# FFT Monthly Summary: March 2016

THE MISSION PRACTICE Code: F84016



# SECTION 1 CQRS Reporting

### **CQRS** Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
32	10	0	0	1	2	0	0	0	45	0	0

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service 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:	45						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	32	10	0	0	1	2	45
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	32	10	0	0	1	2	45
Total (%)	71%	22%	0%	0%	2%	4%	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:

extremely likely + likely

extremely unlikely + unlikely

Not Recommended (%) =

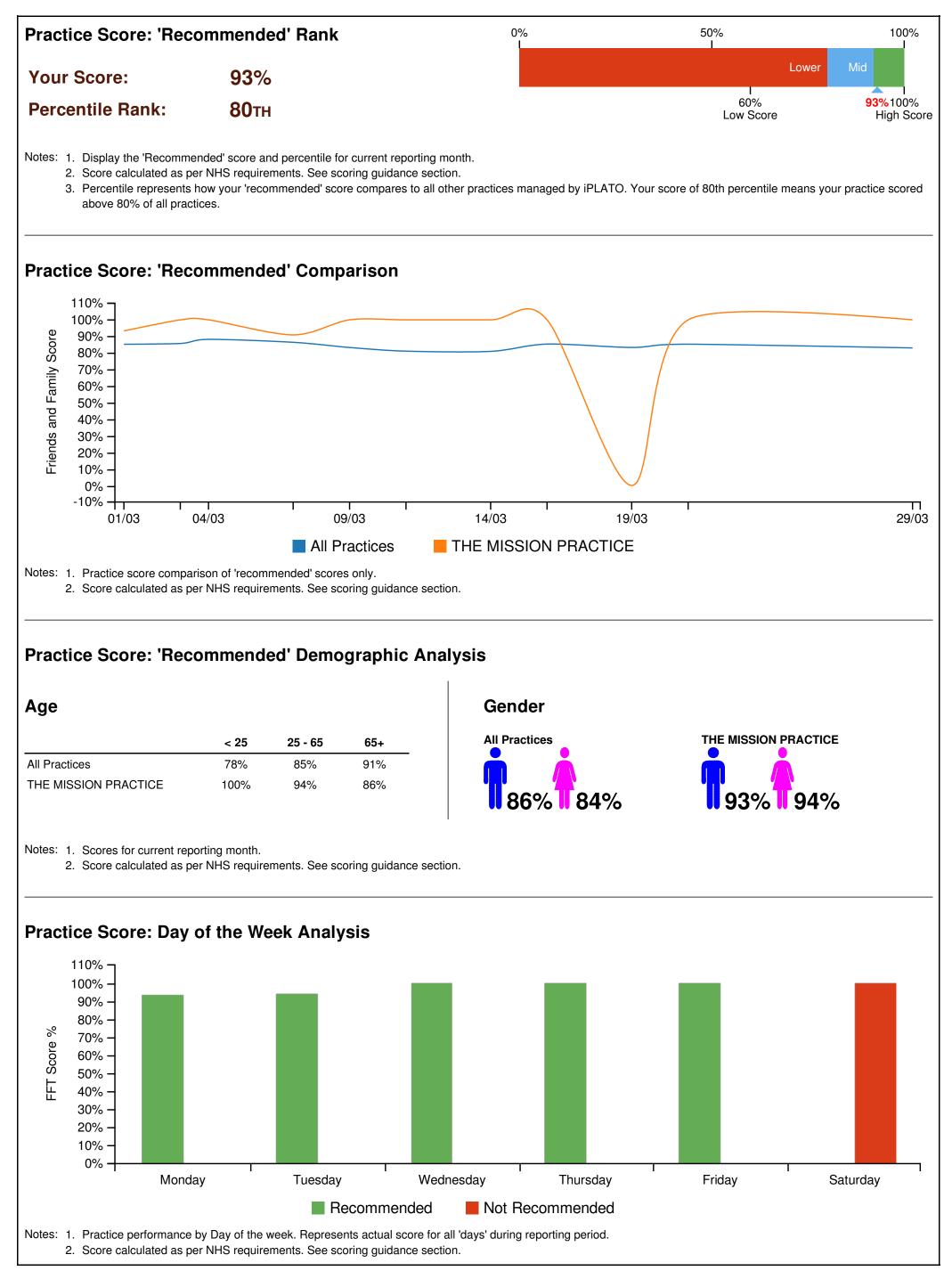
<del>-</del> x 100

extremely likely + likely + neither + unlikely + extremely unlikely + don't know

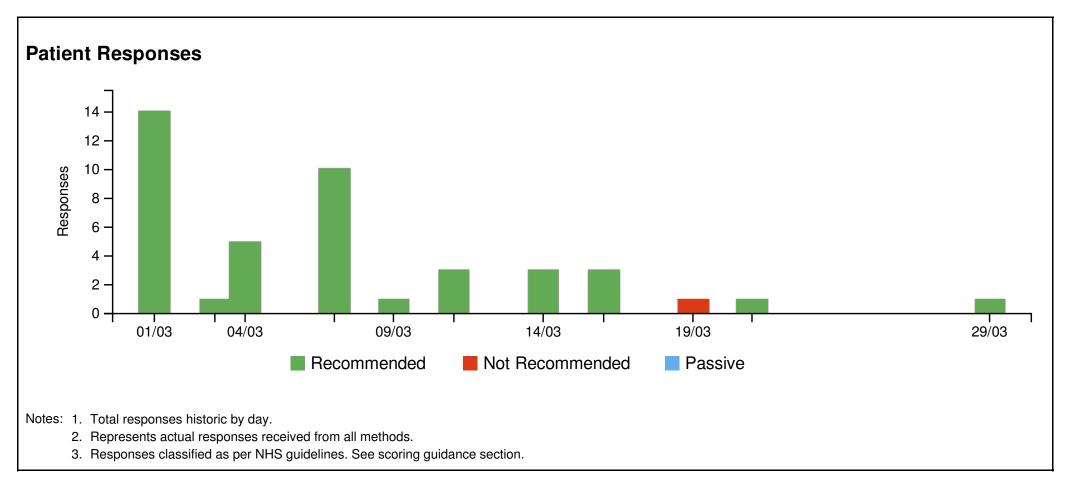
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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	L
Arrangement of Appointment	3	Suppor
Reference to Clinician	16	vulnerable of just professional velcome areat
<ol> <li>Notes: 1. Thematic analysis for cumonth.</li> <li>2. Thematic analysis cover discussed themes by an sentence fragements ar exhaustive analysis of a</li> <li>3. Tag cloud is rendered u used present participle verb, adverbs and adject word frequency is reflect</li> </ol>	s the most alysing d is not an I talking points. sing the most rerbs, gerund tives where the	voral istening Notes skillful important wonderful fast on ill new sometime now new new new new new new new new new ne

#### **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

- ✓ Its very hard to have an appointment
- ✓ Often have to wait too long for an appointment
- ✓ You have to wait up to 3 weeks for an appointment
- Punctuality and fast service

I've always received a wonderful service at the mission practice. The receptionists are friendly, positive & professional and the doctors & nurses are extremely kind and caring. In my experience they have always communicated with me as a human being and not just a number, which can sometime be the case in some nhs practices... When one is feeling

ill and vulnerable it's important to have a surgery you feel you can trust and turn to for support and I feel great knowing that I have the mission practice there for me.

- ✓ Very good care received
- The main reason is that, Emma Hawkins did everything in her power to help me and she has changed my life, by just listening to me. She is someone who enjoys her job and is not just there to make money to pay bills. She's someone who makes a difference.
- Excellent care provided by Dr Spronk
- ✓ My Gp. ALBA seems to be is such a supportive and caring human-being.
- ✓ Kind, professional, friendly care.
- ✓ Doctors and Overall service
- ✓ Great patient care from both doctors and nurses. I feel very cared for by this practice.
- ✓ My GP is knowledgeable & skillful, listens well so makes good, individualised decisions about my care.
- ✓ Excellent Christian doctors
- Excellent prompt service. Rang surgery yesterday afternoon. Was seen first thing and received the treatment I needed. Couldn't ask for more
- Very quick service specially one of receptionist wear scarf she served me very friendly manner also health care assistant she is also friendly I will recommend to all thanks
- ✓ Good service although some wait but this is to be expected.
- Efficient caring treatment.
- ✓ On time, friendly doctor and very helpful reception staff
- ✓ I'am now with new GP who listens and inspires. Also friendly staff.
- ✓I am happy with service that you give us at mision practiceLong may continue.
- ✓ Gentle approach

✓ I have always received an excellent service

✓ Great service and caring staff

Elizabeth Edwards

✓ Doctors and nurses are very friendly, the rooms are nice. Makes you feel welcome

✓ Doctor very helpful with my problem and very undersatnding xx

✓ Jackie is very helpful & doctors r nice.

✓ A good, efficient service with helpful friendly staff.

✓ GP was good but receptionist wasn't so good

✓ Wide range of skills and clinics. Good staff

#### Not Recommended

Passive