

FFT Monthly Summary: May 2021



Cartmel Surgery
Code: A82647

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
47	3	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:		87						
Responses:		50						
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		47	3	0	0	0	0	50
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		47	3	0	0	0	0	50
Total (%)		94%	6%	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:

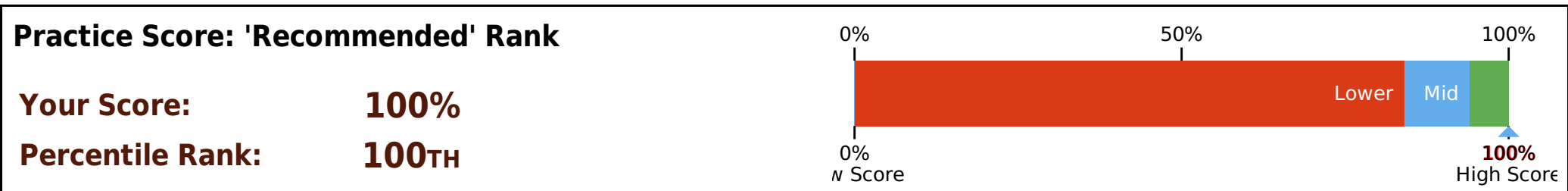
Recommended (%) = $\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$

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:

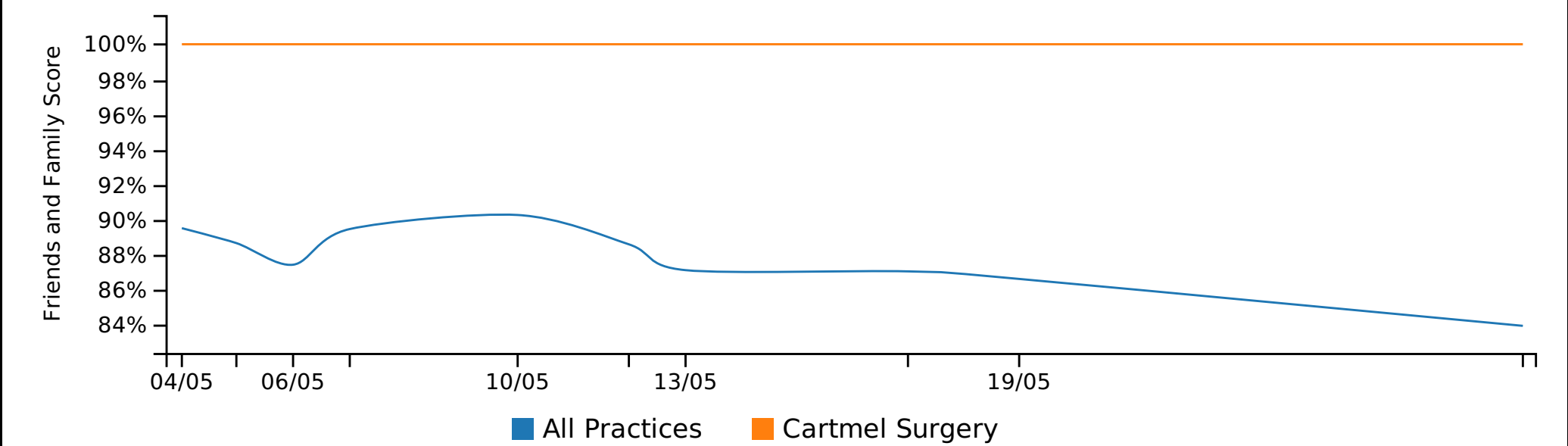
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3
Practice Scoring



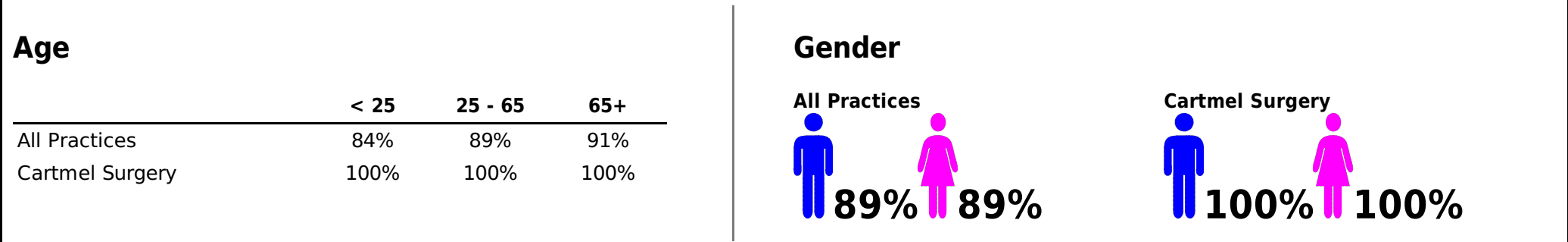
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 100th percentile means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

Practice Score: 'Recommended' Comparison



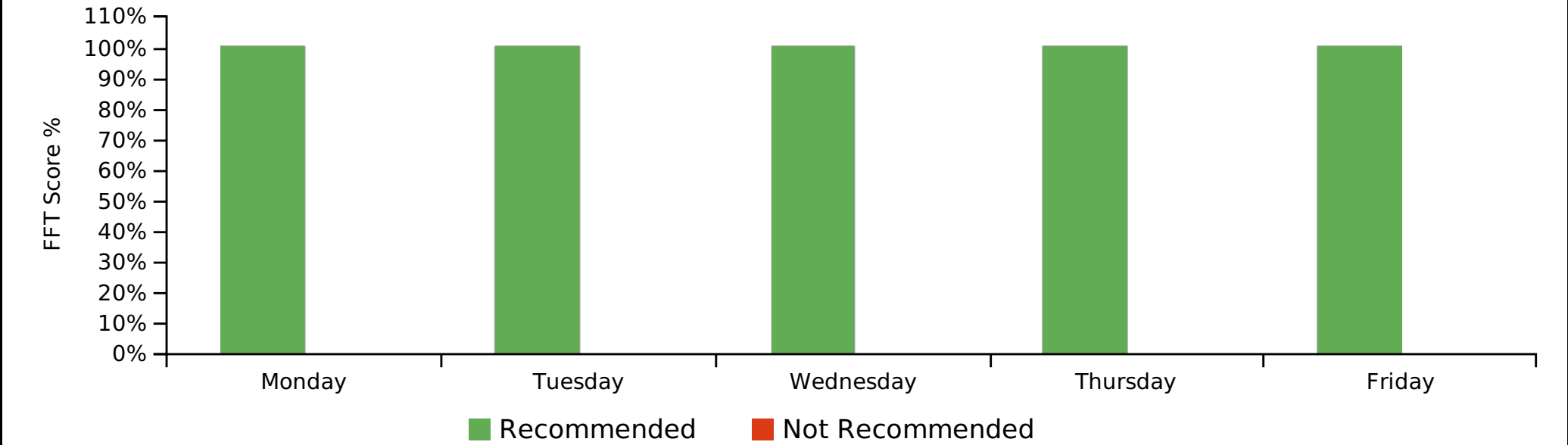
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

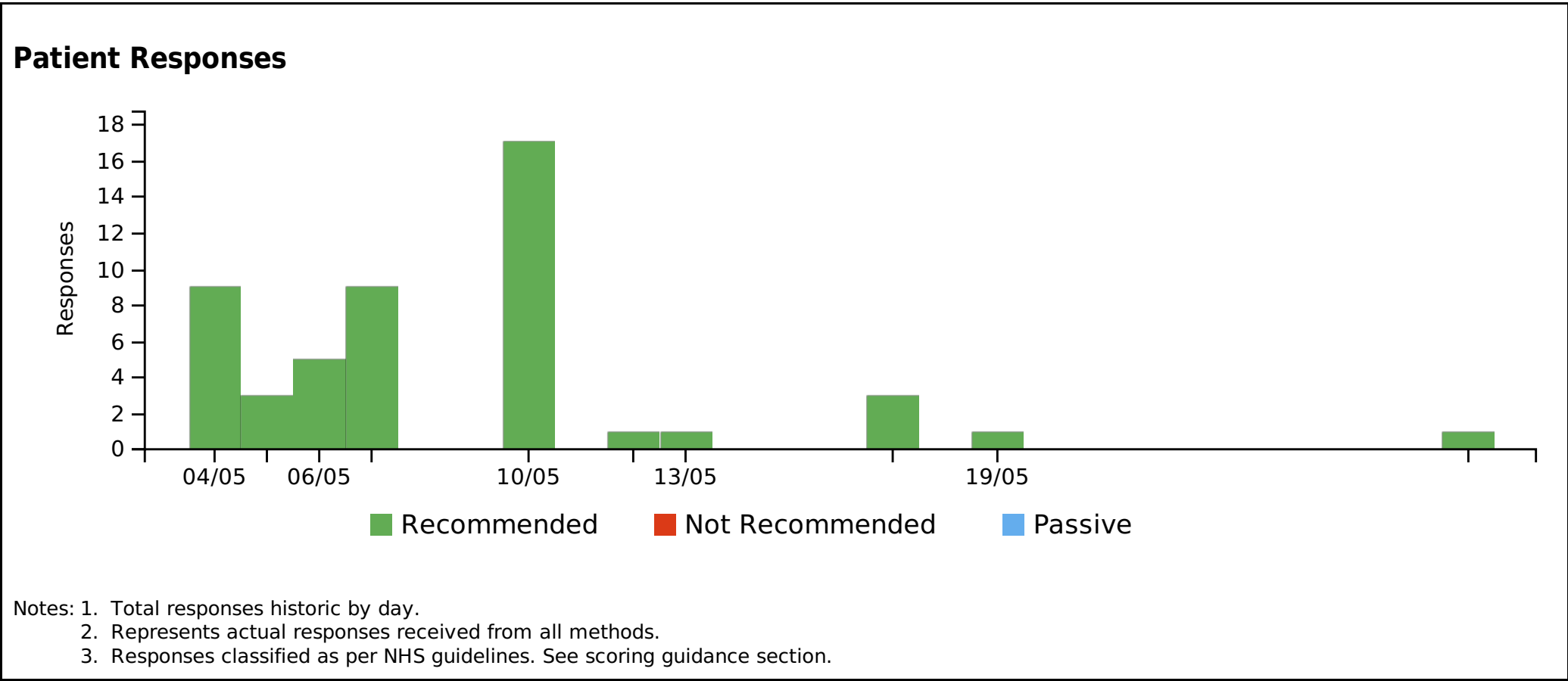
Practice Score: Day of the Week Analysis



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

- ✓ Easy to make contact and appointment, very pleasant and thorough staff.
- ✓ *Very good treatment as always*
- ✓ I find all staff and doctors very understanding and helpful. They always try to see you as soon as possible.
- ✓ *Very prompt thorough treatment and provision of antibiotics*
- ✓ Dr Stern listens and advises. Nothing is too much trouble. Reassuring & compassionate approach.
- ✓ *Nurse was lovely. And very efficient*
- ✓ From very friendly reception staff and a friendly, comfortable but professional appointment with Sarah as well as an accomodating Dr Stern who saw me to @e to check out a mole at the end of my appointment with Sarah, and so avoid making a separate appointment, everything was excellent! A great service, thanks! @nks!
- ✓ *Because I am very happy with the service provided*
- ✓ Very good
- ✓ *Helpful at arranging an appointment for me and swapping things around on my behalf. The nurse that treated me was lovely, warm, friendly, professional, c@al, completely put me at ease. @ase.*
- ✓ Always exceptional and professional
- ✓ *Great from start to finish. Quick to get my appt in from when I rang at 8am. Reception staff great as always and dr colclough amazing as always.*
- ✓ Always a professional team and extremely helpful
- ✓ *Julie Colclough is amazing*
- ✓ Polite efficient helpful staff and an awesome doctor
- ✓ *Practice very friendly. Appointment was in a timely manner Dr Ostick was excellent. She listened did a good assessment and was very approachable*
- ✓ It's a very good surgery and doctor Clough is very good , helpful and understanding
- ✓ *Personable yet professional.*
- ✓ Excellent service thank you
- ✓ *Always an excellent service and a lot of care from all the team*
- ✓ Best surgery with great caring staff.
- ✓ *Very calm, considerate doctor, an excellent listener. Friendly staff.*
- ✓ I found the consultation helpful, supportive and friendly
- ✓ *Wonderful service made you feel really comfortable ps didn't hurt at a*
- ✓ Prompt service, polite and caring attention.
- ✓ *Staff are always friendly and accommodating. Drs are very welcoming and thorough.*
- ✓ Sarah the nurse and the doctors that came in to help during my appointment were all lovely and made me feel so at ease
- ✓ *Because I always get fantastic service with a smile there is no other surgery that can beat are's*
- ✓ All went fine today
- ✓ *Friendly and helpful staff, efficient*
- ✓ Everyone always friendly helpful and approachable nothing is too much trouble
- ✓ *Because you asked me what I think..I thought the service was very good. Hence=1*
- ✓ Promptly attended to in a safe environment by friendly and efficient staff.
- ✓ *I have never been to a better doctors in all my life . All the staff and doctors are amazing and can't do enough for you . The care they give my dad is f@ is first class . Dad said it's like going to see family when he goes there @here*
- ✓ Excellent service as always, I was seen very quickly and was treated well and courtesy.
- ✓ *It is an brilliant practice they care about patients*
- ✓ Very friendly a nice relaxed approach.
- ✓ *Efficient staff and GP listened showing care and attention to detail providing explanation of condition and medication.*
- ✓ Because they are absolutely amazing
- ✗ *Because they were professional*
- ✗ I had to wait 45 minutes for my appointment

Not Recommended

