FFT Monthly Summary: February 2015

THE MISSION PRACTICE Code: F84016



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
32	10	3	3	0	0	1	0	0	47	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:	215						
Responses:	48						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	31	10	3	3	0	0	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload	1	0	0	0	0	0	1
Total	32	10	3	3	0	0	48
Total (%)	67%	21%	6 %	6%	0%	0%	100%

Summary Scores

८ 88% ♀ 6% ☜ 6%

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

extremely unlikely + unlikely

Not Recommended (%) =

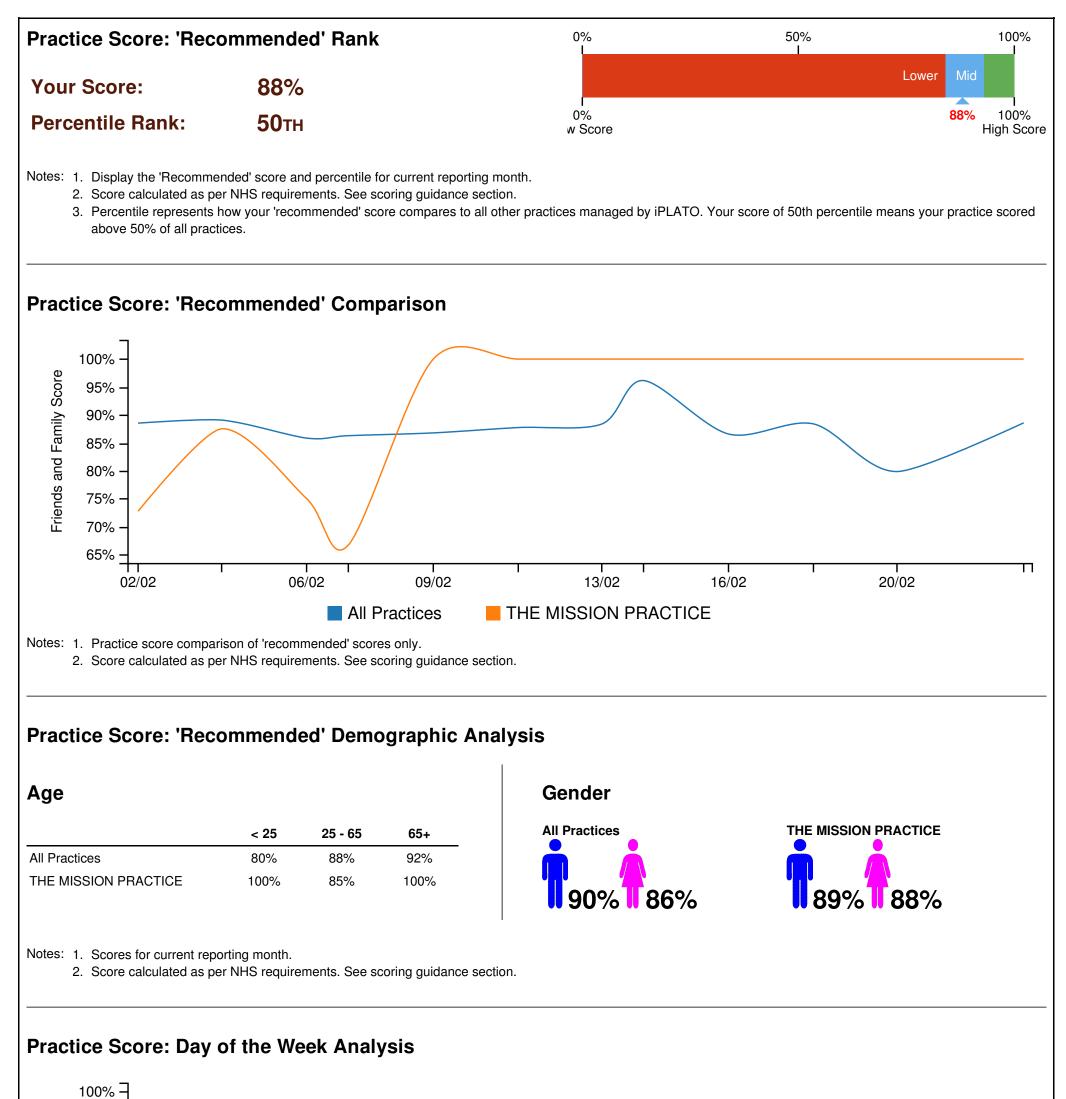
- x 100

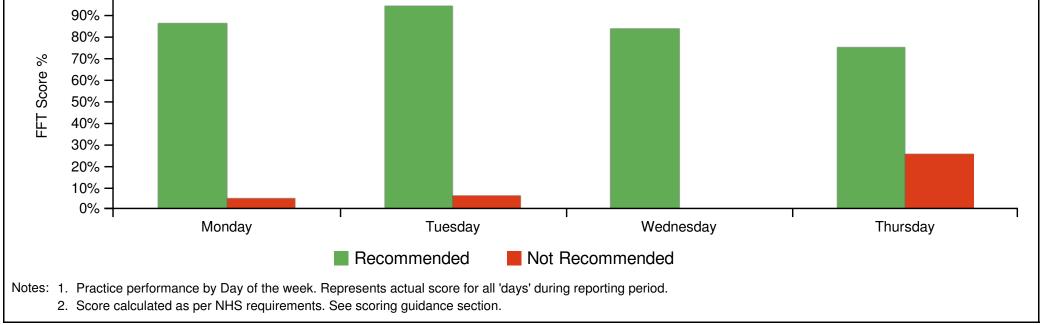
extremely likely + likely + neither + unlikely + extremely unlikely + don't know

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

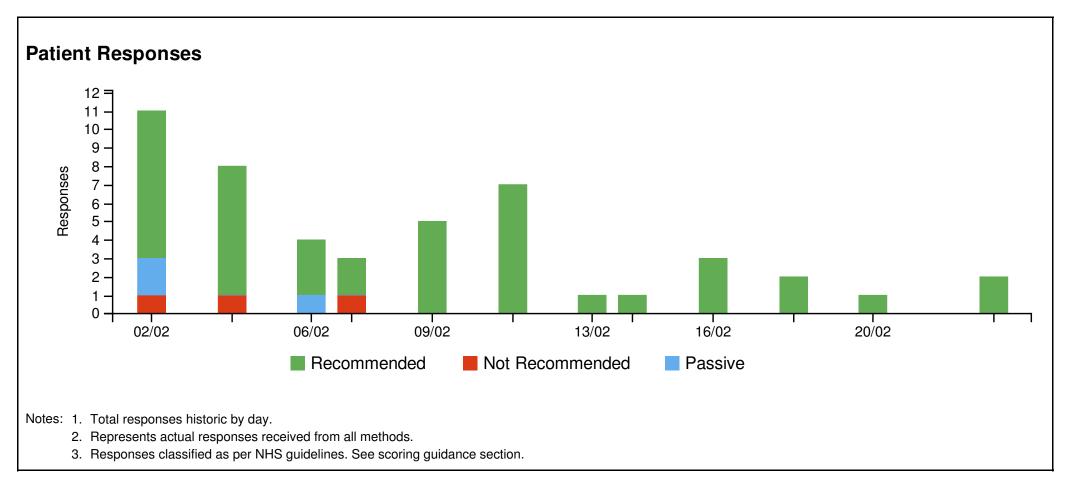
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

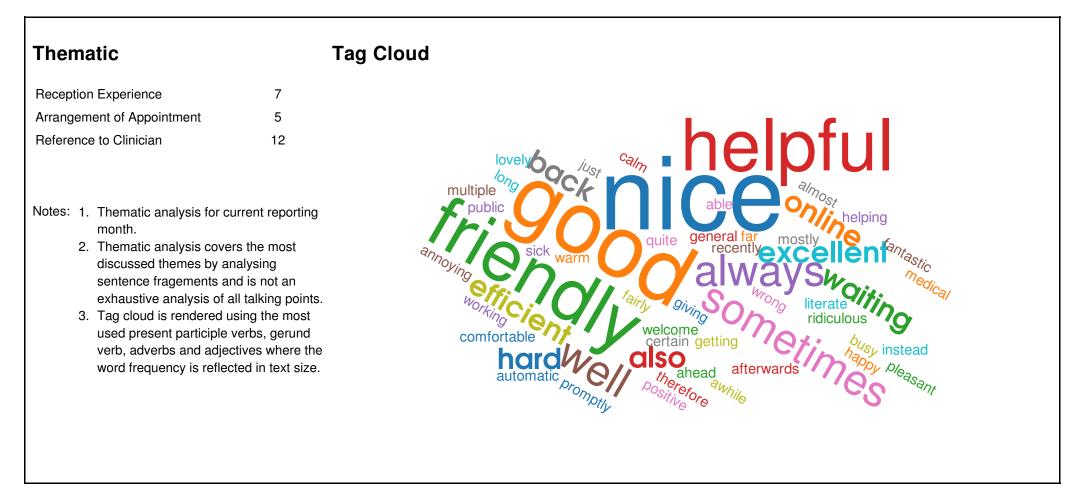




SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary



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

- ✓ I didn't have to go into the surgery to speak to someone about travel vaccinations
- ✓ Friendly staff, on time, efficient, good listener and good service.
- Good healthcare
- Reception staff we helpful & friendly, as was the doctor and nurse I saw. I did not have to wait too long either.
- Excellent service by the practise.
- Doctors, nurses, healthcare asisstant and receptionists are always very friendly and helpful. Im well informed on how well im doing interms my health with the help with my GP and nurses. I always feel comfortable with warm welcome I get from mission practice. Very accesible with all the facilities it provides to me and the general members of the public without hardship.
- I think the docotrs are fantastic. Receptionists sometimes are quite hard to deal with & not very helpful. Almost combatative. The online patient access is imprenetrable and I am fairly computer literate. Waiting 3-4 weeks for an app is also not good. I would recommend the practice becuase of the doctors.
- ✓ Very nice doctor, nice athmosfer if the meeting, giving me choices what ti do etc. very happy with services! :)
- ✓ Very helpful service
- ✓ waited 30 minutes for my nurses appointment today which was annoying. some of the doctors are excellent, some not. it's a mixed bag.
- I was able to access another option while the practice was closed
- ✓ Nice friendly approach
- ✓ Multiple positive reasons. Just filled in card and placed in box. Care, promptness and cleanliness to name a few.
- ✓ I received a good service
- ✓ Had to wait awhile 30 mins but lovely reception ladies and Docters are nice too x
- ✓ Dealt promptly with my medical issue.
- ✓ Nice staff and pleasant surroundings
- ✓ The nurse was calm, friendly and efficient !
- ✓ Very cari.g practice
- ✓ Nice doctors/ nurses.
- ✓ I have chosen this because I've always been treated well at the practice. And find the doctors and nurses very helpful.
- I was seen within 15 mins of arrival and had the space to discuss my problem with the gp and we came to a solution too. I Got my prescription as expected. I was also given a

Not Recommended

Can be sick and have heart failure and try to get an appointment and have to wait for half an hr to talk to someone then wait at least a week for an appointment which is no use then.recently went and all my records were written down wrong.told I needed to be back by a certain date but couldn't get appointment.at my appointment wait hr to be seen.i no they are busy but so are ur patients.quicker at hospital. thanks

Lack of appointments, ridiculous waiting times once in reception and lack of appointments!!!!!!!

Very hard to get face to face appointment for my toddler (mostly only getting the gp to ring back instead + phone automatic bookings to far ahead in calendar (2 weeks wait min) + online booking not recognising our address and therefore not working

Passive

Sometimes they are good and sometimes not, to get an appointment it takes like 2 weeks, the appointments are delayed when i attend. Yesterday's vaccination the nurse was at first she was very nice but afterwards she was helping