FFT Monthly Summary: March 2018

THE MISSION PRACTICE Code: F84016



SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
33	9	0	2	2	1	0	0	0	47	0	0

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

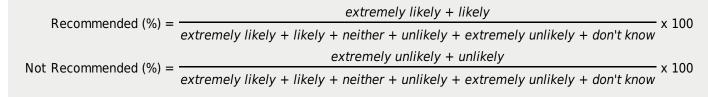
Surveyed Patients:	205						
Responses:	47						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	33	9	0	2	2	1	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	33	9	0	2	2	1	47
Total (%)	70 %	19 %	0 %	4%	4%	2%	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.

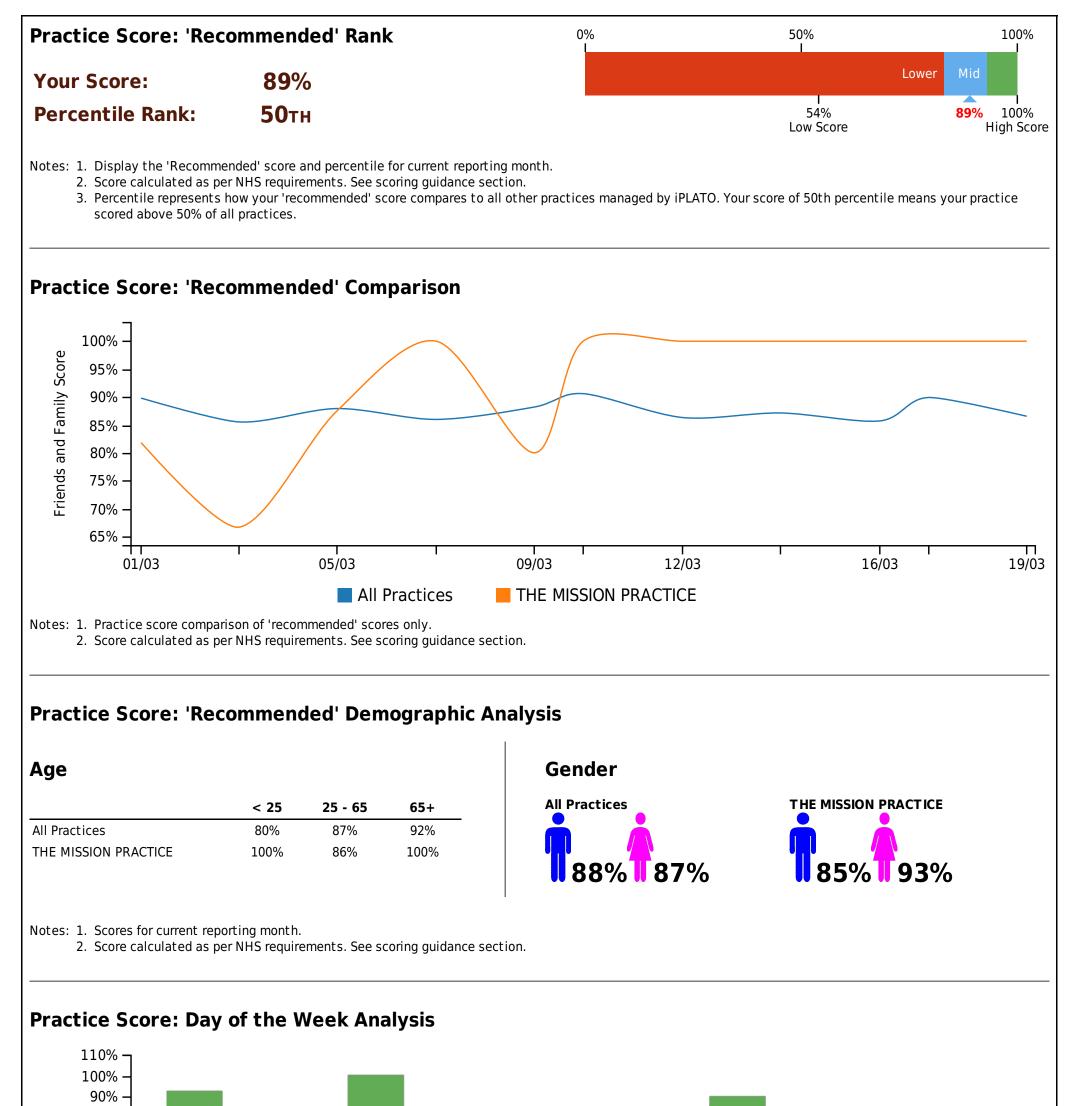
The percentage measures are calculated as follows:

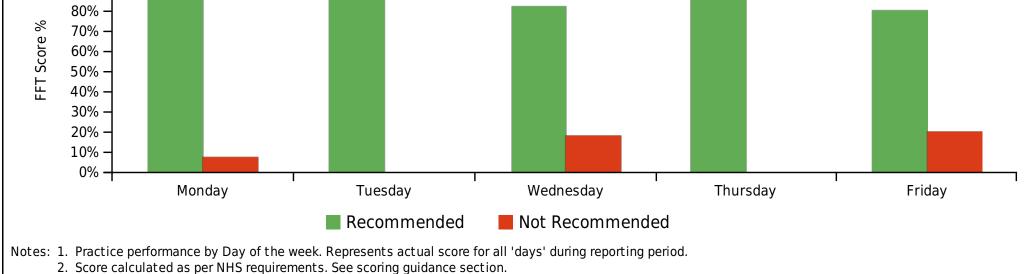


For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

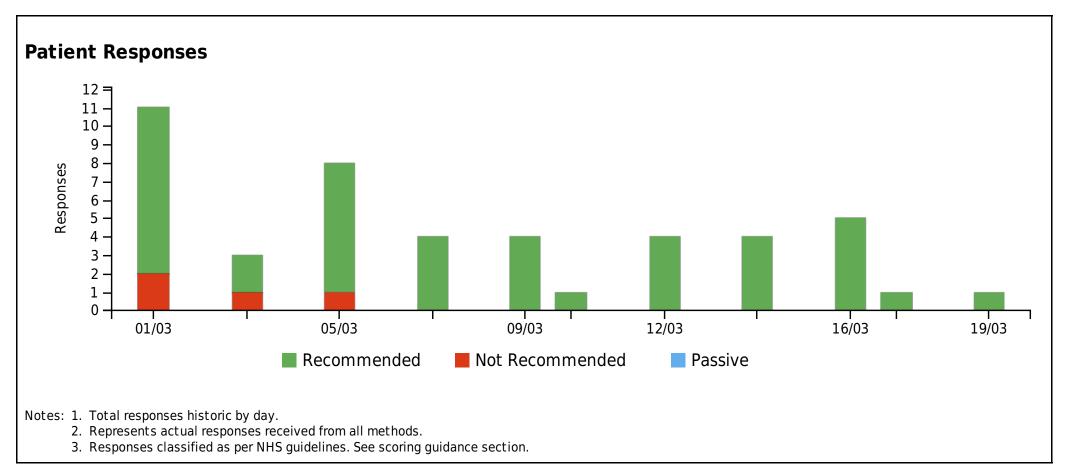
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring





SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary

Thematic

Tag Cloud

Reception Experience	2
Arrangement of Appointment	4
Reference to Clinician	17

- Notes: 1. Thematic analysis for current reporting month.
 - 2. Thematic analysis covers the most discussed themes by analysing 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.



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

- \checkmark I think most of the Dr's are very attentive and genuinely caring. Thank you
- ✓ Nurse v friendly and reassuring, and managed to find my veins first go! X
- ✓ All doctors and staff very good service I like this GP
- ✓ Friendly
- .its the best service at this practice.. drs and nurses and other members really show their care and support. i have had great support from the mission p@ion practice.@tice.
- ✓ Im very satisfied with the service
- ✓ Had an appointment and blood tests all on Saturday. Doctor and nurse were both excellent.
- ✓ The care. Given
- ✓ Because Dr Judith littlejohns was really supportive and easy to talk to.
- ✓ Excellent Im happy
- \checkmark Because the nurse put me right on a few things that I was doing wrong
- ✓ Dr Alba was so lovely, welcoming and just beyond brilliant! Couldn't recommend her more- plus every other doctor I have seen has been great too.
- ✓ Sorry 1
- Because the doctors are very good caring and explain everything to you to understand I would tell anyone to go to the mission practice
- ✓ Great care bug waiting time.
- ✓ Because all the treatment I have received has been first class.
- The care from the gp was great. Very supportive and gave valuable advice. The only downside is the waiting. We waited almost 1.30 minutes. Despite this t@his the care from gp was on point. @int.
- \checkmark It seems to me that their manners are decent and their services are good.
- \checkmark l've been with the practice all my 78 years never had a problem
- \checkmark The doctors show that they genuinely care about your needs.
- Excellent and personable nurse
- Easy to get appointment but usually feel the person treating me has no knowledge of my medical history so it feels like I am starting from scratch each time.
- Cleanliness, non-medical staff always smiling and friendly. Doctors and nurses always listen without clock-watching and give advise in a clear and com@d comprehensive manner.@nner.
- \checkmark i was given the appointment on the same day.
- / Falt lite way we in your weight to be also also also the way of

Felt like my pain was going to be checked out properly

Not Recommended

Difficulty/long wait getting an appointment with a named doctor
Doctors don't take you seriously. Too much of a chauvinistic attitude.

Passive