

FFT Monthly Summary: January 2022



Cartmel Surgery
Code: A82647

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
48	1	0	0	0	0	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:		83						
Responses:		49						
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		48	1	0	0	0	0	49
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		48	1	0	0	0	0	49
Total (%)		98%	2%	0%	0%	0%	0%	100%

Summary Scores

100% 0% 0%

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:

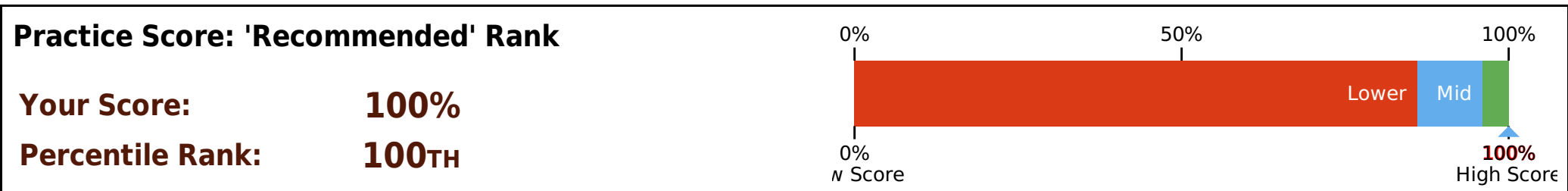
Recommended (%) = $\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$

Not Recommended (%) = $\frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$

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

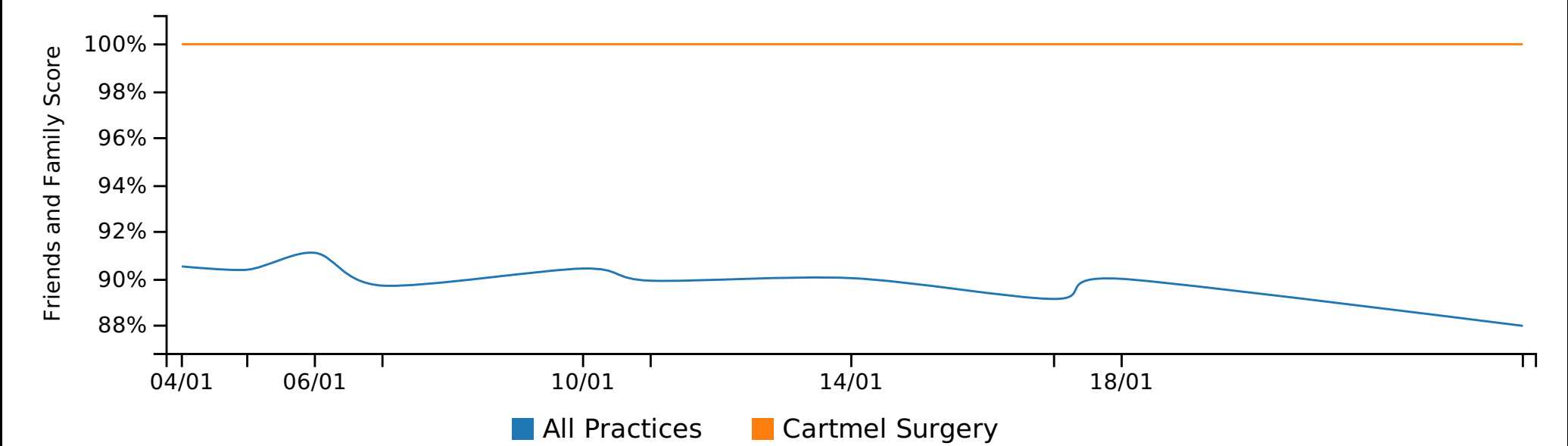
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3
Practice Scoring



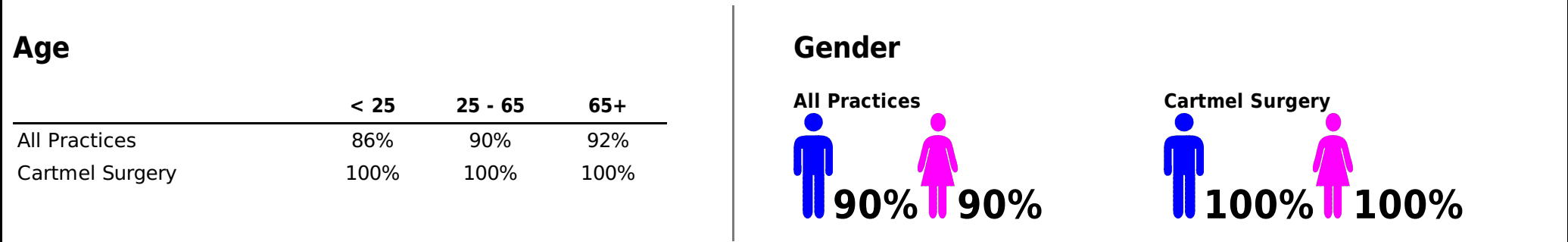
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 100th percentile means your practice scored above 100% of all practices.

Practice Score: 'Recommended' Comparison



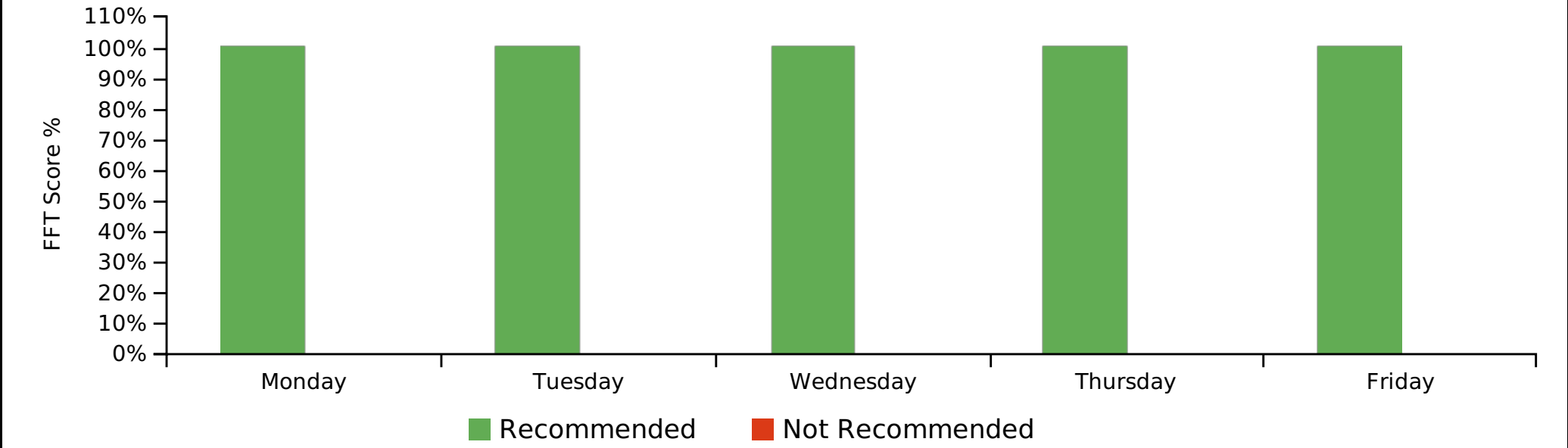
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

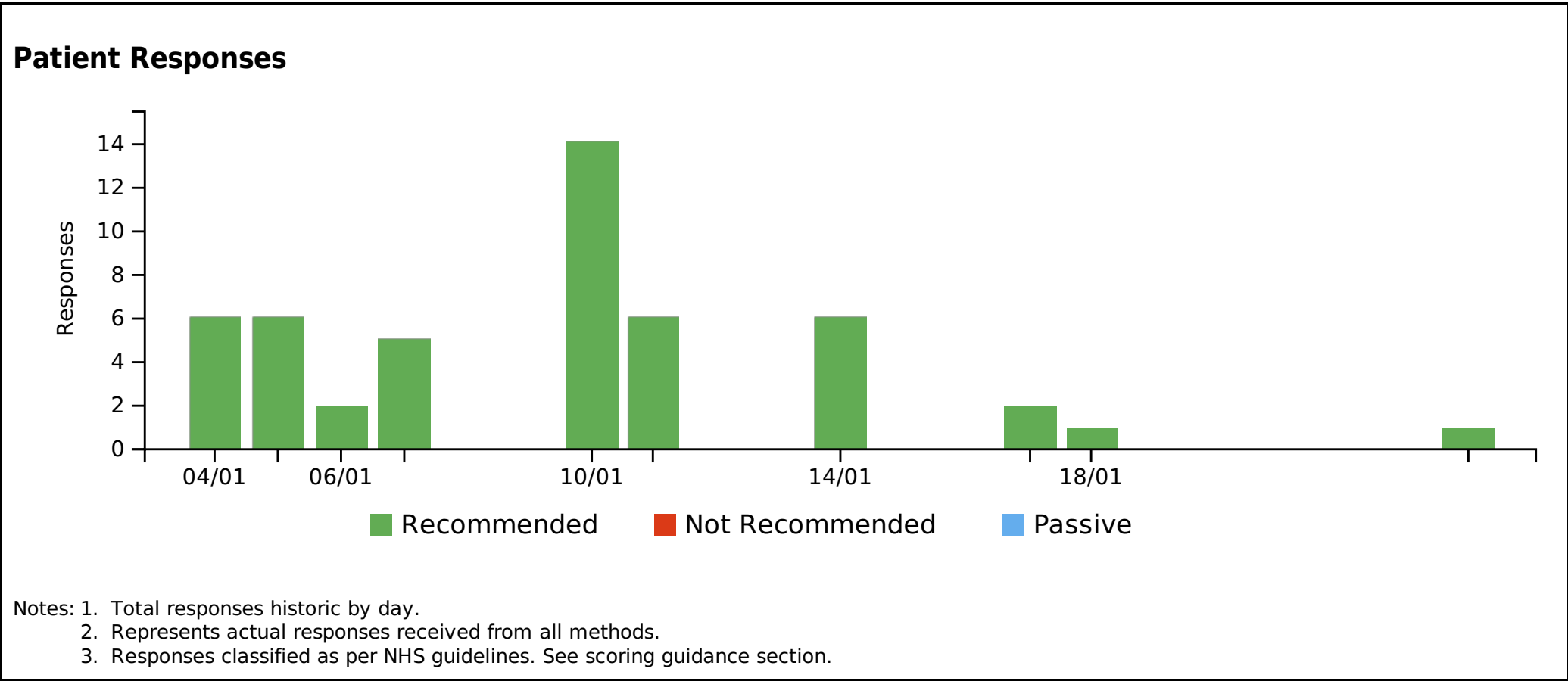
Practice Score: Day of the Week Analysis



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



SECTION 5

Patient Free Text Comments: Summary

[illegible]

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

- ✓ Because they are very good
- ✓ *Very efficient, helpful, thoughtful, friendly excellent staff. I cannot praise them highly enough*
- ✓ Courteous, informative and professional
- ✓ *Accessible and reassuring.*
- ✓ Very understanding and easy to talk with nurse.
- ✓ *As always made to feel comfortable and in good hands.*
- ✓ Because everyone who works there - from receptionists to pharmacists, from nurses to doctors - is always so friendly and helpful. I am always able to make an appointment or get advice when I need to. Nothing is too much trouble and I feel extremely fortunate to have such a wonderful local GP surgery. Thank you.
- ✓ *Staff are always a pleasure, nothing is ever too much trouble. The doctors are personable and knowledgeable. They instill confidence. Appointments are flexible and accommodating. An excellent surgery.*
- ✓ Fantastic practice and service.
- ✓ *The time I've used the surgery the whole team are very friendly and professional over all areas and never let you walk away worried.*
- ✓ Friendly, helpful informative staff, put me at ease when having bloods
- ✓ *Because all staff are very welcoming, pleasant and helpful and the consultation was very thorough.*
- ✓ Efficient, friendly and professional service
- ✓ *I have always found all of the team at the surgery most helpful. I like the fact that I can get early appointments, as I still work. Also great I can pick up prescriptions on way home as open until 6. Have received excellent care from doctors, through out pandemic.*
- ✓ You are always treated with a nice welcome and the GP takes time to listen to you. Superb surgery. Well done Cartmel surgery.
- ✓ *Everyone we see at the surgery are professional, kind and genuinely helpful and interested in providing exceptional care , it's wonderful ***** 5 star care*
- ✓ Simply answered! We are always treated with excellent care, kindness and courtesy whatever our needs by all the staff!
- ✓ *Friendly receptionist. Was seen on time, very caring and understanding doctor, very efficient dispenser /pharmacy. Surgery very clean and tidy.*
- ✓ It is nice to know but help is close to hand they are always very helpful
- ✓ *Because my experience was very good!!*
- ✓ Excellent experience all round. Went in early, HCA very pleasant and took my blood so gently I actually felt nothing at all.
- ✓ *Because we always get the best treatment you can give the best every time*
- ✓ I always feel listened too and never rushed.
- ✓ *Same day appointment, was able to discuss 4 different problems with an action plan for them agreed.*
- ✓ As usual, the time, patience and genuine care given to my frail 91 year old Mum were exceptional. Thank you once again!!
- ✓ *Polite friendly staff and efficient service*
- ✓ Straight in to my appointment and the nurse was professional but with a caring manner.
- ✓ *Everyone is very helpful & appointment on time*
- ✓ Dr Aileen and Nurse Sarah were so lovely with me, went above and beyond, knew I was anxious and worried. I got a phone call from Dr Aileen and an appointment to come in. She put my mind at rest. Thank you so much x
- ✓ *Clean safe friendly environment with lovely staff and doctors*
- ✓ Dr Stern was so kind and understanding, which I appreciated very much. Thank you
- ✓ *The doctor was extremely understanding and very helpful. Thanks Louise*
- ✓ Dr Colclough is a great doctor. She listens and takes my instincts and thoughts into consideration.
- ✓ *Dr Julie is kind and thoughtful and nothing is a problem*
- ✓ Because in the short time I've been a patient at the surgery they have all been extremely helpful
- ✓ *Dr Julie really listens and makes you feel comfortable.*
- ✓ Friendly, professional staff. Supportive and helpful care. Overall a fabulous GP practice
- ✓ *Very happy with all aspects of the visit*
- ✓ Excellent service as always. Staff very courteous and friendly. Always helping me to feel at ease.

Not Recommended

