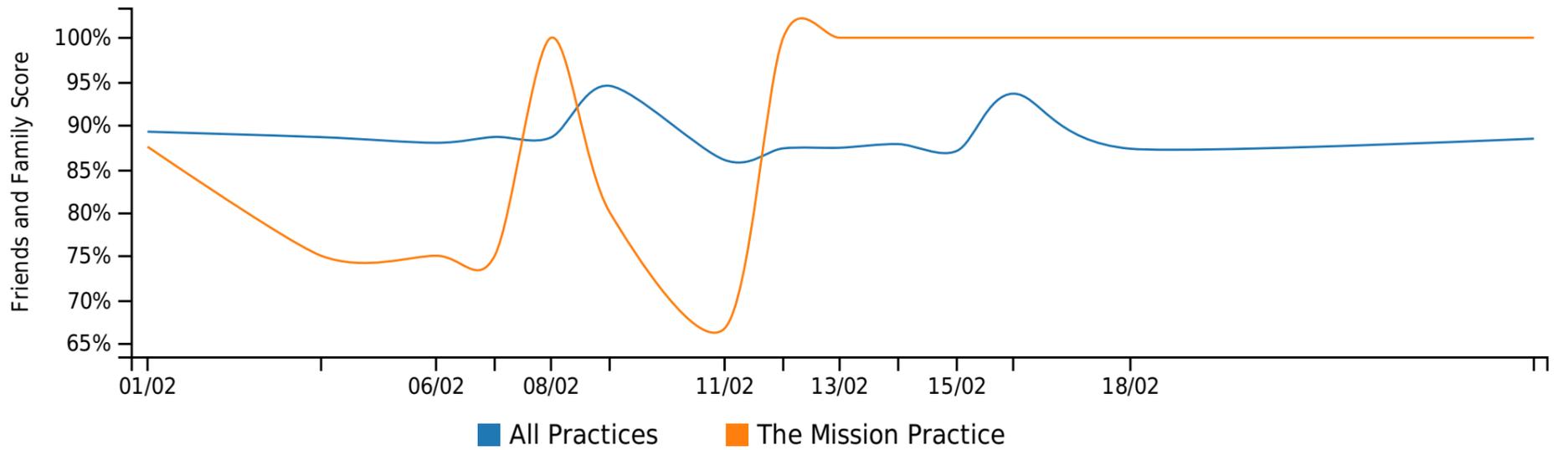
### Practice Score: 'Recommended' Rank

**Your Score:** 85%  
**Percentile Rank:** 30<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 30th percentile means your practice scored above 30% of all practices.

### Practice Score: 'Recommended' Comparison



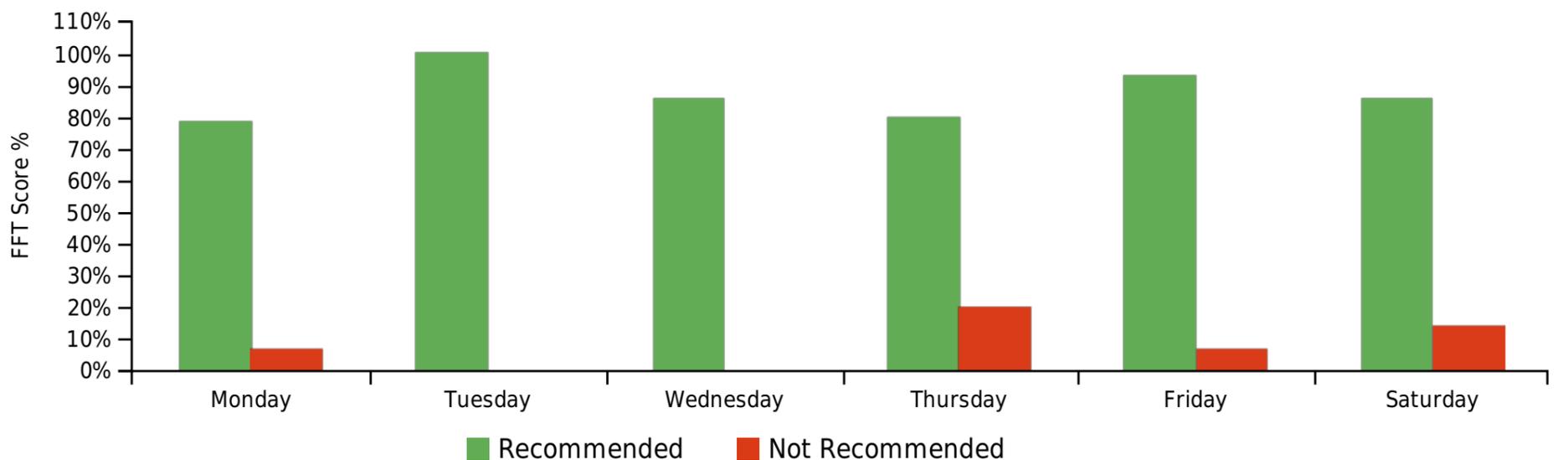
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



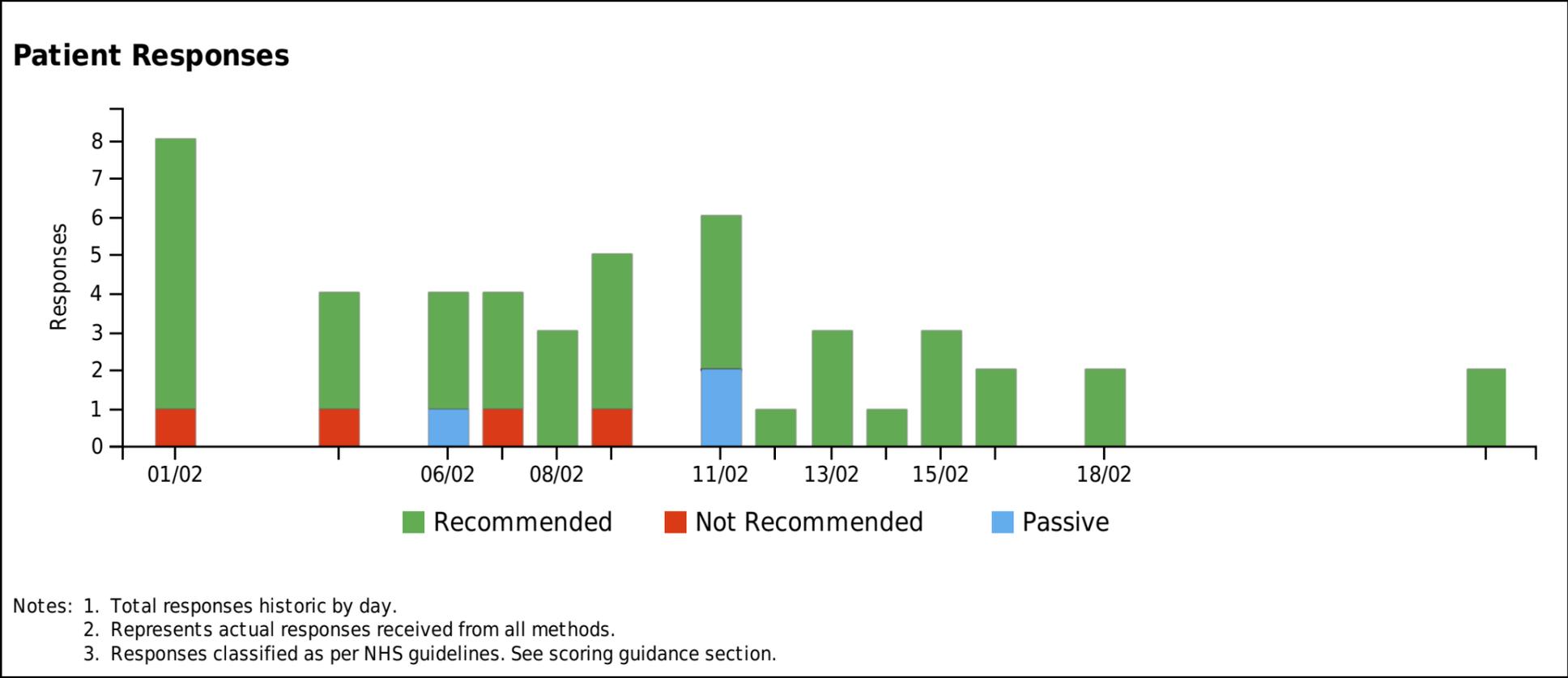
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: Day of the Week Analysis



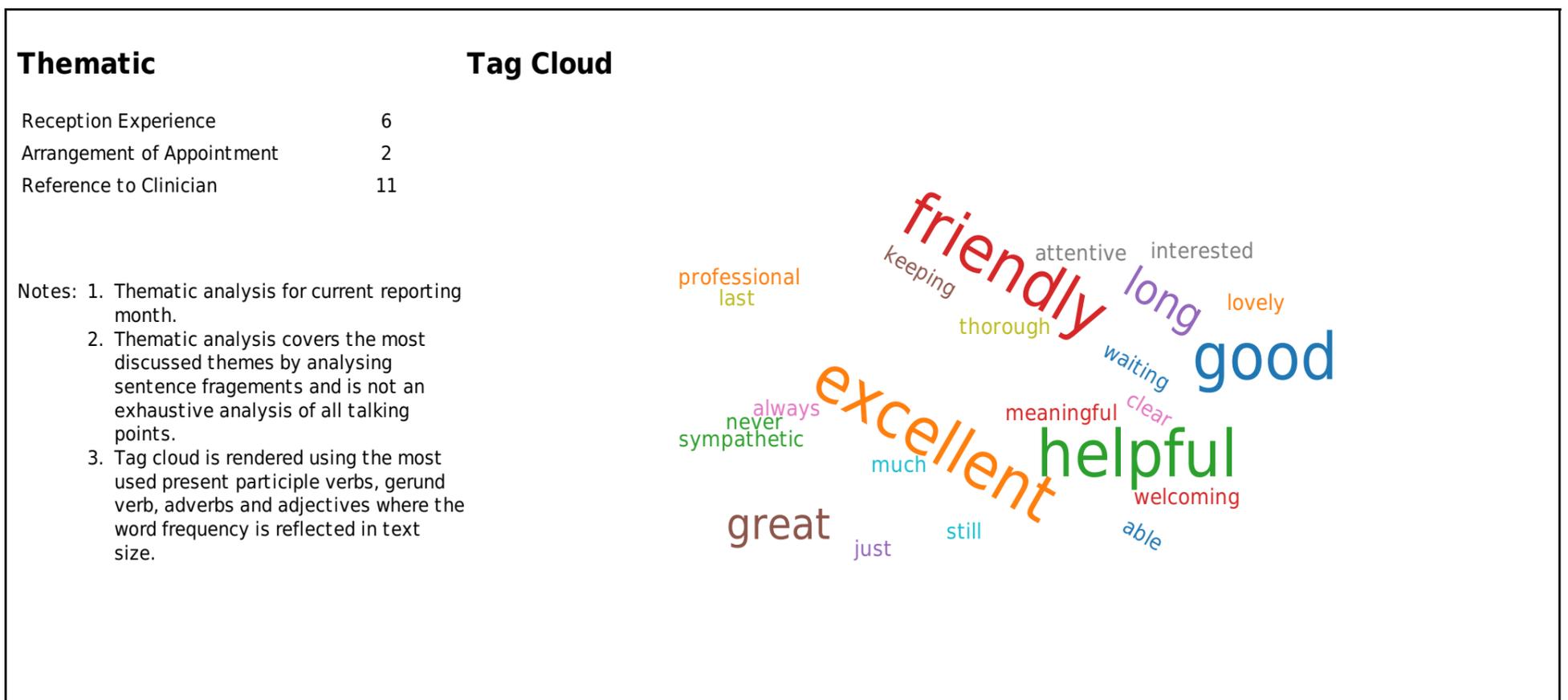
- Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.  
2. Score calculated as per NHS requirements. See scoring guidance section.

**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

- ✓ The nurse explain everything she was doing at my appointment and I was seen on time
- ✓ I did not have to wait long. The doctor was clear, interested and thorough. He made me feel reassured.
- ✓ Your service is good
- ✓ Excellent care
- ✓ Helpful receptionist
- ✓ The doctor was lovely and made me feel at ease
- ✓ Friendly, helpful and knowledgeable staff
- ✓ The friendliness of the receptionist, the care and professionalism of the GP
- ✓ Time keeping, professionalism
- ✓ I always get an excellent service from the practice and ding GP and receptionists very attentive.
- ✓ Have received good service over the very long period that I have been with the practice and have observed much improvement in services. Would like to be @o be able to see my designated doctor at least once a year though. @ough.
- ✓ I feel all the staff and professional s at the Practice listens and gives the best advice.
- ✓ The doctor was friendly and sympathetic
- ✓ HCA Keisha Walters was friendly
- ✓ Support and great follow up from doctor and nurse.
- ✓ Surgery very welcoming. Receptions excellent. Given time by GP
- ✓ The practise is very good.
- ✓ Doctors are great

#### Not Recommended

- ✓ My appointment was 10:30, I came here 10:25. The cyrrent time is 11:30 and I am still waiting to be called
- ✓ Never get listened to or meaningful help just fobbed off!

#### Passive

- ✓ Receptionist not helpful
- ✓ Since referb pojor counter service 5 prscription errors last year
- ✓ The reason I came was not resolved. Was told to wait another two weeks.