FFT Monthly Summary: April 2016

THE MISSION PRACTICE

Code: F84016



Section 1 **CQRS** Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
30	10	3	3	2	1	0	0	0	49	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: 178

49 **Responses:**

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	30	10	3	3	2	1	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	30	10	3	3	2	1	49
Total (%)	61%	20%	6%	6%	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:

Recommended (%) =
$$\frac{extremely \ likely + likely}{extremely \ likely + likely + neither + unlikely + extremely unlikely + don't \ know} \times 100$$
Not Recommended (%) =
$$\frac{extremely \ unlikely + unlikely}{extremely \ likely + likely + neither + unlikely + extremely unlikely + don't \ know} \times 100$$

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

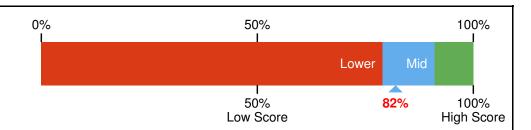
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 82%

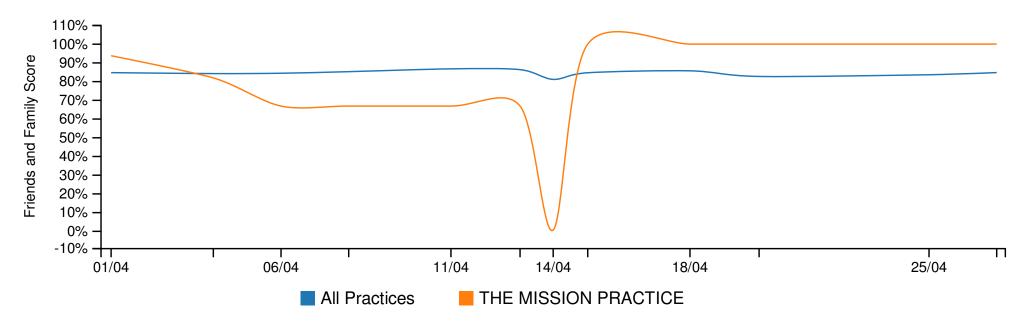
Percentile Rank: 35TH



Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

- 2. Score calculated as per NHS requirements. See scoring guidance section.
- 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age									
	< 25	25 - 65	65+						
All Practices	77%	85%	90%						
THE MISSION PRACTICE	67%	81%	100%						

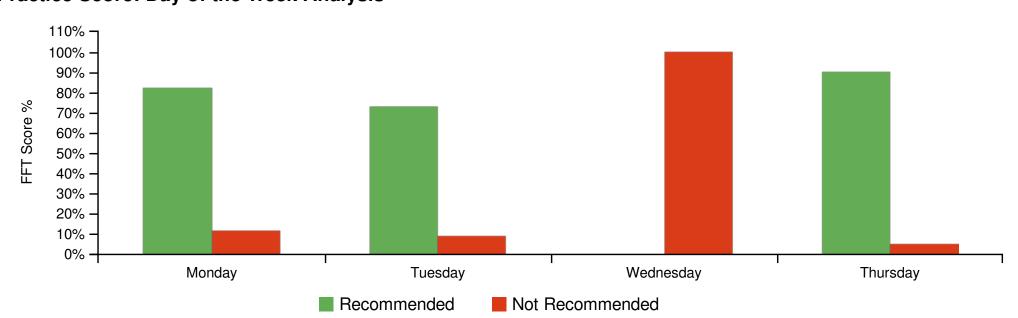




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

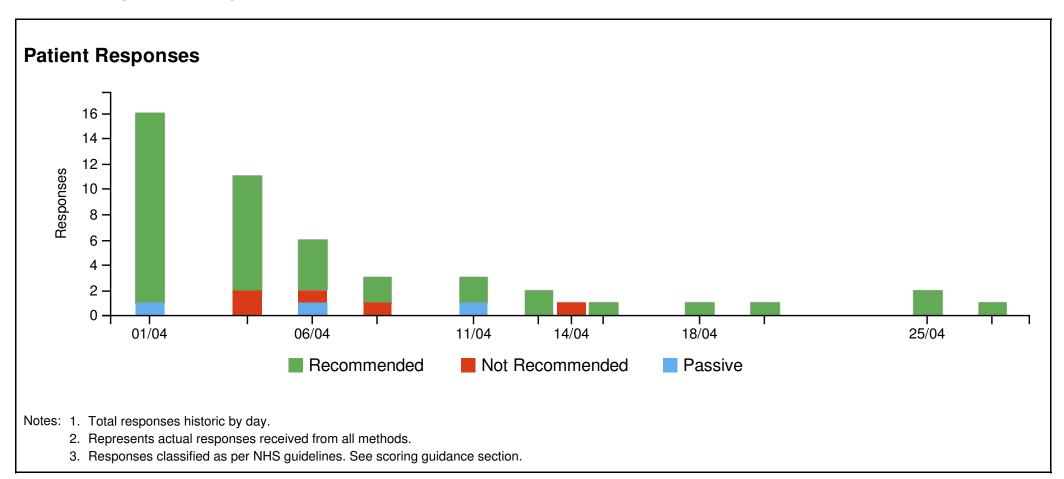
Practice Score: Day of the Week Analysis



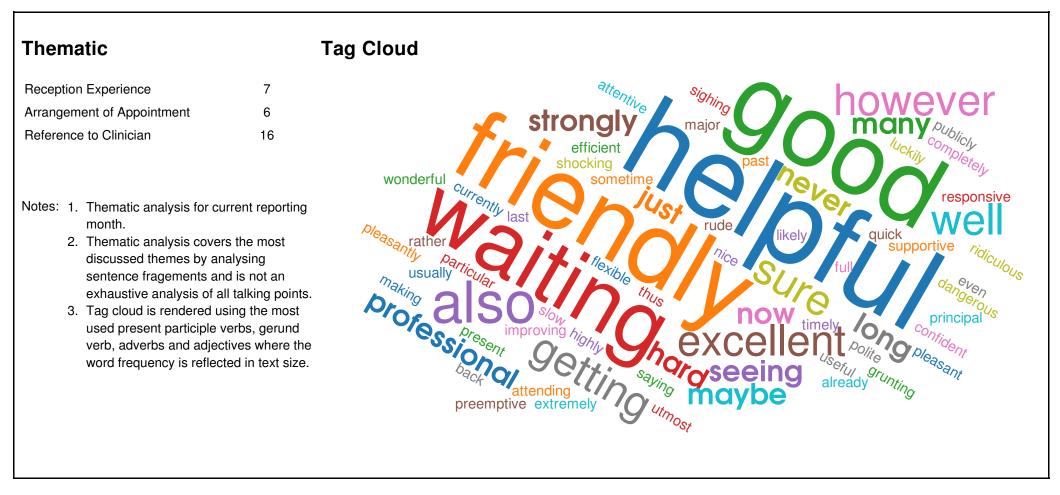
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



Patient Free Text Comments: Summary



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

- ✓ I felt like the doctor and nurse were excellent and my wellbeing was their priority. Reception staff also friendly and professional
- ✓ They are very friendly n i can get flexible time for my appointment always.
- ✓ I have been a patient of the Mission Practice since the 80s before it moved to the present premises! Thus my answer speaks for itself, and there has been a lot of improvement!
- ✓ Doctors always very good when seen. However major problem is not getting an appointment with no GP availability for 3 weeks at a time. Reception needs improving with staff trained to be more helpful and not just gatekeepers. Also useful and shocking to see how many appointments were missed in February. Given that it's so hard to get an appointment, can something be done to crack down on offenders if not already? Many thanks.
- ✓ That the gp I am currently seeing is very supportive and I feel he has my interests at heart, has time and listens to wot I'm saying.
- ✓ OK.In truth I'm strongly opposed to surveys of this kind. In particular the fact that they are, in all probability, computer generated & responses most likely analysed by a computer program. So now I rather wish I had'nt offered my 1st response. What I will say, (& it's completely 'of topic)' is that I'm very strongly in favour of a publicly funded NHS so woyld regard the implimentation of the TTIP agreement as profouly dangerous to that principal.
- ✓ Friendly front desk service plus doctors give you plenty of time to discuss all your concerns
- ✓ I was seen on time. However usually I don't see a doctor per appointment long waiting . Waiting time is an hour past appointment, service needs to improve.
- ✓ Doctor Foina Kennady n others doctors very good . receptionist s very friendly n helpful. Nurse s n other staffs very good. Friendly n helpful. . every about my health is sure can get n sort it
- ✓ Efficient and responsive
- ✓ The doctors and nurses at the practice are very friendly professional and helpful:)
- ✓ i have always had good care at mission practice
- ✓ Because u was listened to and highly satisfied.
- ✓ Alhamdulillah i like the way everyone cares.doctors,midwives,nurse,receptionist.
- ✓ Because the receptists are so helpful and polite. The nurses and doctors are always show concern and Isten
- ✓ Because it is a very good surgery and all very helpful
- ✓ Excellent and helpful service
- ✓ Because I've always had the best care and support I could wish for.
- ✓ I get always help
- ✓ I have been attending the practice for a long time now and I have always had good service
- ✓ Mission Practice has wonderful members of staff who gives utmost attention and care to patients. Where appointment cannot be booked timely, patients can be sure of getting a call from a doctor. Also the doctors are not preemptive but are very good listeners. All members of staff are couteous and friendly.
- ✓ The doctor (Dr Spiring) was very attentive, very helpfull, pleasant and freindly... however one way i would improve the service is for the reception staff to be more freindly and helpful.. maybe some customer service training to serve customers pleasantly and politley without grunting and sighing. Maybe also make sure they are well routined im the duties to carry out the duties competantly first time round.
- ✓ Nice person. Quick service
- ✓ Well i fink doctors surgerys r getting 2 full if people went elsewere it may even fings up a bit
- X Sometime we can't find appointment in right time
- X The care and services are excellent

Not Recommended

- ✓ 1. The phone line is never picked up when I need to call for emergency 2. Staff are rude and slow
- ✓ It is very hard to get an appointment. The waiting time is ridiculous
- ✓ They told me they'll call me between 17:15-18:15 and they didn't so I called the mission practice and they've told me they will call me in less than 1h. It's 19:19 and I haven't received the call. I'm waiting at my office as if I take the tube to home I won't have network. I'm extremely disappointed and I consider that making a patient waiting more than 2 hours for an scheduled phone call is disrespectful.
- ✓ 1. Lack of advice2. Questions expediated as another patient was waiting

