

FFT Monthly Summary: June 2020

Cartmel Surgery
Code: A82647

SECTION 1 CQRS Reporting

CQRS Reporting




FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
49	1	0	0	0	0	0	0	0	50	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:	88						
Responses:	50						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	49	1	0	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	49	1	0	0	0	0	50
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:

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

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

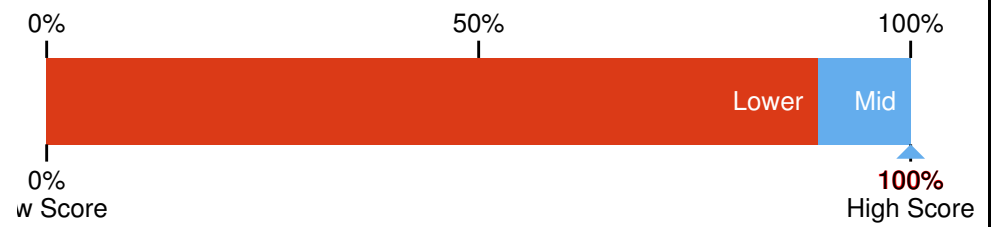
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 100%
Percentile Rank: 100TH

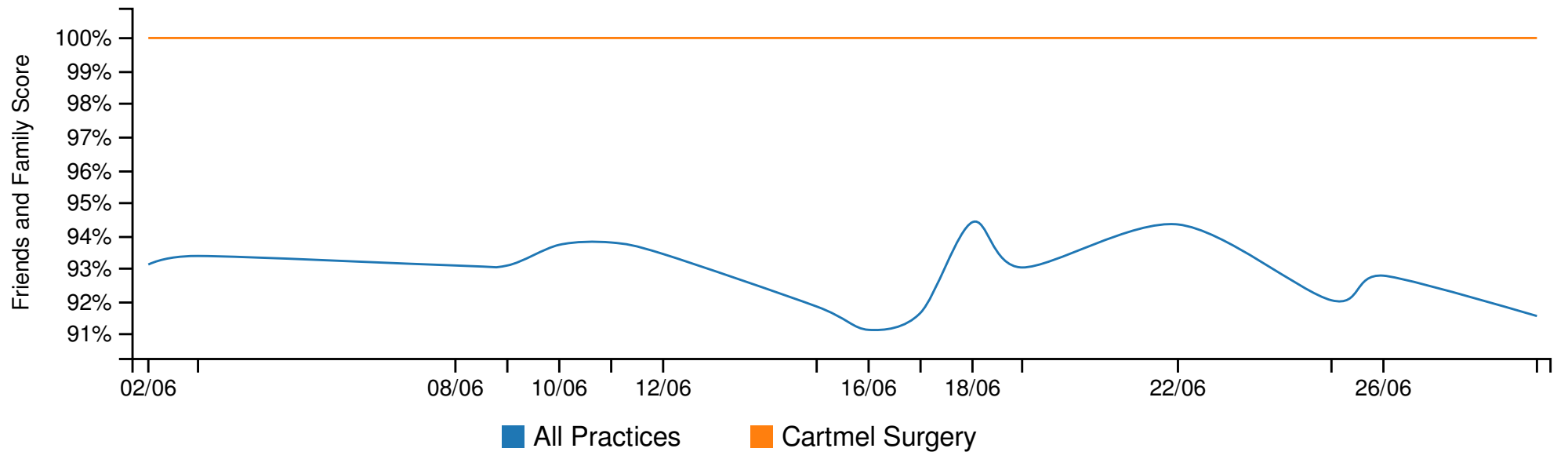


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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.

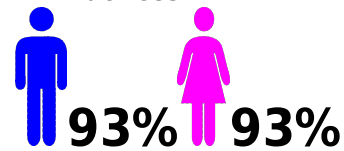
Practice Score: 'Recommended' Demographic Analysis

Age

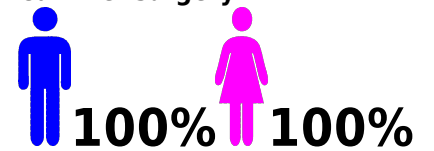
	< 25	25 - 65	65+
All Practices	92%	93%	95%
Cartmel Surgery	100%	100%	100%

Gender

All Practices



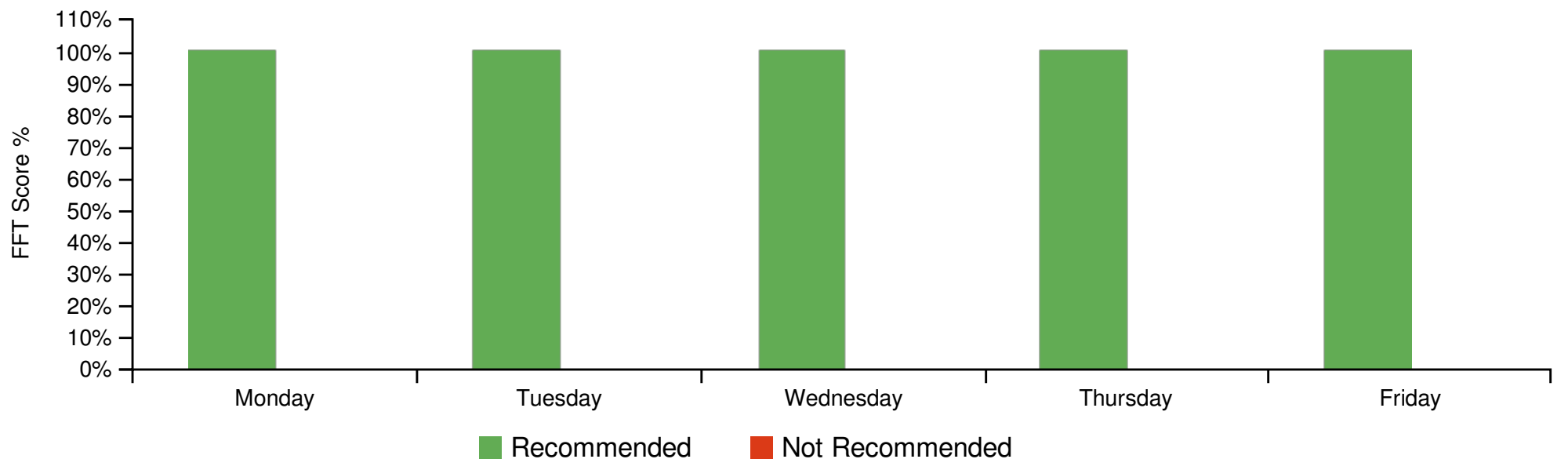
Cartmel Surgery



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

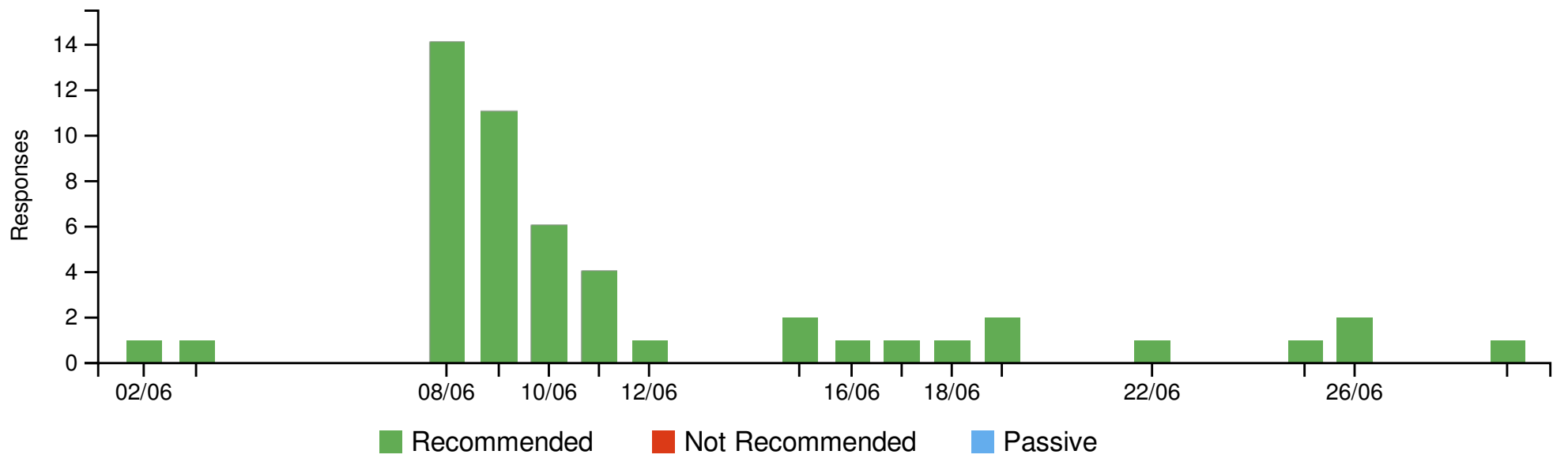


Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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

SECTION 4 Patient Response Analysis

Patient Responses



- Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

SECTION 5

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

- ✓ Kind and helpful staff make me feel secure and safe and looked after
- ✓ Questions answered and prescription ordered with same day call back from doctor after receiving my email. Thanks
- ✓ Friendly staff and efficient.
- ✓ confidence in the surgery & staff...
- ✓ Very helpful chat with the GP, listened carefully to what I was saying and hopefully a sensible outcome
- ✓ Friendliness & really helpful. Availability of appointments. Caring atmosphere in surgery. All excellent.
- ✓ All members of staff are extremely efficient .
- ✓ As usual kindness and proficiency was excellentThank you
- ✓ Always have professional and compassionate help. Much appreciated!
- ✓ I saw nurse Karen who was so warm and kind I felt completely relaxed. She talked to me like a friend and it put me at ease
- ✓ Dr Julie is kind considerate & takes time to listen and all the other staff are wonderful.
- ✓ Excellent service
- ✓ The care and professionalism I received from the nurse was fantastic!
- ✓ Kind, caring and professional staff
- ✓ Always keen to help in a professional manner
- ✓ Cartmel gps are fast efficient and very courteous, always 10/10 service
- ✓ The service was efficient and easy to use. Thanks
- ✓ Dr Julie is smashing and the best gp I've seen she is undertaking takes time to listen and extremely professionally
- ✓ All staff are brilliant at their jobs, and highly professional.
- ✓ An excellent surgery. Well organised. Pleasant doctors who listen and care, and include patients in treatment plans. If matters are urgent patients can a@can always get an appointment for surgery or telephone consultation.@tion.
- ✓ Good service
- ✓ Professional, effective, friendly service.
- ✓ Best doctors I have been used and dr julie just amazingly caring All doctors and staff are great.
- ✓ Never have to wait long. Always cheerful service from all staff.
- ✓ Can always get an appointment quickly if needed plus staff always pleasant
- ✓ Excellent clinical care from a kind and understanding doctor.
- ✓ Coz u r all lovely nothing is to much trouble and u r helpful and kd k
- ✓ Very efficient and friendly
- ✓ I think I get excellent service from the practice. I couldn't ask for anything more.
- ✓ Friendly efficient service
- ✓ Because I always get a great service from the receptionist Doctors and nurses always easy to get an appointment excellent Doctors
- ✓ Staff and doctors all lovely people. Pleasant and accomodating. VerVer
- ✓ Very efficient and courteous staff, full Covid 1900 protective regulations observed. Best Surgery in South Cumbria!
- ✓ Excellent service

Not Recommended

Passive