

FFT Monthly Summary: May 2019

The Mission Practice
Code: F84016

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
30	14	0	0	2	0	0	0	0	46	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:	206							
Responses:	46							
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total	
SMS - Autopoll	30	14	0	0	2	0	46	
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total	30	14	0	0	2	0	46	
Total (%)	65%	30%	0%	0%	4%	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:

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

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

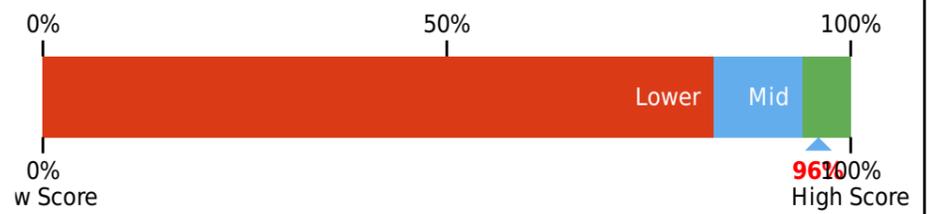
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

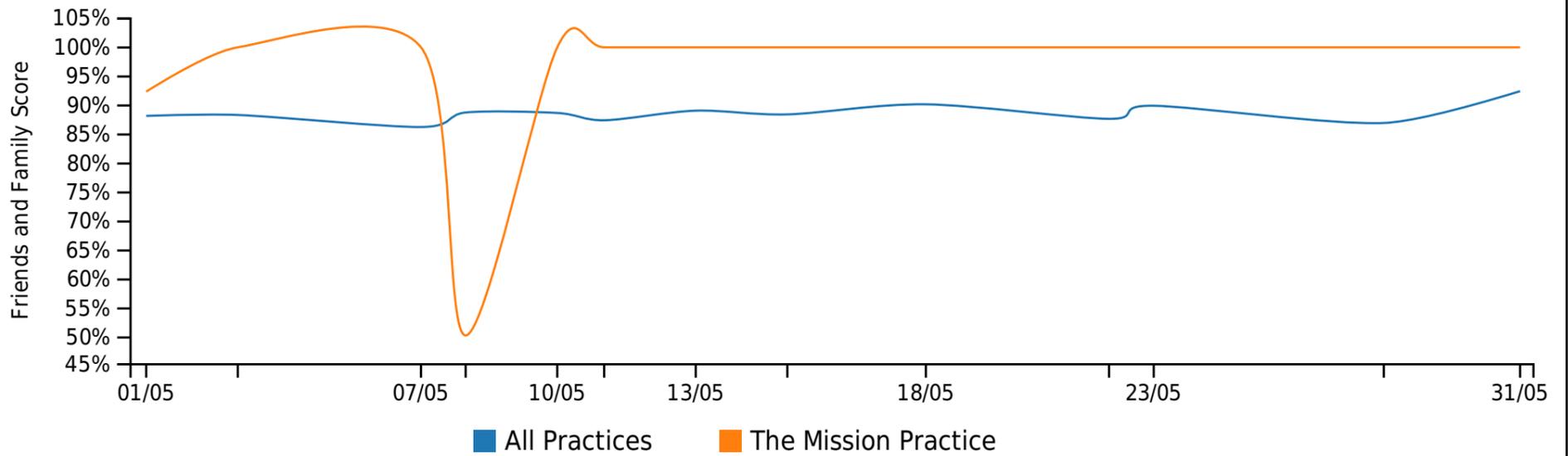
Practice Score: 'Recommended' Rank

Your Score: 96%
Percentile Rank: 85TH



- 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 85th percentile means your practice scored above 85% 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

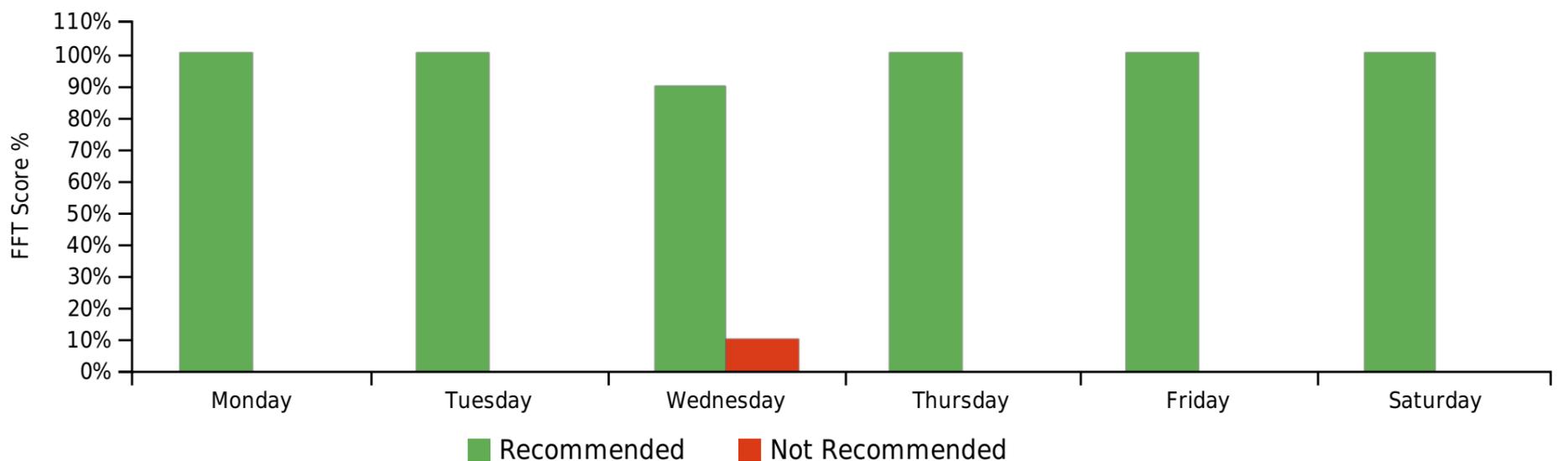
	< 25	25 - 65	65+
All Practices	82%	88%	92%
The Mission Practice	100%	94%	100%

Gender



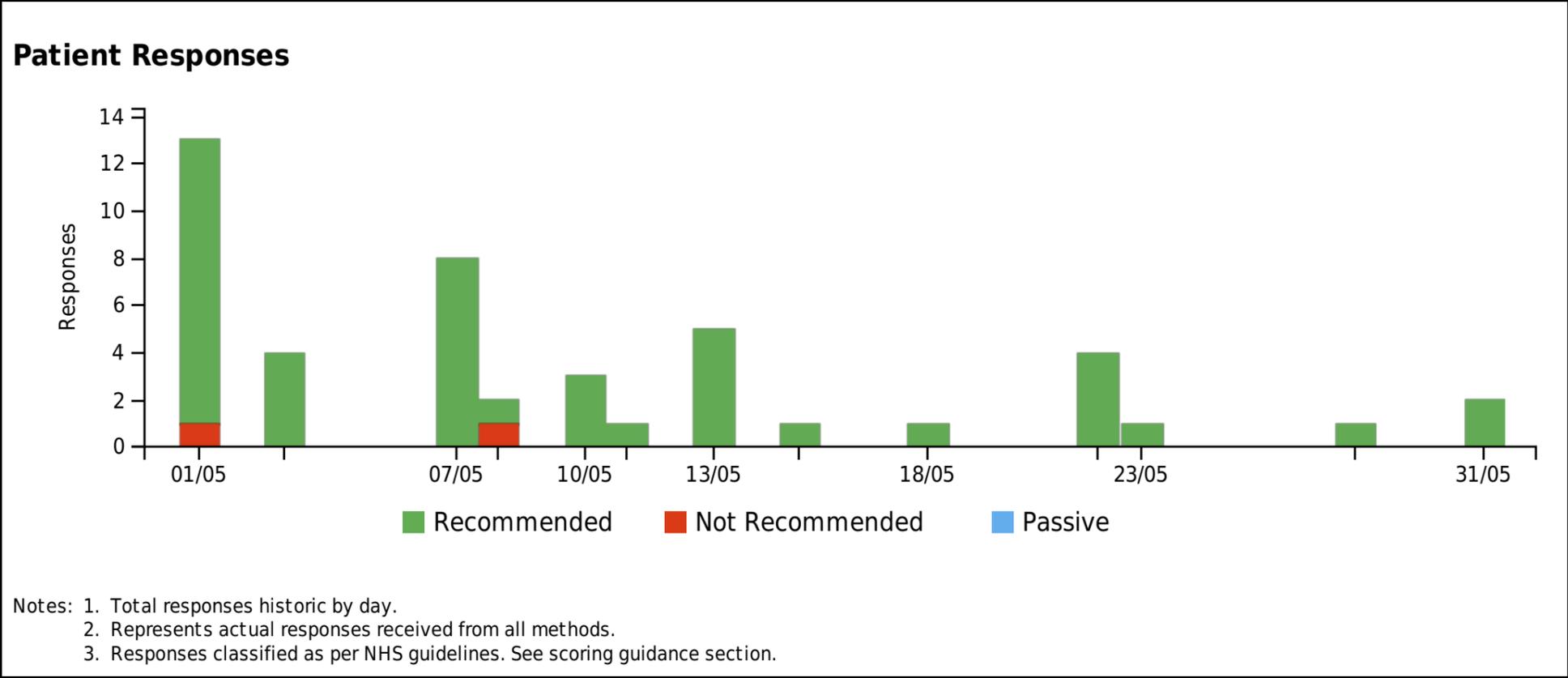
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 6	
Arrangement of Appointment 5	
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 practice is very well organised and run efficiently with coordination from the nurses to the doctors most proficiently to offer a good level of care @care to the patients.@ents.
- ✓ Me and my family are happy for the services we get plus friendly environment for last 25 years.Probably NHS is the best in the world.
- ✓ The level of care that I have received from the practice
- ✓ Very polite and easy to talk to
- ✓ Staff are friendly and very helpful.
- ✓ Friendly and efficient staff
- ✓ It's the best doctors in the Borough the staff try to be helpful when possible. The doctors are good
- ✓ Booked an appointment on the app at the weekend for today. The doctor was very thorough, recommended blood tests which were booked for the same day. Bri@ Brilliant service @vice
- ✓ Friendly staff and good service
- ✓ My doctor has an approachable and compassionate manner who takes time to explain your health worries. A truly excellent doctor.
- ✓ Dr Hannah was great with my mum and daughter
- ✓ I only wanted fifteen minutes and the doctor was very kind. Even though I came with a different issue she asked me how my previous issue was going which@which is very thoughtful@htful
- ✓ It takes a long time getting the appointment you need , but the outcome with the doctor and nurse is good, the nurse I see today gave me time and understanding, felt happier when I left.@left.
- ✓ Dr Rowell a very good dr and it's a very good surgery one thing it's very hard to get appointments
- ✓ Receptionist was very helpful
- ✓ As a new registered patient, I've had a very positive experience, the reception staff have been great, all in all I feel the practice has a very @very cooperative balanced team. Keep up the care!@care!
- ✓ Clear and polite service
- ✓ I had Liz the nurse today she is very good and makes you feel like a person not a patient and she is always professional in her approach. I have never ha@er had a bad experience with Liz every time I have seen her .@her .
- ✗ Great doctors but hard to get an appointment

Not Recommended

- ✓ Poor service and very full of attitude doctor...some of his comments comprised: "in my practice never done it "you been very lucky to have an appointment@tment after 1month" sarcastically laughing in my face...while I'm still in pain@ pain

Passive