FFT Monthly Summary: May 2018

THE MISSION PRACTICE Code: F84016



SECTION 1 CQRS Reporting

	porting	E E T O O O	FFT004	FFTOOF	FFTOOC	FFT007	FFT000	FFT000	FFT010	FFT011	FFT010
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
31	9	1	3	0	0	0	0	0	44	0	0

SECTION 2 Report Summary

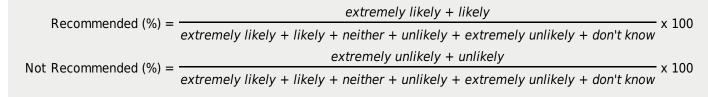
Surveyed Patients:	225						
Responses:	44						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	31	9	1	3	0	0	44
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	31	9	1	3	0	0	44
Total (%)	70 %	20%	2%	7%	0%	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.

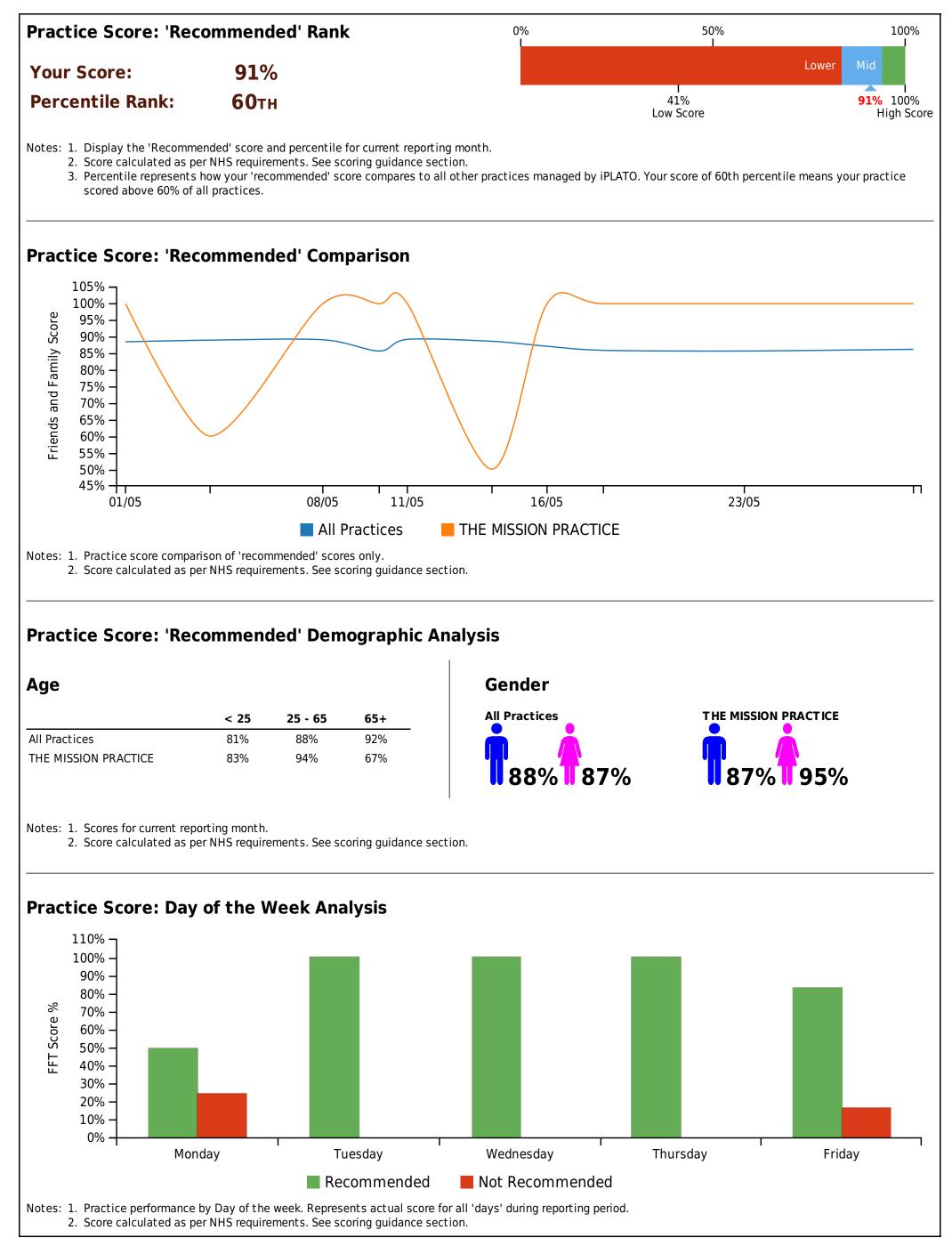
The percentage measures are calculated as follows:



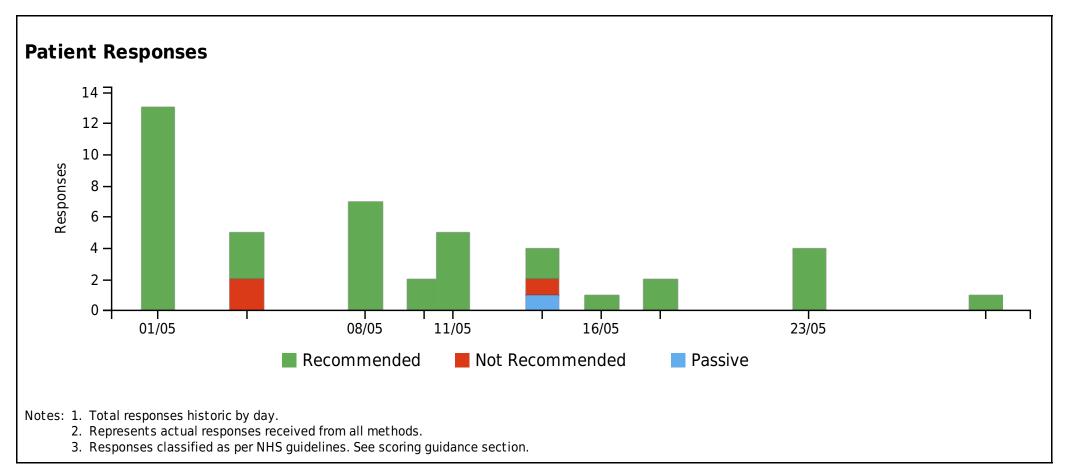
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Reception Experience	3
Arrangement of Appointment	2
Reference to Clinician	10

- 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

- ✓ Good fast service
- ✓ Always pleasant and polite staff
- ✓ Dr Emma Hawkins is amazing
- ✓ I was seen by a nurse then a doctor who were very professional and also I felt they genuinely care about my wellbeing.

Tag Cloud

- ✓ Even when running late you know that you will be getting the best care possible.
- ✓ Felt like the nurse I saw today took her time listening to my concerns & overall was happy with her advice.
- Every staff member (both clinical and administrative) I've dealt with have been helpful and courteous, the GP's I've seen recently have listened to my co@my concerns and suggested appropriate courses of action @tion
- ✓ Would have preferred if doctor had given me a physical examination.
- ✓ Never had anyproblems with the service, except too long await sometimes.
- ✓ Was seen on time,doctor took time in listening to my problems.
- ✓ Difficulty to get appointments. The wait can at times be too long. However it seems to be improving.
- The check in computer wasn't working. I tried 4 times and checking in at the counter. Also there was a bit delay which is happen sometimes I rather wait @wait and get a complete check so I don't have to come again soon like few years ago. @ago.
- The doctors that I have had have been brilliant. Very professional and helpful. Kirsty and Pieter have been great. Thanks both. Id highly recommend this @this practice.@tice.
- ✓ Stuff friendly and you get an appointment easily and fast.
- ✓The Dr are good when it comes to my medication, reception staff helpful.
- ✓ My experience was always good
- ✓ Sorry I didn't turn on the phone yesterday,You have excellent service
- XI received excellent service today, enthusiastic nurse, Smiley and very pleasant (definitely professional).

Not Recommended

✓I HAVE NOT CHOSEN AN ANSWER. I HAVE TAKEN THE TIME TO WRITE AND SAY WHAT I ACTUALLY THINK OF THE MISSION PRACTICE TODAY.

Passive