

# FFT Monthly Summary: August 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	9	1	2	2	0	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>191</b>						
<b>Responses:</b>	<b>45</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	31	9	1	2	2	0	45
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>31</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>45</b>
<b>Total (%)</b>	<b>69%</b>	<b>20%</b>	<b>2%</b>	<b>4%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

 89% 
  9% 
  2%

## 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:

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

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

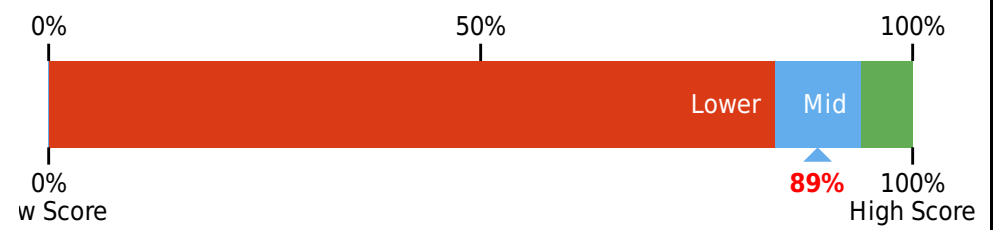
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

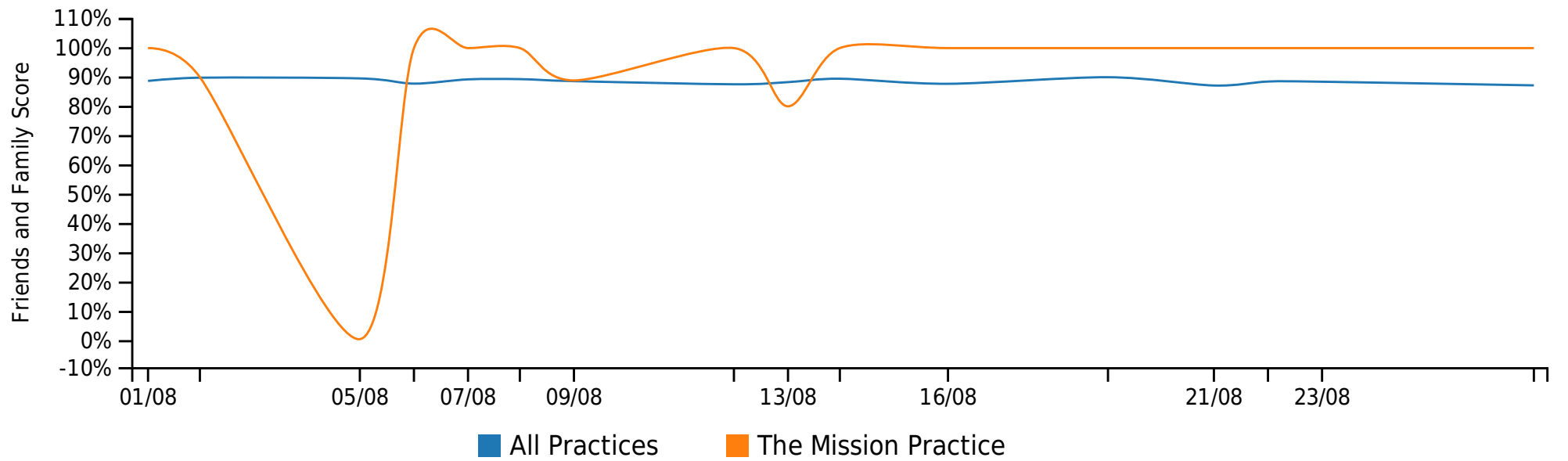
### Practice Score: 'Recommended' Rank

**Your Score:** **89%**  
**Percentile Rank:** **45<sup>TH</sup>**



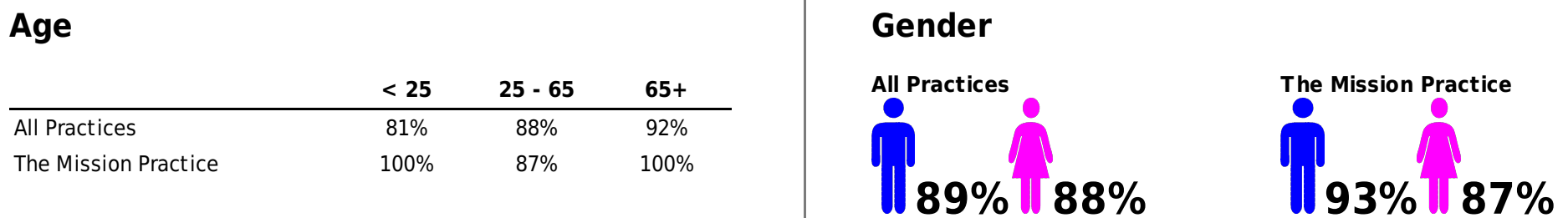
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 45th percentile means your practice scored above 45% of all practices.

### Practice Score: 'Recommended' Comparison



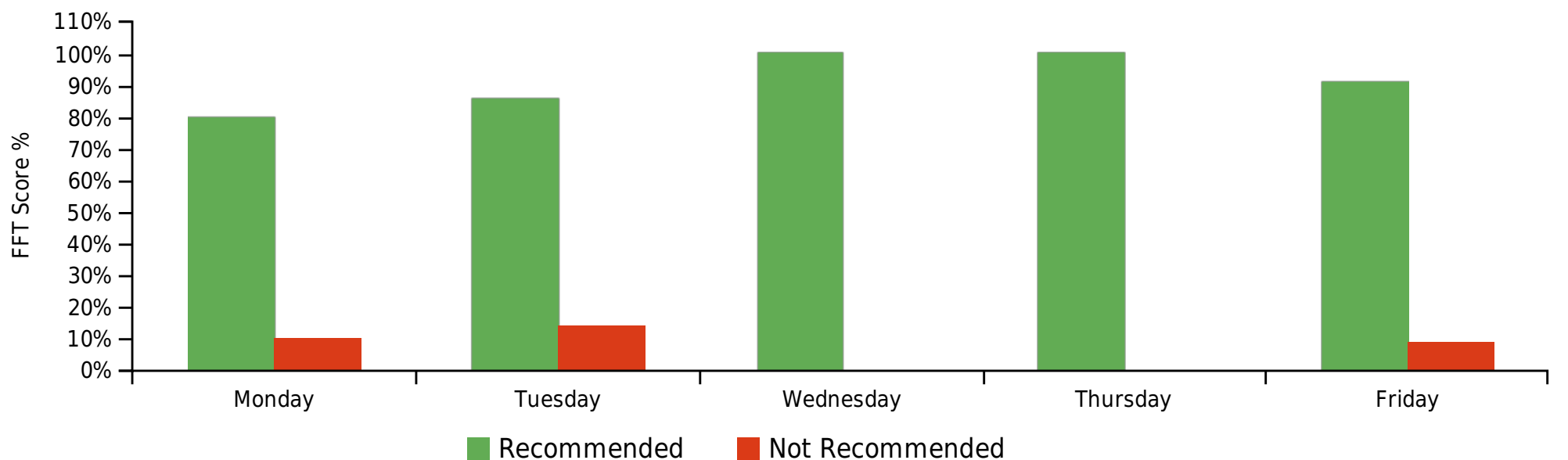
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



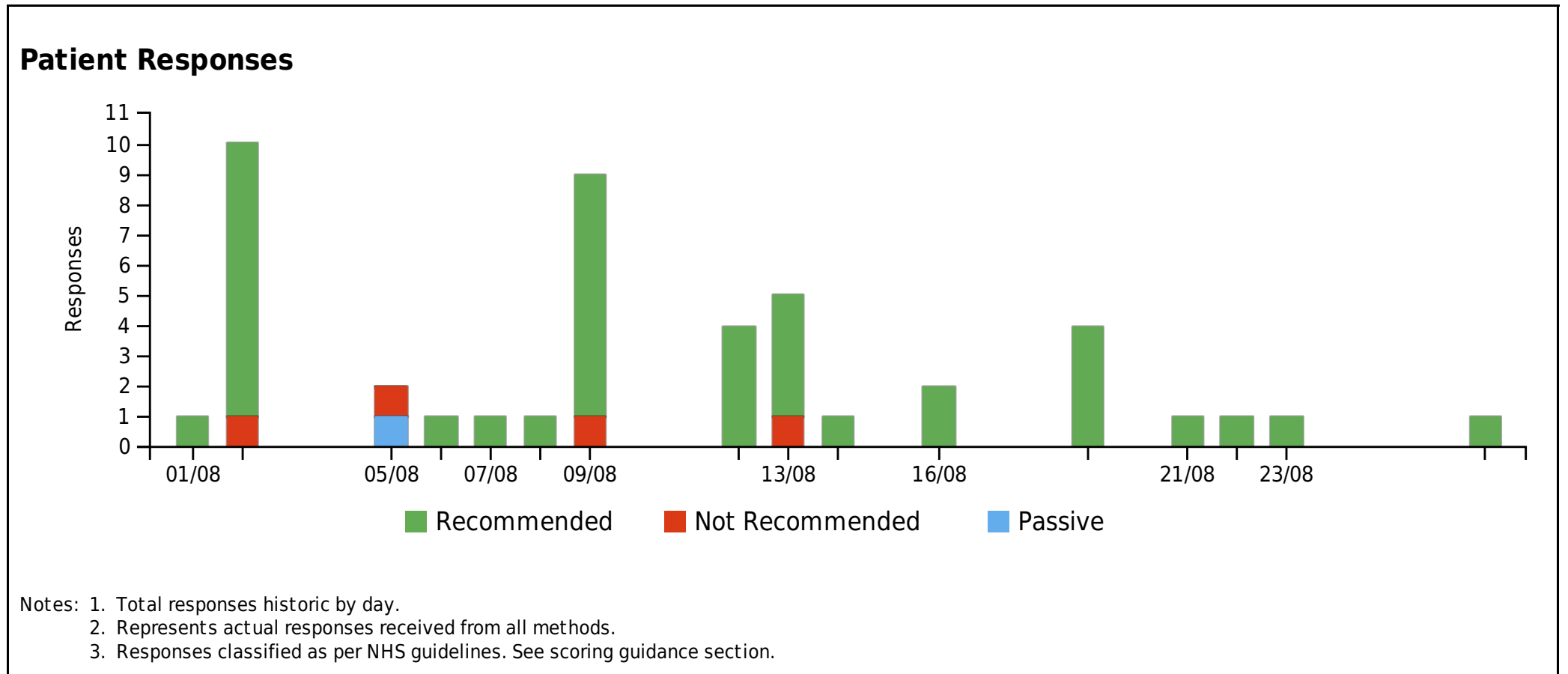
- Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### 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	Tag Cloud
Reception Experience	5
Arrangement of Appointment	6
Reference to Clinician	8

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

- ✓ Helpful, friendly nurses and doctors
- ✓ Short waiting times, friendly staff and GPs. Honestly, a model practice. I rave about Mission Practice to everyone. Your px management and appointments m@nts management works - no complaints. @nts.
- ✓ Can't get appointment when I feel at deaths door . Can't even get at antidepressants without being black mail . Got To Have Your M.O.T . I. If I could be seen when ill surely I wouldn't need a M.O.T Nurse wonwon
- ✓ Dr Vaughan. She listened with kindness to something I found difficult to talk about and I didn't feel judged. She was absolutely lovely.
- ✓ The professionalism
- ✓ GPs, nurses and staff at the Mission practice are always helpful and kind.
- ✓ Helpful professionals
- ✓ Excellent service
- ✓ I have been registered with the mission practice since birth. The staff are polite and help when they are able to and I am happy with the service given
- ✓ Efficient, knowledgeable & kind doctors and staff
- ✓ Very quick to get an appointment and refer for tests
- ✓ Once you access the service it's quite good but the frustration is usually encountered at the front desk who can be taciturn in their approach and sometimes display a clear lack of awareness .@ess .
- ✓ Because I have the most amazing compassionate GP always willing to listen
- ✓ Welcoming staff, helpful and made to feel safe
- ✓ I have a 2 and not a 1 because my appointment was still running 15 minutes late even though when I checked in it said the nurse was running on time

#### Not Recommended

- ✓ I waited for 20 min. When I asked how long will still be the waiting m I was told 30 min. Massive waiting time. Had to cancel the appointment.
- ✓ No care or attention

#### Passive

- ✓ Well, today it wasn't a good day to ask me - my appointment was delayed by an hour..but other than that i'm normally pretty happy with the service.