FFT Monthly Summary: June 2019

The Mission Practice Code: F84016



SECTION 1 CQRS Reporting

-	porting	E E T O O O	EET004	FFTOOF	FFT000	EET007	557000	FFT000	FFT010	FFT011	FFT010
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
28	12	2	1	1	0	0	0	0	44	0	0

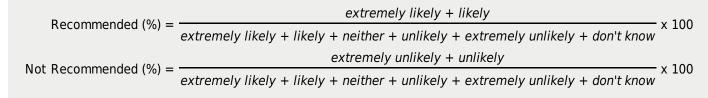
SECTION 2 Report Summary

Surveyed Patients: Responses:	215 44						
-	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	28	12	2	1	1	0	44
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	28	12	2	1	1	0	44
Total (%)	64%	27%	5%	2%	2%	0%	100%

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.

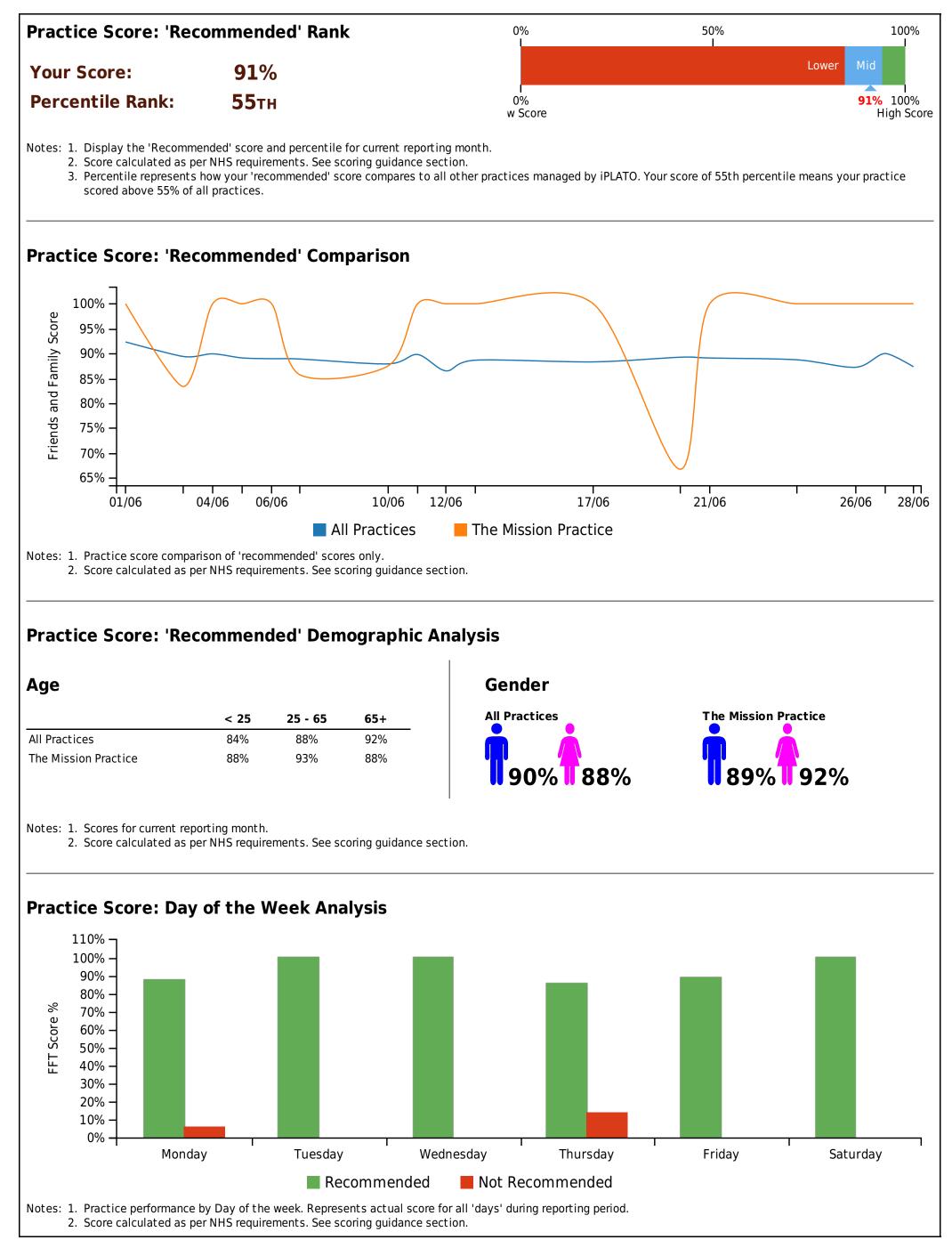
The percentage measures are calculated as follows:



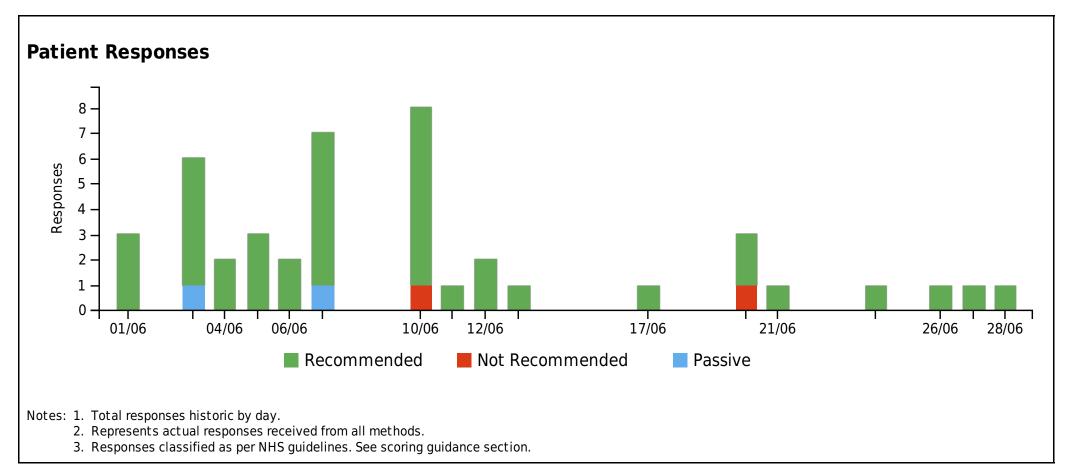
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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	3
Arrangement of Appointment	6
Reference to Clinician	9

- 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

- 1 Extremely likely. I would recommend the mission practice
- ✓ Dr Kennedy is the best GP
- It is a good practice and the staff there are welcoming and friendly unlike in some GP practices the Bengali receptionists tend to pretend they do not un@ot understand Bengali with certain age groups. They tend to think they are the Dr of the GP Surgery. @ery.
- ✓ Lovely people but the telephone service is challenging
- ✓ Very helpful.
- ✓ The doctor always explains things so I can under stand
- ✓ My appointment was prompt, on time, dealt with great courtesy and a smile. I left feeling good and well cared for.
- ✓ Friendly and professional service.
- \checkmark Mission Practice looks after me and my family very well and I am very grateful to them
- ✓ Dr Kennedy best doctor I have ever had
- ✓ Great doctors, but getting an apppointment should take less then 3 weeks, especially for non-routine appointments.
- ✓ Professionalism.
- ✓Excellent service
- The staff not to friendly better a couple of years ago
- \checkmark Helpful staff and prompt response to appointment request
- ✓ Getting an appointment proved almost impossible online or by phone. But when I did manage to see a GP the service was great.
- ✓ Every time I have seen a doctor I have recieved feedback and treatment that has been able to deal woth situation.
- ✓ Friendly, helpful, easy to book online
- $\pmb{\mathsf{X}}$ Everyone is so nice and helpful. The doctors and nurses are very caring.

X Great questions and information about symptoms, could pick up prescription immediately, thank you for the service

Not Recommended

 $\pmb{\mathsf{X}}$ No Family with same blood pressure fault.

Passive

Never can get an appointment when needed. Waiting to be seen is another issue, always delays. Some days I have to wait 45min to an hour to be seen
Dr Kennedy is a fantastic GP. Very person-centred and focused on working in partnership with patients to achieve the right outcome for each individual. B@al. But not all GPs at the practice have that skill. It can also be very difficult to get an appointment, and the appointment times are all the same length, w@th, which simply isn't realistic for people who are managing multiple long term conditions.@ions.