FFT Monthly Summary: December 2014

THE MISSION PRACTICE Code: F84016



Section 1 **CQRS** Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
63	68	13	3	7	4	113	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**

373 **Surveyed Patients:**

158 **Responses:**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	31	11	1	1	1	0	45
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	32	57	12	2	6	4	113
Total	63	68	13	3	7	4	158
Total (%)	40%	43%	8%	2%	4%	3 %	100%

Summary Scores

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:

extremely likely + likely Recommended (%) = $\overline{}$ extremely likely + likely + neither + unlikely + extremely unlikely + don't know extremely unlikely + unlikely Not Recommended (%) = extremely likely + likely + neither + unlikely + extremely unlikely + don't know

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

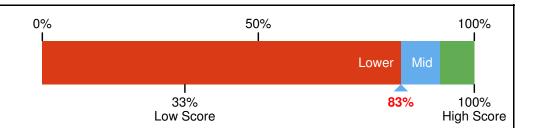
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 83%

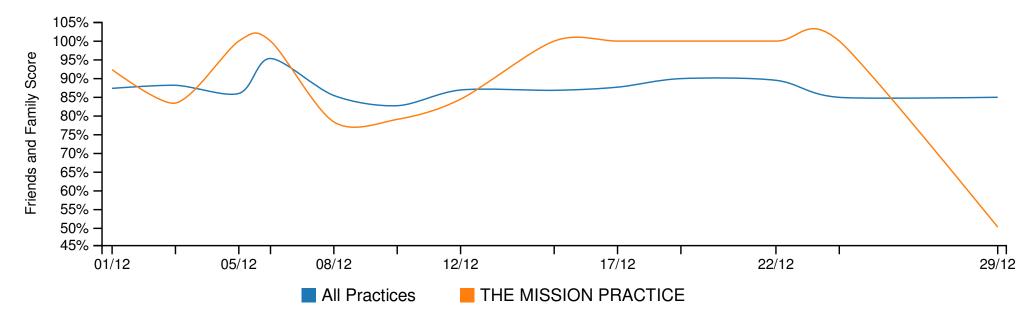
Percentile Rank: 25TH



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 25th percentile means your practice scored above 25% 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%	95%						
THE MISSION PRACTICE	71%	84%	83%						

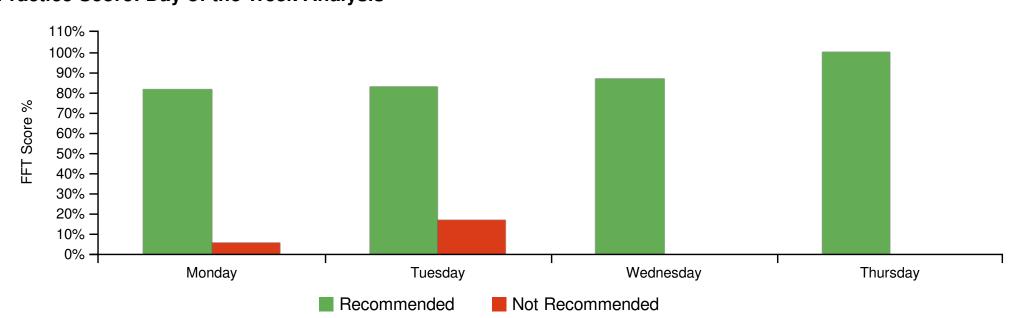




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

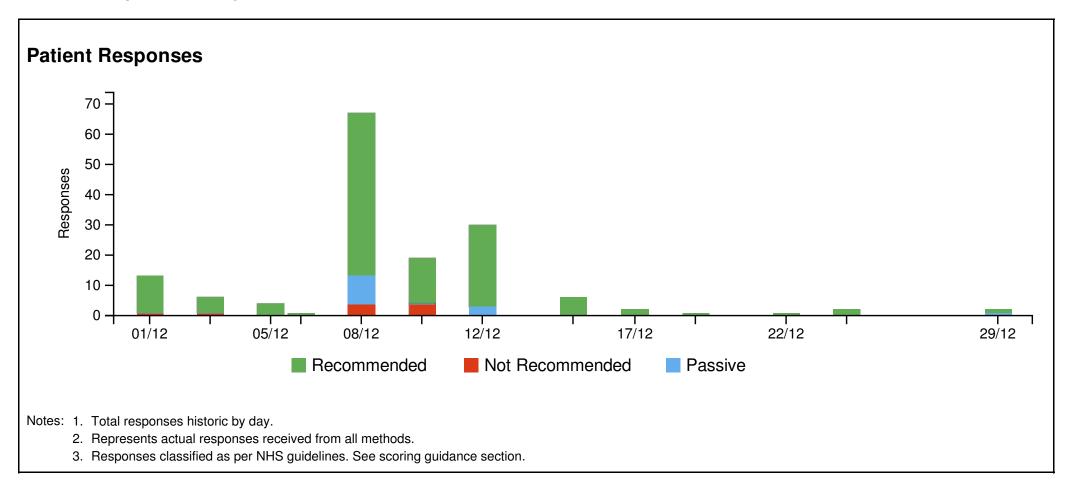
Practice Score: Day of the Week Analysis



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 13 Arrangement of Appointment 9 Reference to Clinician 29 sympathetic serious who ever ever warm Notes: 1. Thematic analysis for current reporting Privately month. 2. Thematic analysis covers the most discussed themes by analysing several sentence fragements 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. eg_{ardless} seriously

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

- ✓ It is a friendly and welcoming service
- ✓ The main reason for the answer I have provided is the efficient and good service I recieve at the Mission Practice from all levels of the Practice staff!Akther Miah
- ✓ My doctor emily woolridge is great at her job
- ✓ Quite frankly, the doctors and staff have been there for me and helped me through what have been and are extremely difficult and demoralising times for me
- ✓ Doctors are very caring n helfull
- ✓ I have always experienced a good level of care. Especially with my pregnancy
- ✓ Very helpful GP Practice
- ✓ You are the best gp practice in TH. THANK YOU
- ✓ Dr littleJohn she is a great Dr and I always have a great services from her
- ✓ Caring Docter, wasn't rushed. Tried all avenues to find out my problem. Very helpful.
- ✓ The doctors are very very good
- ✓ My Dr takes her time to listen to me
- ✓ Dr Meads was very clear and and accurante with my tonsil infection felt very pleased and reassured after my appointment
- ✓ The surgery is friendly and welcoming. But too busy a long wait for routine booking of doctors appointments. I had to go for an on call version to be seen. Thank you.
- ✓ I never feel rushed dr. Mead always makes me feel valued he is open and straight and I know he cares about me as a person not just a patient also I know regardless of cost. He would treat. My needs
- ✓ I got an appointment at a convenient time and on a Saturday. I was seen on time. The doctor was helpful and informative and we talked through the options for treatment. Thank
- ✓ Helga Lang was amazing. Very professional, thoughtful and warm. Best smear test I have ever had. Thank you-I usually dread them.
- ✓ Most of the doctors are caring and supportive
- ✓6 I usually get to see a GP whenever I need
- ✓ Friendly service and accommodating my health needs, locality and access to surgery, opening times.
- ✓ Its a very good prctice
- ✓ I like the fact that most of the receptionist are so helpfull, non judgemental when you have to cancel an appointment. My Doctor, Dr Vaughn is very undetstanding and the best doctor I have ever had, I trust her 100%.
- ✓ The wait for an appointment!
- ✓ Doctor listened to my concerns and was not rushed and gave very good advice
- ✓ New patient enrollg was v professional.good helpfull reception
- ✓ Great service great Doctors.
- ✓ The quality of advice and support from Dr Littlejohns over the years has been excellent. Monica
- ✓ Although slow and unorganized I got the services I needed and the staff were lovely, just need to pay more attention to the booking system and listen to what clients want out of their visit.
- ✓ Doctor is not dismissive of my illness and has ordered appropriate tests which are planned to be within a reasonable waiting time. To improve I would like more extended hours and to spruce up the waiting room, seems a bit dirty.
- X 26 Always there for you. I've been with Mission Practice for 45 years usually seeing the same doctor so very satisified
- X28 Can get an appointment if emergency
- X 30 Always able to get an appointment when needed without having to wait weeks like some surgeries
- X35 Staff are very firendly and helpful
- X 37 Friendly helpful sympathetic
- X42 because the doctrs here are very helpful
- X 43 CAring competent Christian GPs
- X45 My last appointmnet they were caring and efficient and took me seriously and arranged further appointments needed.
- X 46 the service is easy to access
- X48 I've attended this clinic for several year and have been recceived and treated well.

X 49 Excellent listening skills

X64 Dr Mead and other doctors and nurses are capable people and most efficient. The reception staff are very polite and helpful. So what more can a patient expect?

X 66 Excelllent service taoilored to my needs

X68 Mostly a good GP practice and usually very ubderstanding, But not always like that with receptionists.

X 74 very good service overall

X Some staff are heplful, others need serious training, they do not know how to speak to the patients in a respectful manner

X 85 I would like then to have the best care. Mission Practice provifes that.

X92 excellent doctors

X 99 Recently joined but have heard good things about the practice form fammily and local residents

X105 friendly staff, close to home, easy

X 106 The GPs ar epatient with you and waiting time is not bad as I've heard form other GP practices

X115 SOme of the docotrs are very caring some are bitter

X 118 (cannot read or write - form completed with help) New patient, but GP I saw seems better than the one I saw before.

X120 Very good professional & friendly service form recption through to doctors / nurses

Not Recommended

✓ Need better service for cervical cancer my experience very poor

X Having to wait 50mins for my appointment but only be told why when I went to reception for the 2nd time

X23 Waiting times are extremely long

X 29 waiting is long

X79 (78 not entered)

X Because on 4 times I have been given the wrong prescription

Passive

X109 Rude staff that don;t have the time of day for patients, had one good expereince out of all.

X 117 I had to be seen by a GP before I could be reffered privately. Docotr onthe phone didn;t refer me.

X Reception guys