

FFT Monthly Summary: April 2019

The Mission Practice
Code: F84016

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
26	10	4	2	2	1	0	0	0	45	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:	218									
Responses:	45									
		Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know			Total
SMS - Autopoll		26	10	4	2	2	1			45
SMS - User Initiated										
Tablet/App										
Web/E-mail										
Manual Upload										
Total		26	10	4	2	2	1			45
Total (%)		58%	22%	9%	4%	4%	2%			100%

Summary Scores

 80%  9%  11%

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:

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

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

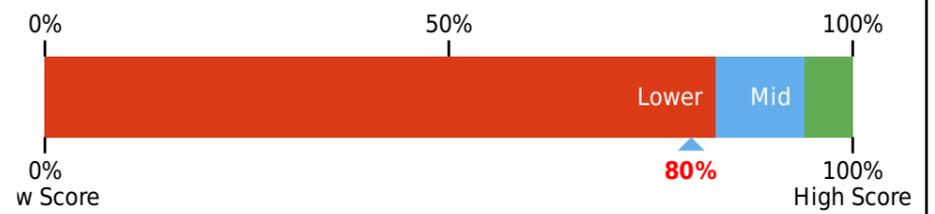
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

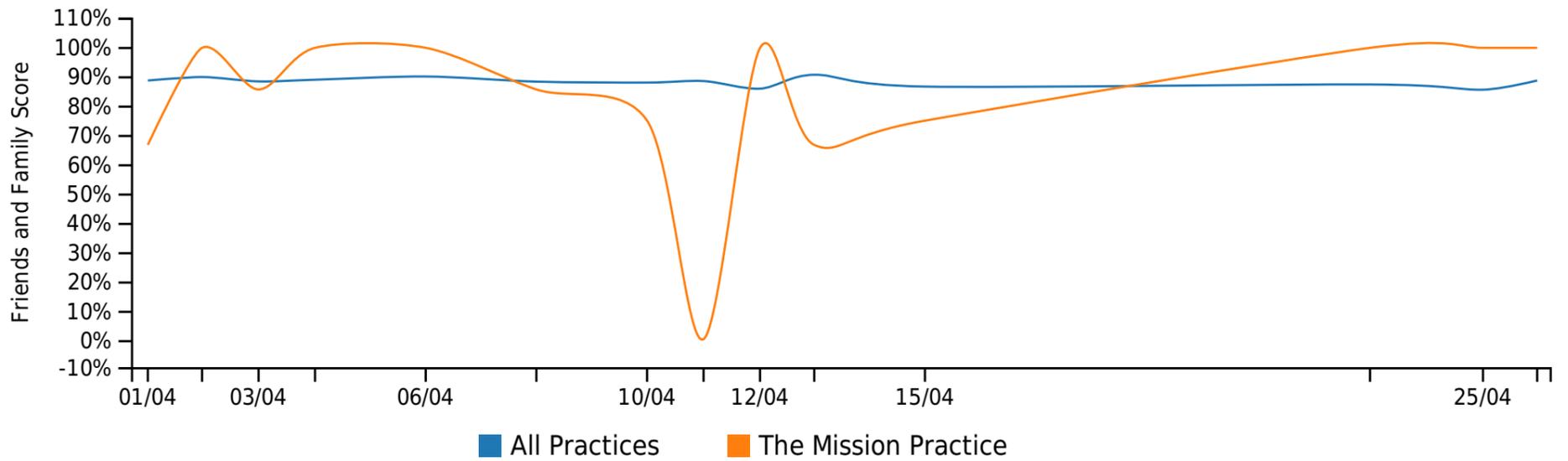
Practice Score: 'Recommended' Rank

Your Score: 80%
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

Age

	< 25	25 - 65	65+
All Practices	80%	88%	92%
The Mission Practice	80%	81%	86%

Gender

All Practices

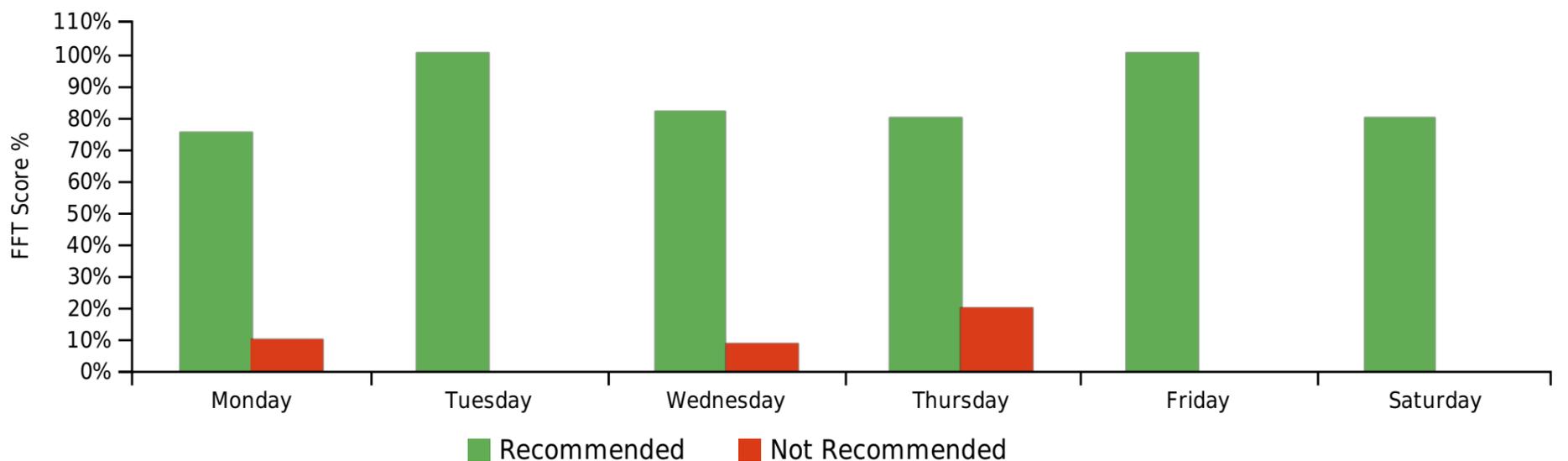


The Mission Practice



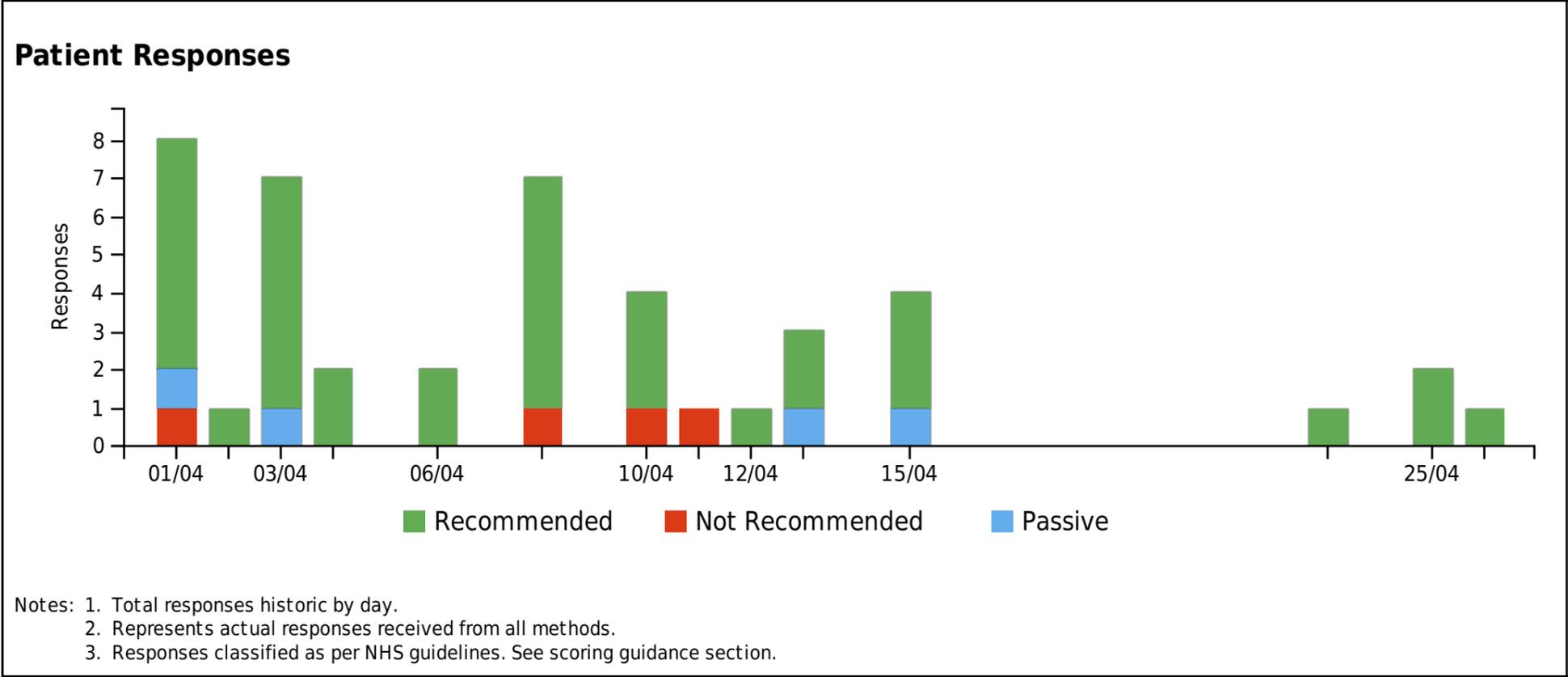
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 3	
Arrangement of Appointment 4	
Reference to Clinician 7	

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 doc was so kind he will try to find the most convenient hospital for me to attend
- ✓ I never forget to have my medical practice on my "doorstep" and how lucky I am to have same. Apart from this, staff - all staff always helpful and polite. @ite. Thsnkyou.@kyou.
- ✓ Well I have just joined your practice
- ✓ The mission practice is a very good surgery. I would recommend it to friends and family
- ✓ I have always been very happy with your care - the only issue I have is sometimes the delay in getting an appointment
- ✓ I try to only see the same doctor all the time and feel that She genuinely cares for me as a whole person as well as my medical issue. She is compassionate and understanding.@ding.
- ✓ I have always been dealt with politely and efficiently.
- ✓ Got an appointment
- ✓ Didn't have to wait, nurse friendly and efficient
- ✓ The reception staff were very helpful & efficient. I saw Dr Hannah who I trust & respect and seems experienced, knowledgeable and very committed to helping me.
- ✓ Good pharmacist
- ✓ Friendly GP's
- ✓ Was seen and finished before my appointment time

Not Recommended

- ✓ doctor Mead didn't conduct any examination and only blamed my contraceptive pill for my symptoms, although I've been on the pill for years and the symptoms are recent. He told me to stop the pill but did not suggest other contraception options. It felt like he is just opposed to birth control and blames any health issue a young woman can encounter on contraception. @ion.
- ✓ I was ill and desperately needed to see a doctor on the 13th of March, yesterday's appointment, the 10th of April was the soonest appointment I could get@d get. I work and simply cannot take time off. The system is for people who don't work or who don't care about their job.@ job.
- ✓ Every appointment we've been to, we've had to wait at least 20 minutes up to 1 hour to be seen and each time we were never informed that the clinics were@ were running late@ late

Passive

- ✓ G-P running late
- ✓ Practise too overstretched - waiting times far too long (1 hour-1 hour and a half) - either employ more drs or take less pts! Stick to 10 min appts, if a@ if a pt needs more time, book a double slot. Though new wellbeing service is admirable and looking forward to see how this works. Clueless receptionists thou@ though - asked them about it and handed my self referral form in and they had no idea what I was talking about. Good to inform non clinical staff of goings on@ngs on too @ too