FFT Monthly Summary: February 2020

Cartmel Surgery Code: A82647



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
26	1	0	1	0	0	0	0	0	28	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: 54

Responses: 28

	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	26	1	0	1	0	0	28
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	26	1	0	1	0	0	28
Total (%)	93%	4%	0%	4%	0%	0%	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:

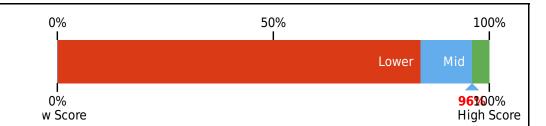
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3 **Practice Scoring**

Practice Score: 'Recommended' Rank

96% **Your Score:**

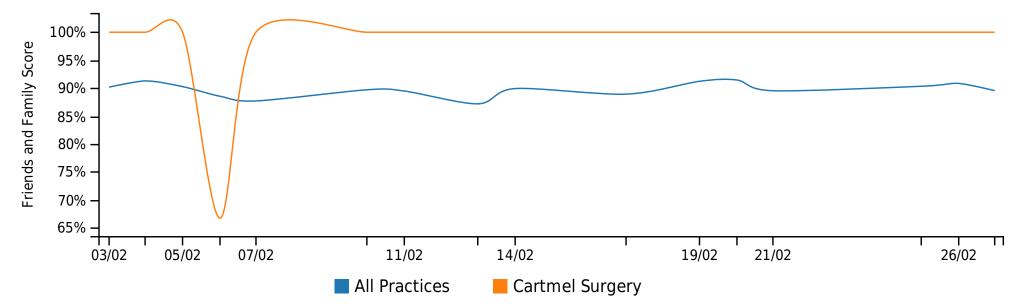
Percentile Rank: 75тн



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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



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

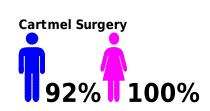
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	89%	94%
Cartmel Surgery	100%	94%	100%

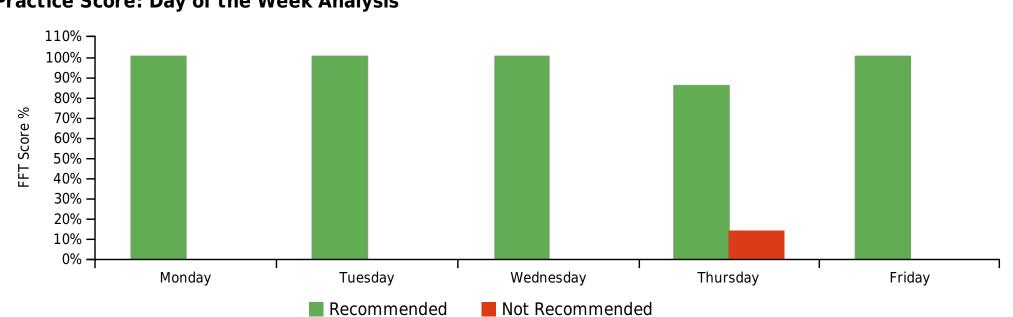
Gender **All Practices**



Notes: 1. Scores for current reporting month.

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

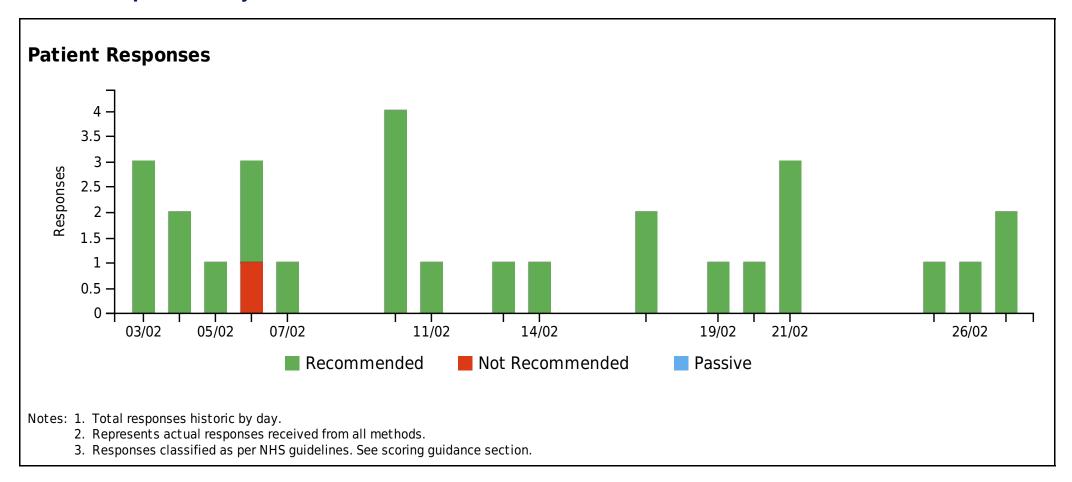
Practice Score: Day of the Week Analysis



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

Thematic	Id	g Cloud
Reception Experience	1	
Arrangement of Appointment Reference to Clinician	1 5	
Notes: 1. Thematic analysis for comonth. 2. Thematic analysis cover discussed themes by an sentence fragements and exhaustive analysis of points. 3. Tag cloud is rendered unused present participle verb, adverbs and adject word frequency is reflect size.	ers the most nalysing nd is not an all talking sing the most verbs, gerund ctives where the	ex

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

- ✓ Always treated with expertise and courtesy
- ✓ Friendly and welcoming
- ✓ Always very caring and attentive.
- ✓ Approachable GP, felt very comfortable despite talking about very personal health issues
- ✓ Fantastic GP surgery, we are very lucky to have it, Thank you to all.
- ✓ Excellent service
- ✓ Because the surgery is so welcoming & everyone is kind, caring, communicative & efficient. A happy place to visit. DEE
- ✓ Everything about the consultation! where do I start!...GP looked pleased to see me,listened carefully to what I was saying,answered with just the right a@ght amount of detail,took seriously my comments on pain symptoms and immediately acted,giving advice where needed,always dishes out her comments with humour,s@our,sees the pain tear coming and passes box of tissues-so then I didn't need it!,read my first question upside down on my check list of questions I had to a@ to ask before I'd said a word!,made me feel she could answer everything I asked her,do you need any more!!...I suppose she made me feel better in that if I w@f I wasn't sleeping because of pain,there were things I could take to improve pain relief and of course I felt exhausted with lack of sleep.Kindness,reassuran@surance,a really listening ear,practical solutions and welcoming.Chris Oatway@atway
- ✓ Good care
- ✓ Excellent Staff.
- ✓ The welcome is usually great, the treatment is always given with a smile and a caring attitude and appointments are readily available.

Not Recommended

✓ GP- is GP no oncologist. Stop giving vrong diagnosy.

Passive