FFT Monthly Summary: May 2015

THE MISSION PRACTICE Code: F84016



SECTION 1 CQRS Reporting

CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 36 | 10 | 1 | 1 | 1 | 0 | 4 | 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: | 186 | | | | | | |
|----------------------|------------------|--------|-----------------------------------|----------|-----------------------|------------|-------|
| Responses: | 49 | | | | | | |
| | Extremely Likely | Likely | Neither Likely nor Unlikely | Unlikely | Extremely Unlikely | Don't Know | Total |
| SMS - Autopoll | 32 | 10 | 1 | 1 | 1 | 0 | 45 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | 4 | 0 | 0 | 0 | 0 | 0 | 4 |
| Total | 36 | 10 | 1 | 1 | 1 | 0 | 49 |
| Total (%) | 73% | 20% | 2% | 2% | 2% | 0% | 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

extremely unlikely + unlikely

Not Recommended (%) =

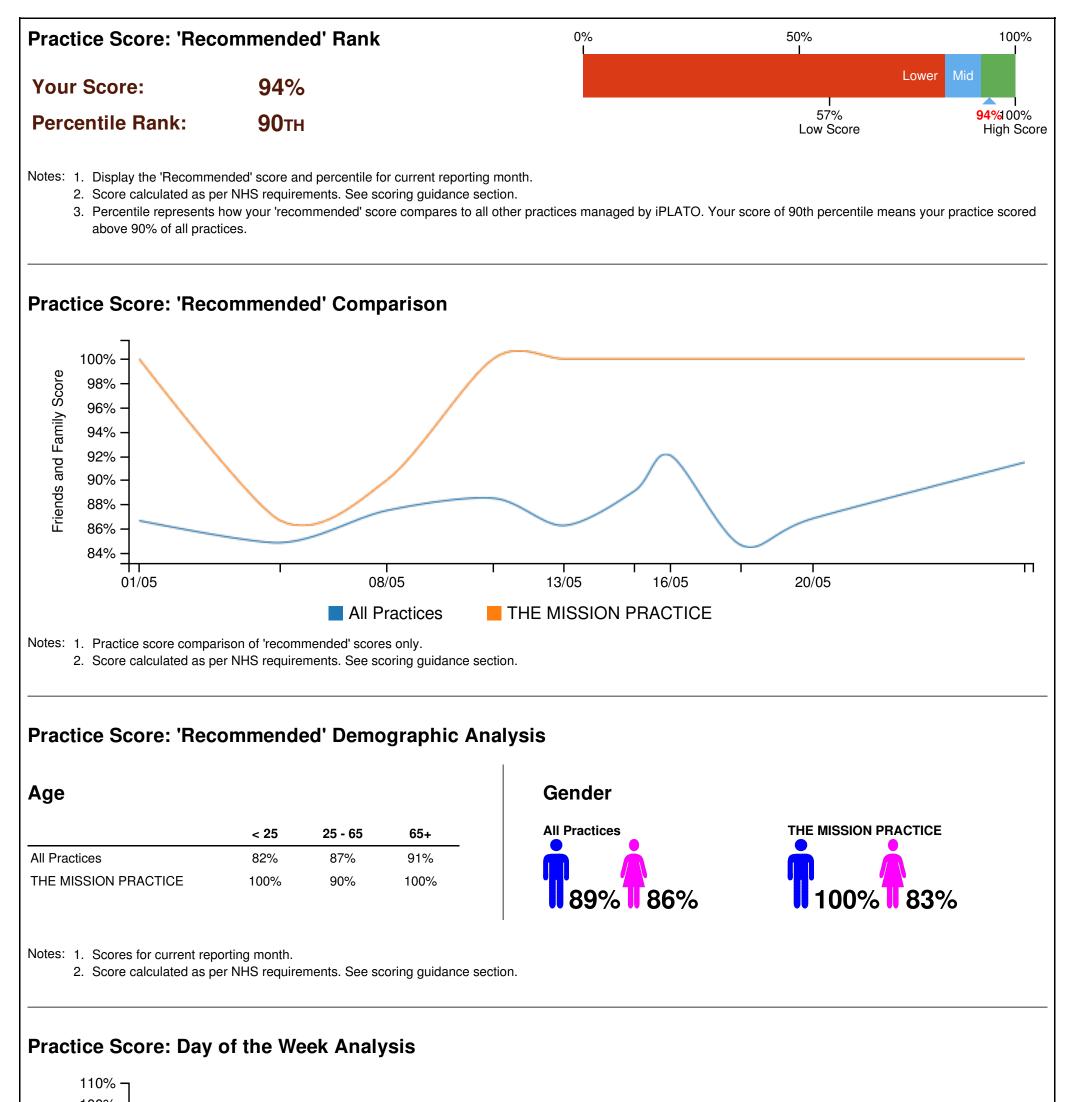
- x 100

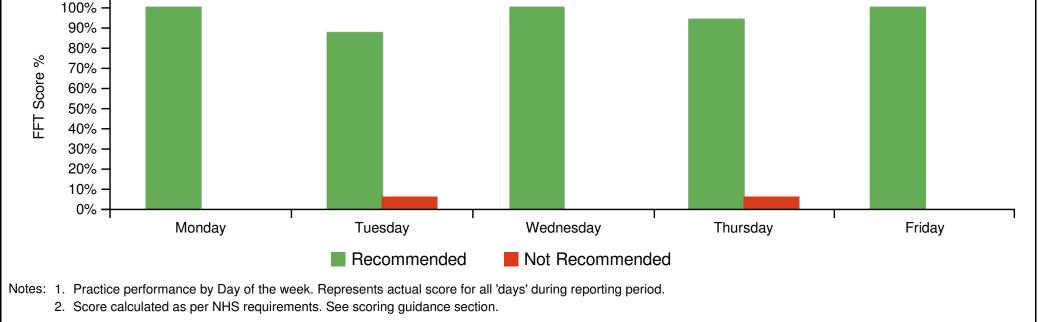
extremely likely + likely + neither + unlikely + extremely unlikely + don't know

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

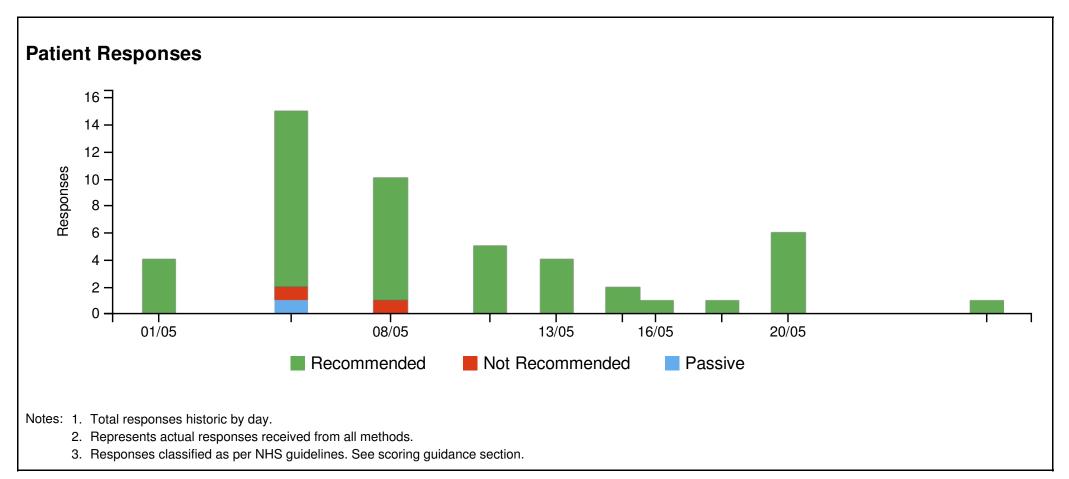
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring





SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary

| Thematic | Тад | Cloud |
|---|---|---|
| Reception Experience | 9 | |
| Arrangement of Appointment | 8 | ∂h |
| Reference to Clinician | 12 | Polite trying |
| Notes: 1. Thematic analysis for cumonth. 2. Thematic analysis cover discussed themes by an sentence fragements an exhaustive analysis of all a transitional discussion of all a transitional discussion. | s the most alysing d is not an I talking points. | impossible easy online wonderful pleasant weight intermet short intermet short intermet short intermet short intermet short intermet short intermet |
| Tag cloud is rendered us used present participle v verb, adverbs and adject word frequency is reflect | erbs, gerund tives where the | usually enough viving consistently back usually full O O O O iop iop iop iop iop |
| | | |

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

✓ Alway's listen to customers and respect shown

✓ 1/10

- Accomadating and sincre .
- It was ok my Quack is one of the better ones there as some need a reboot at med school stuck in the past! Would have been 1 but way layed out on my phone thought 2 was top one till resized screen
- ✓ The service good waiting for an appointment is not to long
- I needed an appointment this morning, reception said one was available which I attended and Dr Mead saw me prescribed medication and I was out within half and hour. Excellent
- ✓ Very polite and helpful receptionist by giving me the appointments I like and prefer
- ✓ Because the Dr go out there way to help u as do most of the staff
- I think it is a good surgery however in the last two weeks i have had two appointments & i have had to wait 40 mins to be seen. At no point was i informed that the dtrs were running late. If the dtrs are running late the patients should be informed when they check in at reception rather than us trying to guess what the issue is
- Very helpful staff in all areas. The only thing I'd say is that waiting times can be too long. The call back option works well though.
- ✓ The appointment time have improved
- ✓ Friendly GP's who actually listen before taking action
- Timing n cleaning
- ✓ My observation that everyone at the Mission Practice seems to really care about their patients well being. Full marks to nurse Liz today!
- The staff and doctors are all very caring. Iv'e always belonged to the Mission and have known many doctors and never had reason to complain
- ✓ Good service and short waiting time.
- Fair service
- Always helpful
- ✓ All GP's are friendly and waiting time isn't as bad as other local GP's but could be better
- \checkmark The doctor was very helpful peter kronk realy good man
- Ease of getting an appointment time to suit. The friendliness of the staff at reception and the clinicians
- ✓ The doctors really listen to your problems

Thorough and reassuring practioner

- ✓ The doctor is easy to talk to & the reception staff are friendly and helpful
- ✓ Helga the nurse is a very kind and pleasant woman.
- ✓ Efficent. Friendly. Wonderful service.
- ✓ I think this is the best.
- ✓ very helpful and experienced

Not Recommended

Extremely rude staff, impossible to get an appointment without registering and booking online. Doctor was running 25 minutes late for my appointment. I can't reiterate enough how consistently rude and unhelpful the reception staff are.

✓ Good care but was left waiting for 45 minutes

Passive

Always late with appointments (today i had to wait over 30mins). It usually takes weeks before i can get an appointment