

FFT Monthly Summary: July 2020



Cartmel Surgery
Code: A82647

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
17	0	0	0	0	0	0	0	0	17	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:	38						
Responses:	17						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	17	0	0	0	0	0	17
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	17	0	0	0	0	0	17
Total (%)	100%	0%	0%	0%	0%	0%	100%
Summary Scores							
<div><div> 100%</div><div> 0%</div><div> 0%</div></div>							

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

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

0%

50%

100%

0%w Score

Lower

Mid

100%High Score

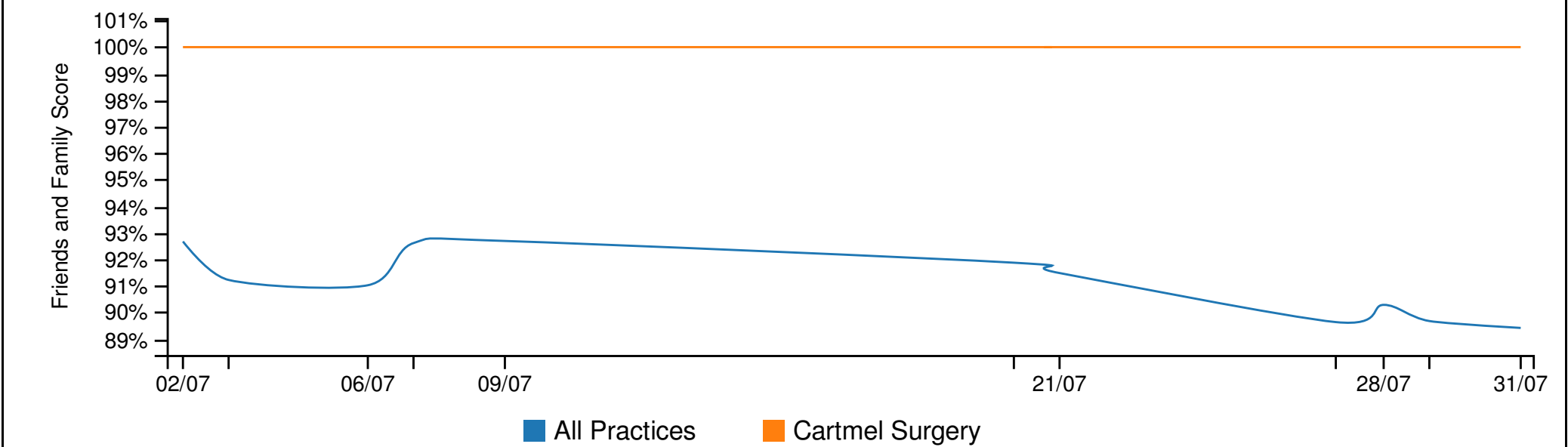
Notes:

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	86%	91%	93%
Cartmel Surgery	0%	100%	100%

Gender

All Practices

91%

91%

Cartmel Surgery

100%

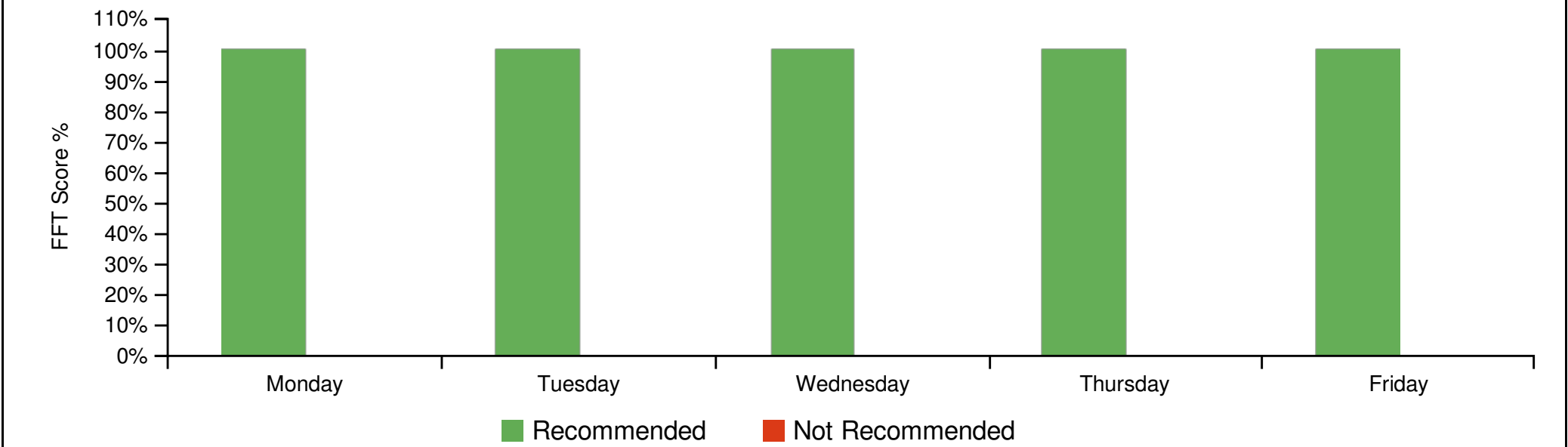
100%

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



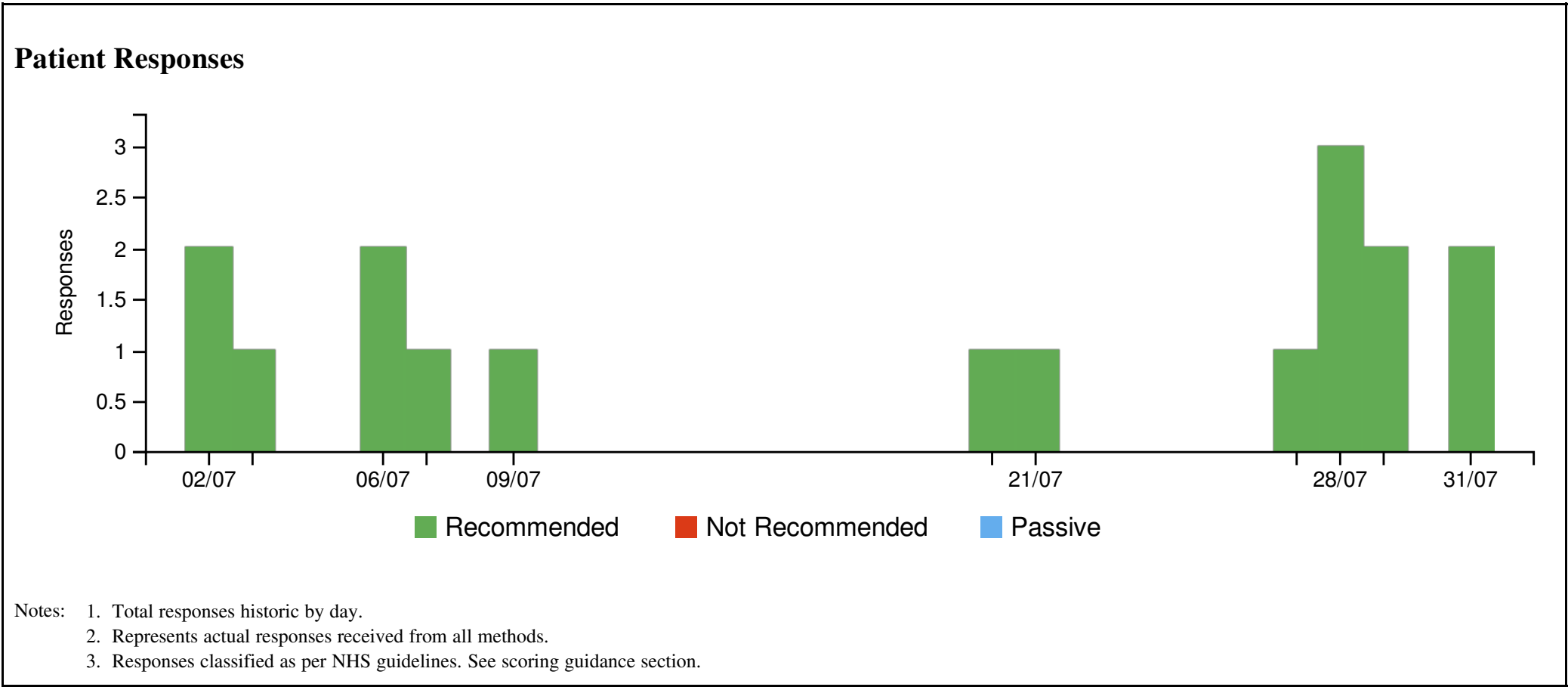
Notes:

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.

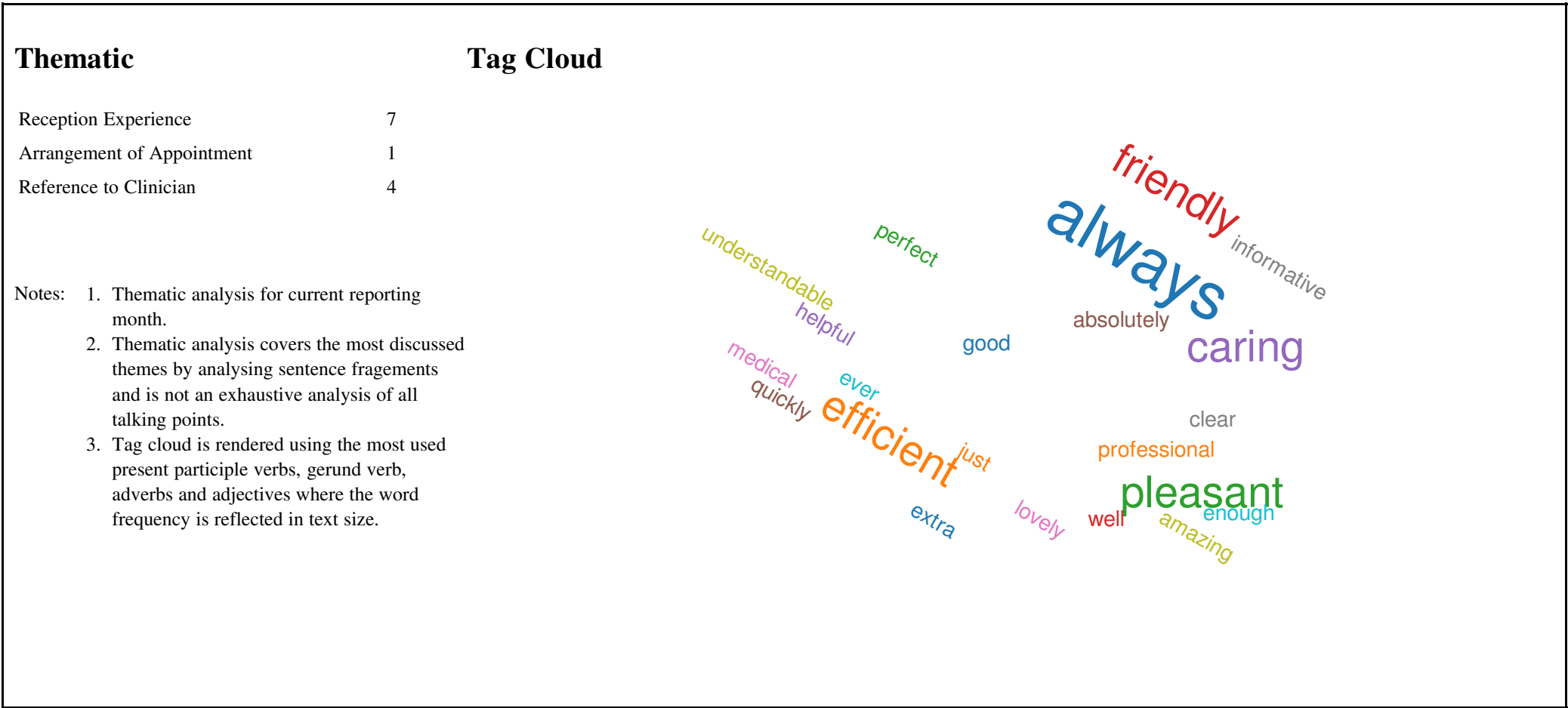
SECTION 4

Patient Response Analysis



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

- ✓ Nurse Karen was absolutely lovely, very informative and made me at ease
- ✓ Efficient and pleasant service
- ✓ All the staff go above and beyond they are all amazing . I can't praise them enough
- ✓ Drs & staff all go the extra mile & treat everyone with respect. No No
- ✓ Everything and everyone is just perfect
- ✓ Very well organised, very pleasant and very efficient staff.
- ✓ Efficiency of all staff that I came into contact with and their friendly caring manner.
- ✓ Very satisfied with my service/treatment
- ✓ Very helpful staff/doctors . Do their best to get you an appointment quickly.
- ✓ Staff always friendly. Medical advice always provided in a clear and understandable form.
- ✓ Because of the caring attention I have been given by Dr Stearn & Dr Julie followed by the kindness of the other members of the staff.
- ✓ Because it is 100% best GP surgery ever had
- ✓ Always a good experience and professional

Not Recommended

Passive