FFT Monthly Summary: March 2019

The Mission Practice
Code: F84016

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
33	13	0	1	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: **225**

Responses: **48**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	33	13	0	1	1	0	**48**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**33**	**13**	**0**	**1**	**1**	**0**	**48**
Total (%)	**69%**	**27%**	**0%**	**2%**	**2%**	**0%**	**100%**

Summary Scores

👍 96% 👎 4% ✍ 0%

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:

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

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

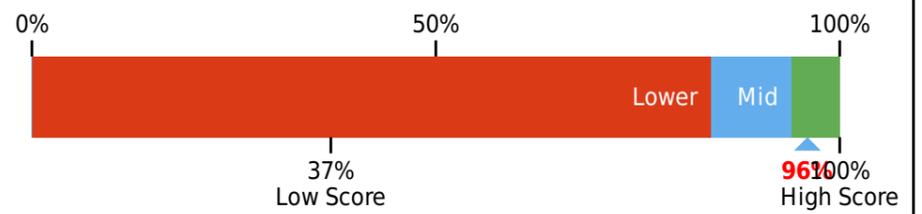For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Practice Score: 'Recommended' Rank

Your Score: **96%**

Percentile Rank: **90TH**

0%   50%   100%

Lower   Mid

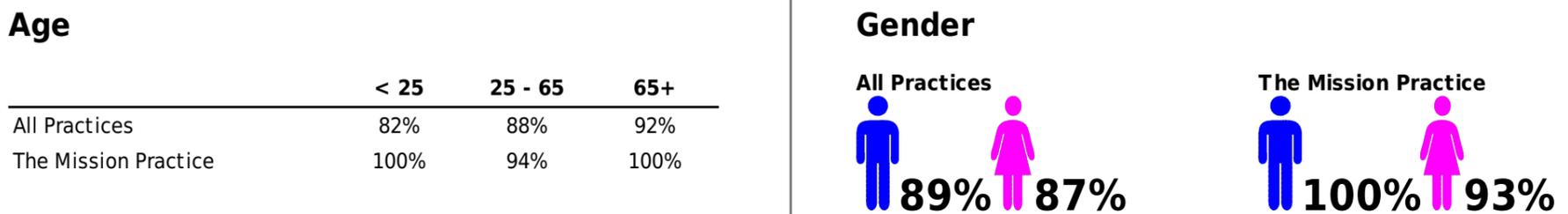37%   96% 100%
Low Score   High Score

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 90th percentile means your practice scored above 90% of all practices.

Practice Score: 'Recommended' Comparison


Legend: ■ All Practices   ■ The Mission Practice
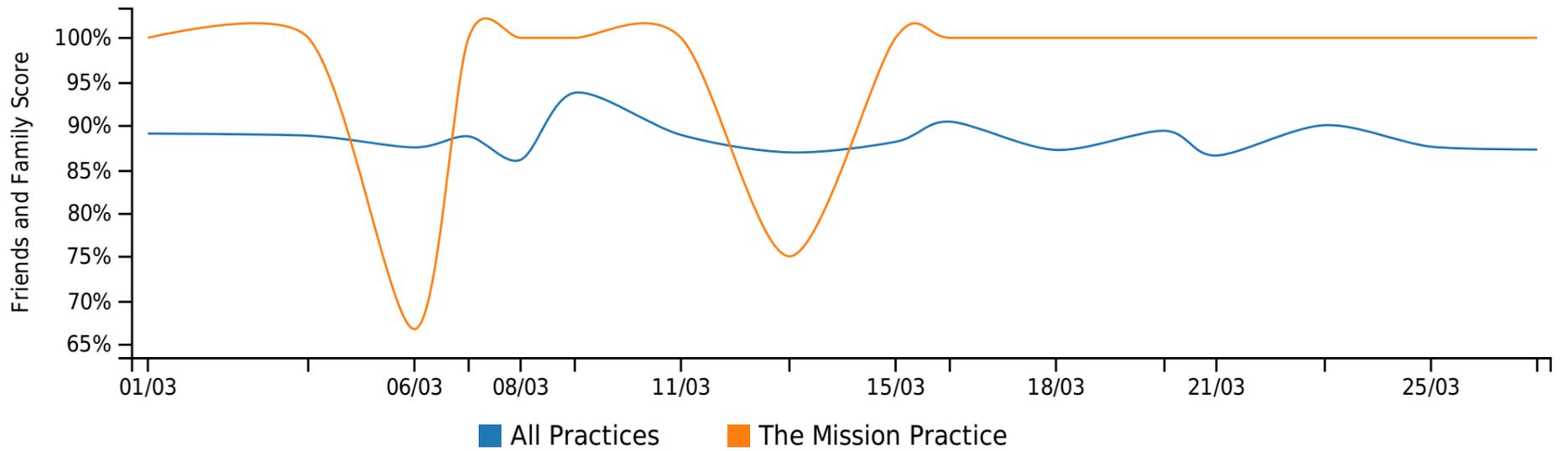
Notes:
1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	82%	88%	92%
The Mission Practice	100%	94%	100%

Gender

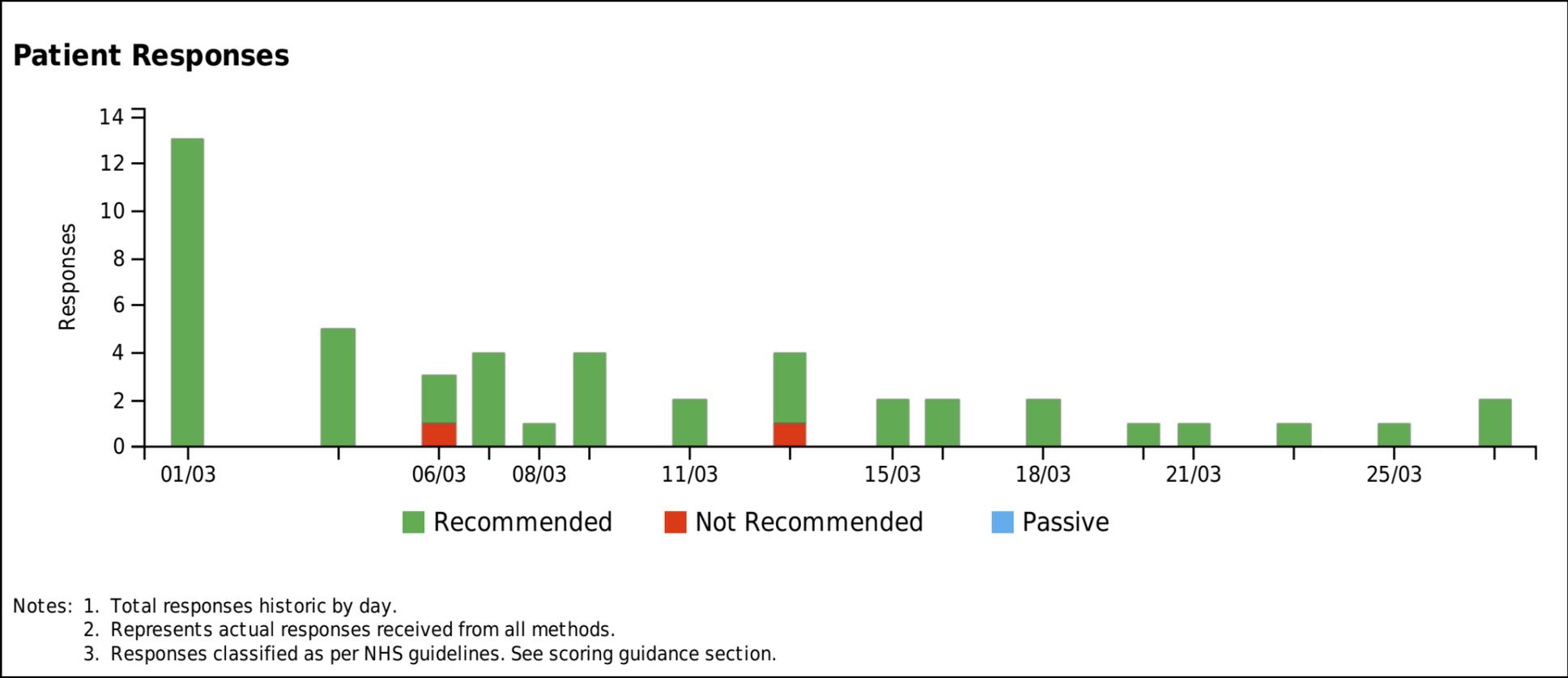**All Practices**

89% 87%

The Mission Practice

100% 93%

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

Legend: ■ Recommended   ■ Not Recommended
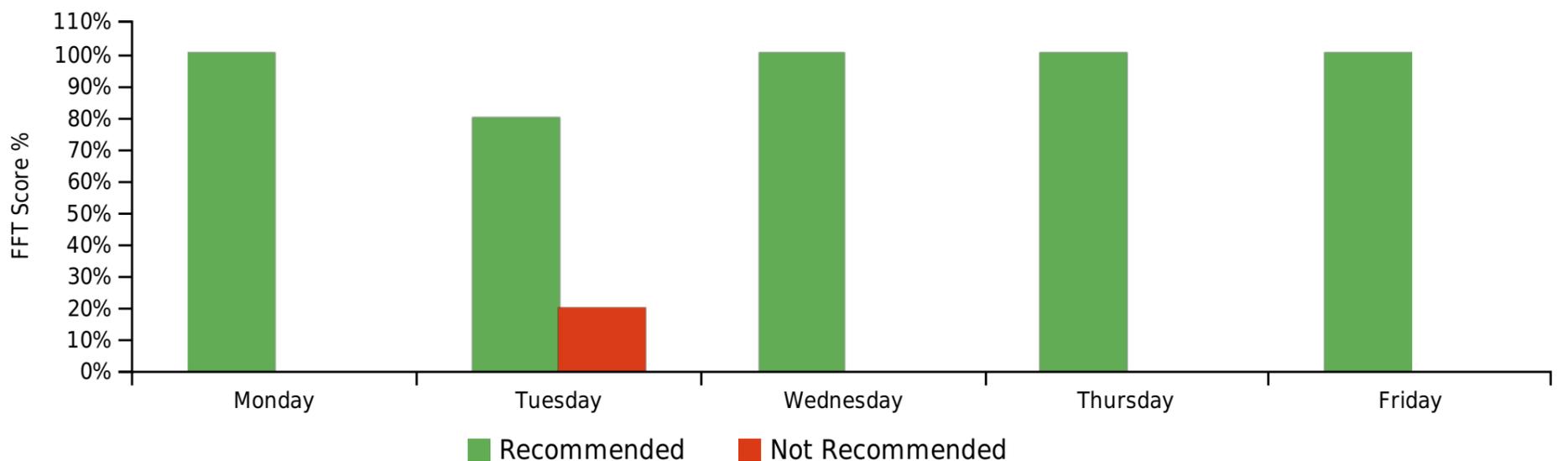
Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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.

Patient Free Text Comments: Summary

Thematic		Tag Cloud
Reception Experience	2	
Arrangement of Appointment	7	
Reference to Clinician	13	

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

✓The nurses are great but I've never been seen on time for any appointments at the surgery, GP or other. I try to book early appointments but even at 9am @ 9am this morning, there was a almost 15 delay. @lay.

✓*Waiting times in practice are usually short, yet one need to wait long for a appointment even if urgent. Doctors friendly.*

✓Polite and efficient, god bless the N.H.S.

✓*I rang at 9am to see a doctor or nurse and I was seen same day at 11am by nurse very good no waiting thank you very much as I was unsure what to do about@about a dog bite .@ite .*

✓Because the doctor was really helpful

✓*Helpful polite and a progressive practice made to feel valued*

✓You are trying very hard to help people

✓*Very helpful*

✓Excellent GP who has refined the art of appearing to have all the time in the world when he only has in fact 10 (or is it 9?) minutes

✓*Always very professional but friendly & welcoming at the same time.*

✓Good doctors but difficult getting appointments which is why I didn't give a 1

✓*Kind doctors and staff*

✓Professional and friendly attitude of nurse

✓*The nurse was informative and friendly*

✓Courtesy and friendly service

✓*I received a survey, at 12:52 pm today.*

✓the doctors and workers at the centre are very helpful

✓*It is difficult to book appointments as usually so far in advance.*

✓The surgery always provide with excellent service and all the doctors are great

✓*Close contact with gp*

✓Freindly helpful staff

✓*Nothing*

✓Had appointment with Jeff today, really helpful went out of his way to explain things.

Not Recommended

✓Was not able to fit me in for an emergency appointment when requested and calling many times.

✗*When you need to see a doctor you cant get a appointment for weeks at a time*

Passive