# FFT Monthly Summary: July 2018

The Mission Practice Code: F84016



# SECTION 1 CQRS Reporting

-	porting										
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
29	10	2	4	5	0	0	0	0	50	0	0

SECTION 2 Report Summary

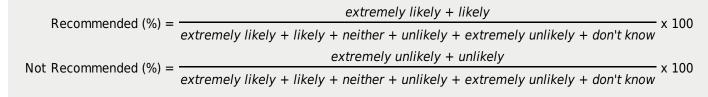
Surveyed Patients: Responses:	224 50						
•	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	29	10	2	4	5	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	29	10	2	4	5	0	50
Total (%)	<b>58</b> %	<b>20</b> %	4%	<b>8</b> %	10%	0%	<b>100</b> %

### **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.

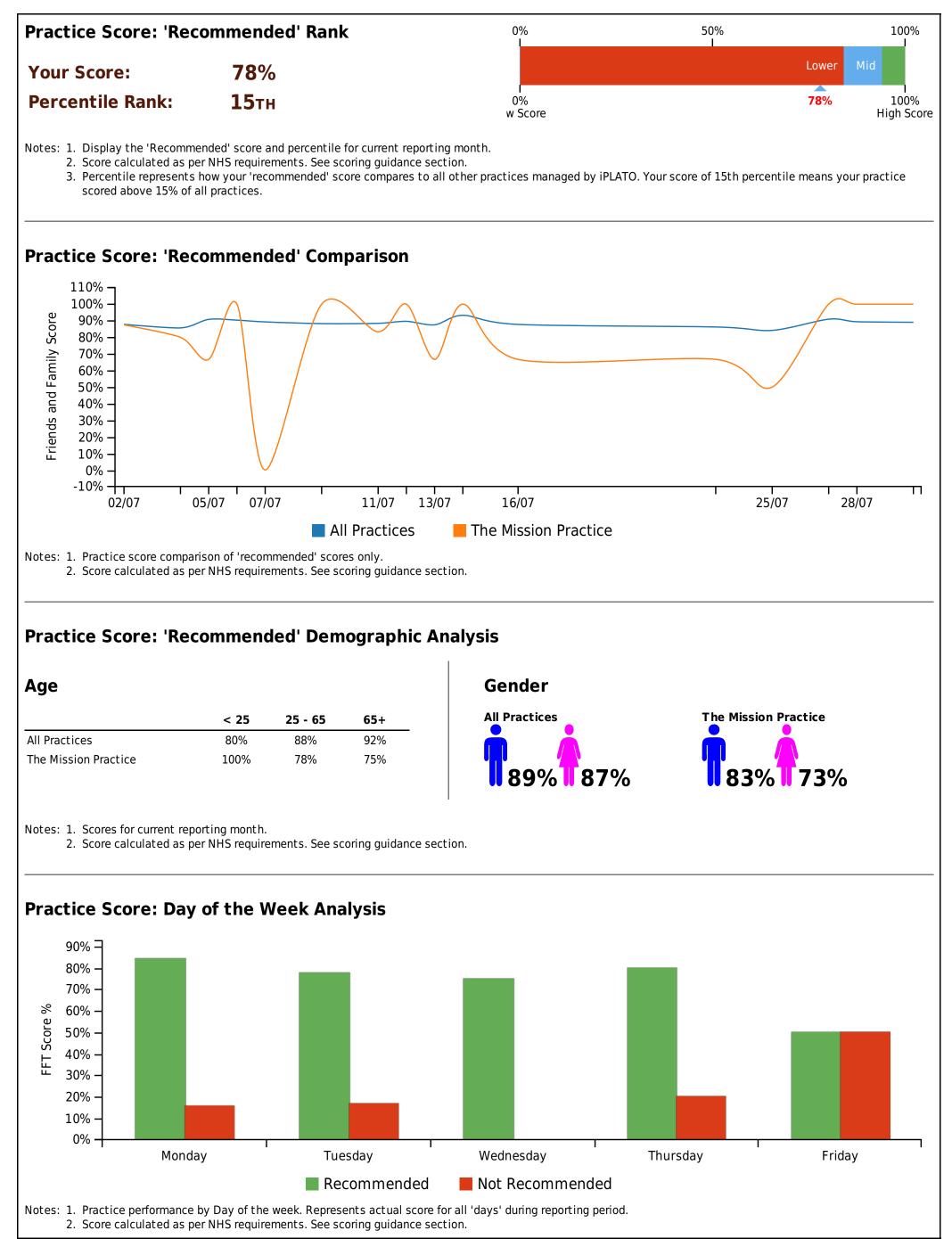
The percentage measures are calculated as follows:



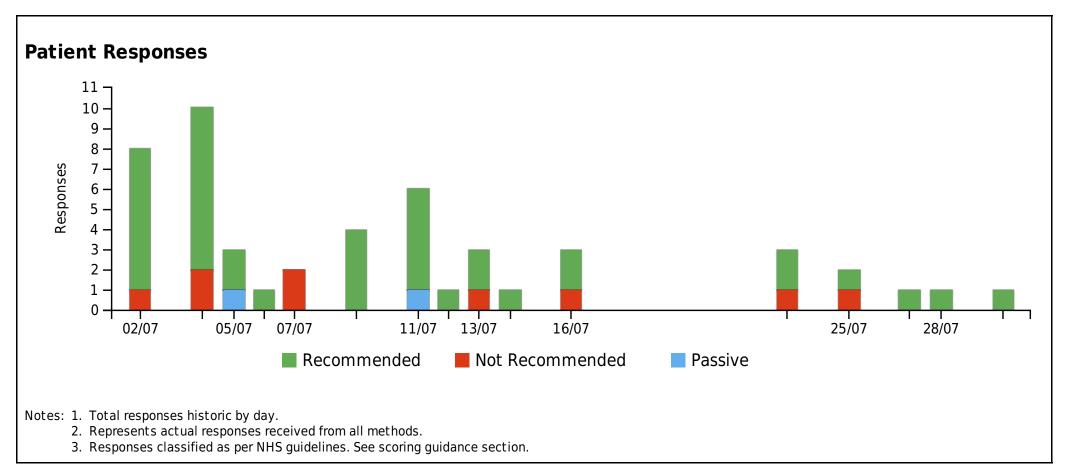
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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	8
Arrangement of Appointment	10
Reference to Clinician	8

- 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:  $\checkmark$  Consent to publish comment /  $\rarksim X$  No consent to publish comment

#### Recommended

- ✓ Waiting time for an appointment, on average 2 weeks
- ✓ it has always been my Surgery so I like the staff and facilities
- ✓ Doctors are great. It takes a long time to get an appointment though. Long wait. But thank you!
- $\checkmark$  Seen on time and made to feel very welcome and given listened to and given very good advice
- ✓The people are Great! But the place is run down and needs some renovation
- ✓ I have been with The mission practice since 1991, and have been helped with many situations, a caring practice , and I have recommended friends to the practice.
- ✓ Medical Staff were very friendly although, at times patients have to wait over 40 min before seen.
- Staff are friendly and.competent nurses and doctors are caring they put you at your ease and don't make you feel like your wasting their time
- ✓ Sometimes can't get an appointment
- I saw the diabetic nurse and was impressed she had read my computer notes and asked me about recent tests I had had. Very joined up I thought. Also unhu@ unhurried and friendly as is my Gp@my Gp
- ✓ Good service from doctors and nurses
- ✓ They do their best for me as a patient
- Friendly staff, knowledgeable
- ✓ Yvonne was lovely, and the service has been great. Was able to get a convenient appointment and started on time
- ✓ Listened to by my GP and referral back to clinic done while I was there.
- Professional treatment
- ✓ Very good service
- ✓ Good listening
- ✓ Good rapport.

XHave always found the Doctors kind and caring and the reception staff are helpful and polite.

#### Not Recommended

- They don't do as they promise and mess up my appointments
- ✓ Because it's hard to get a appointment .
- ✓ My appt was cancelled and my need is urgent so will now have try and get an emergency appt on Monday
- My mother who's a pensioner waited two hours to see a doctor on Friday 13/7/2018 after having her appointment changed three times plus the all New recept@eceptionist did not check her records properly and made my mother wait for so long. Not acceptable and a disgrace. The new staff does not have a clue nor any @ any compassion for the patients. @nts.
- Too long to answer a call as I was on hold for 18mins last Friday. Appointments are never on time and there are always the same unprofessional excuses fo@es for running late. Been with the mission practice for around 35 years. Since yve moved to the new address the service is abysmal @smal
- I know people at MP having been a patient for over 20 years. Staff also recognise me and greet which is important to me. I can put up with mistakes over @over online appointments and long waits to be seen so long as I'm treated kindly.@ndly.

#### Passive

- Reception staff are often rude. Takes too long to answer phone. Appointments not always convenient. It's ok offering an appointment at 3.15 if you @ you don't go to work
  @work
- ✓ No chance quick doctor