FFT Monthly Summary: September 2019

The Mission Practice Code: F84016



SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
34	10	0	0	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

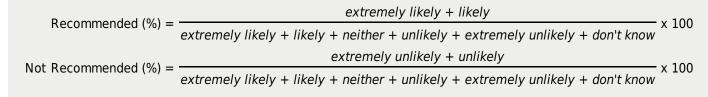
Surveyed Patients: Responses:	196 47						
Kesponses.	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	34	10	0	0	2	1	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	34	10	0	0	2	1	47
Total (%)	72%	21%	0%	0%	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.

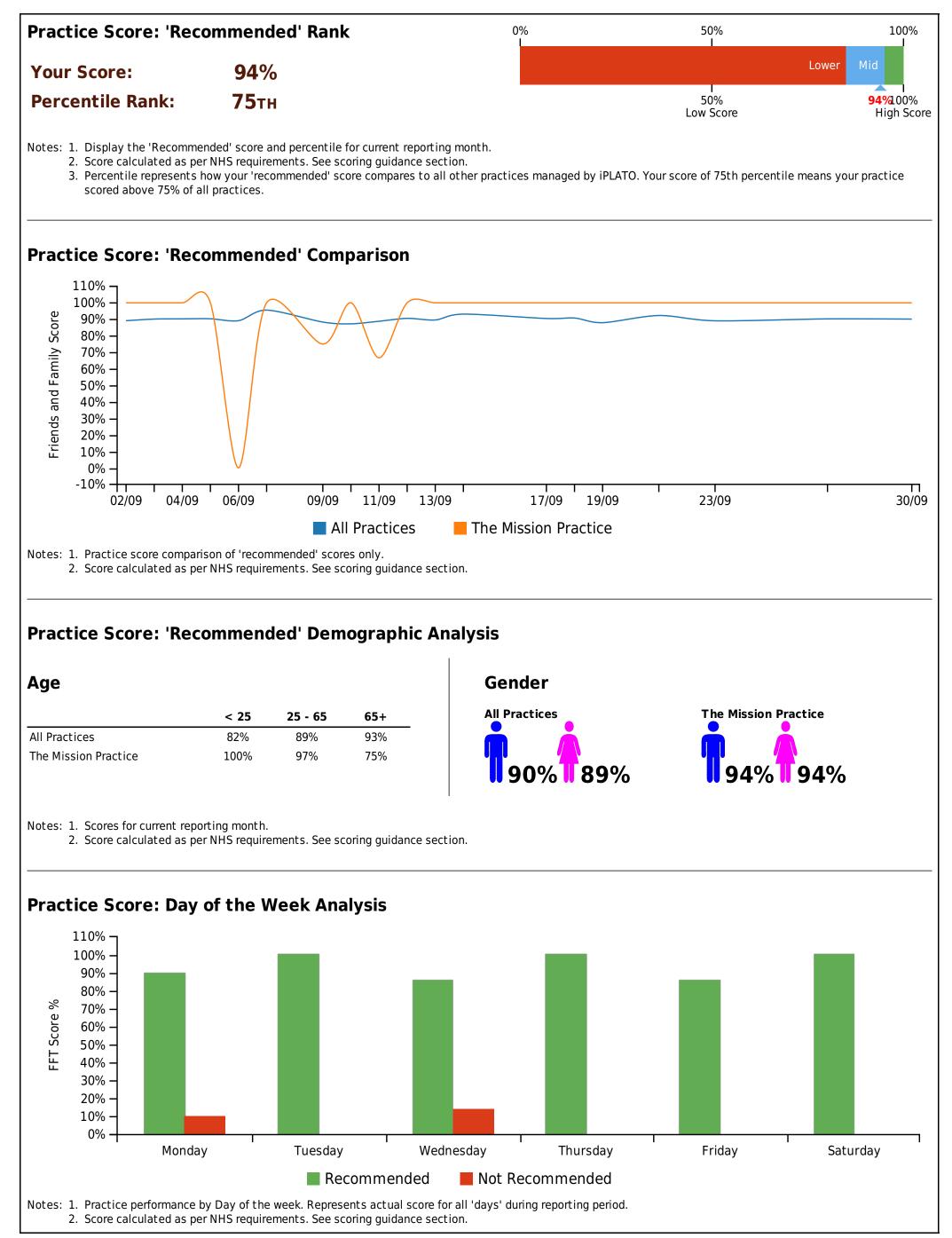
The percentage measures are calculated as follows:



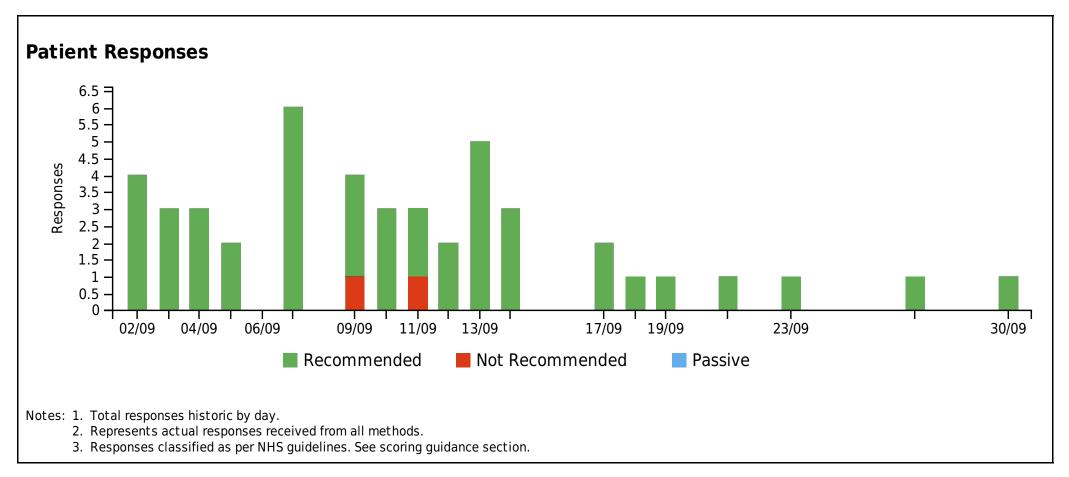
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Reception Experience	5
Arrangement of Appointment	4
Reference to Clinician	15

- 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

- Sinse I had my operation at the Royal London I have been going back to the Mission practice at least twice a week and the service has been top rate from @from the doctor to the person on reception. Thanks.@anks.
- ✓ The Nurse I saw was excellent
- The doctors are forward thinking and amazing.
- ✓ Always excellent
- ✓ All staff are friendly and helpful. self check in is good and text xt appointment reminders are great.at.
- The service is fair but not excellent which is in line with NHS GP services offered across the UK. Less waiting time for an appointment, and much more fl@re flexibility with specialist appointments would make the service better.@tter.
- ✓ Prompt, caring and outstanding service
- ✓ Very efficient practice and the doctor was extremely kind and helpful
- ✓Excellent doctors
- ✓ Doctors are lovely and very attentive
- The GPs at the practice are very attentive and do not rush you out ut of the door. They listen to you and give thorough advice. I've alwalways had a good experience with all of the doctors. My regular GP waswas not available however the GP i saw took time to read my history to to be able to advise me sufficiently. Second to none. e.
 Caring doctors
- I thought the advice from and interaction with the Dr. Was excellent. My only concern is how long it usually takes to get a routine appt usually approx@pprox 3 weeks. @eks.
- ✓ My GP (Fiona Kennedy) is wonderful.
- \checkmark On time very helpful and very polite new what she was doing
- ✓ Clarity of diagnosis, information, and next steps
- ✓I was seen promptly and the nurse was friendly and efficient.
- ✓ Really caring, thoughtful & helpful GP.
- My friend has been with you for 52 years ! And I must say I was impressed. I'm epileptic and my medication was sorted out very quickly, kind staff at rec@t reception and Jeff was a star@ star
- ✓ Patient, friendly and helpful staff on reception. Then doctor also listened to me and took time to treat me well.

XAlways been treated well

Not Recommended

(1) Attended for appointment and was told a receptionist had booked me to see someone who could not do the required appointment (baby 6 week review) and @ and I would need to cancel and rebook for another day. This was in fact incorrect but took 30 mins to resolve. (2) Receptionist called me when my baby was on@as one week old and I was in pain with post-birth complications to tell me I could not register my baby with the practice due to postcode and would have to fi@to find another practice. Again this was incorrect but took several calls and help from health visitor to resolve and was very distressing when sleep deprive@prived and in pain (3) Unable to book next set of baby immunisations (due in 4 weeks time) as told practice booking systems not working for bookings more than@ than 3 weeks in the future. All of this is on top of multiple problems with most previous contacts with reception and GPs at the practice. On a positive no@ve note, the nurses who have carried out baby immunisations and GP who did 6 week review in the last 6 weeks have been very helpful and kind. @ind.

Appointments have run late by over an hour several times.

Passive