FFT Monthly Summary: January 2022

Cartmel Surgery Code: A82647



SECTION 1 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

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%

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:

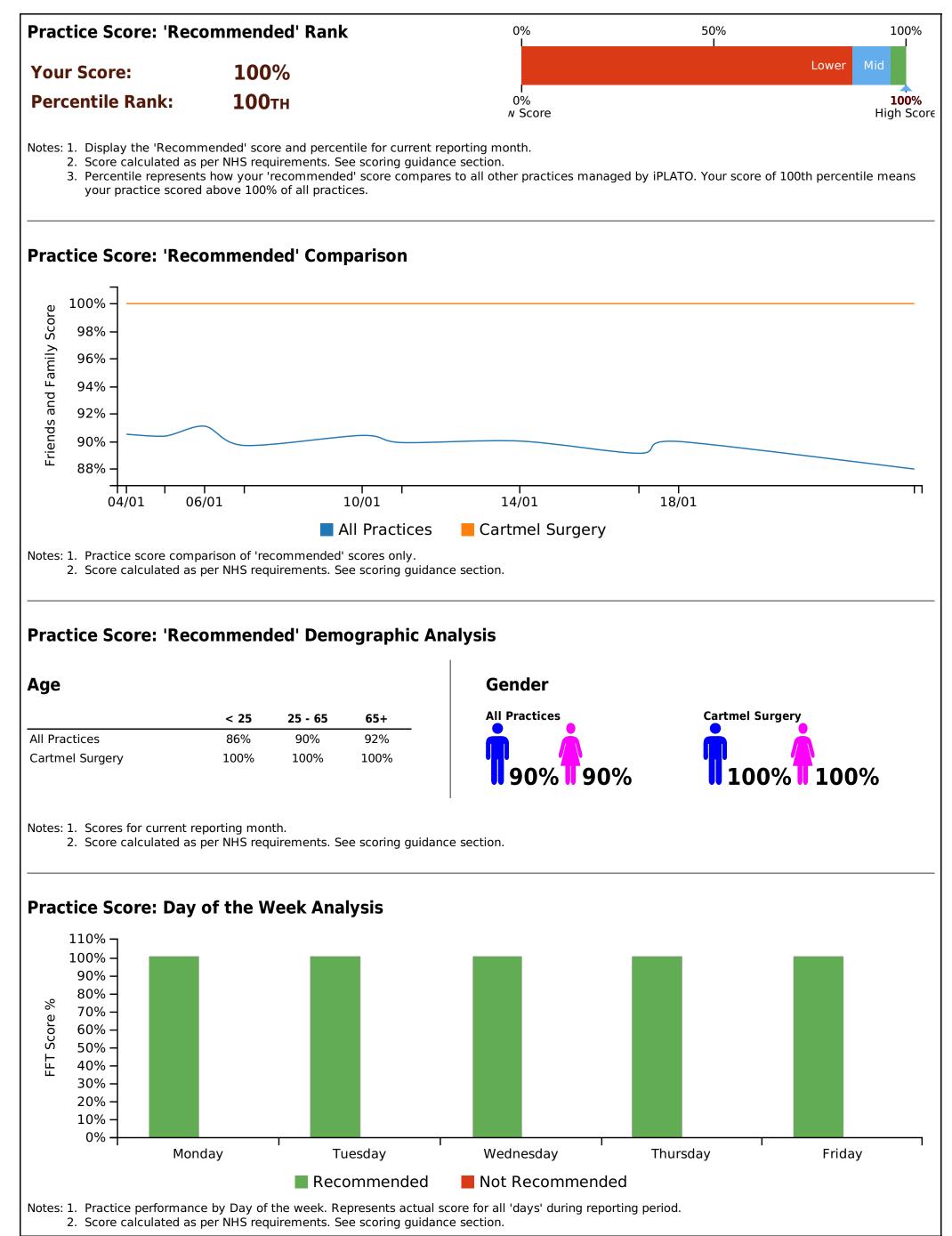
$$Recommended (\%) = \frac{very \ good + \ good}{very \ good + \ good + \ neither + \ poor + \ very \ poor + \ don't \ know} \times 100$$

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

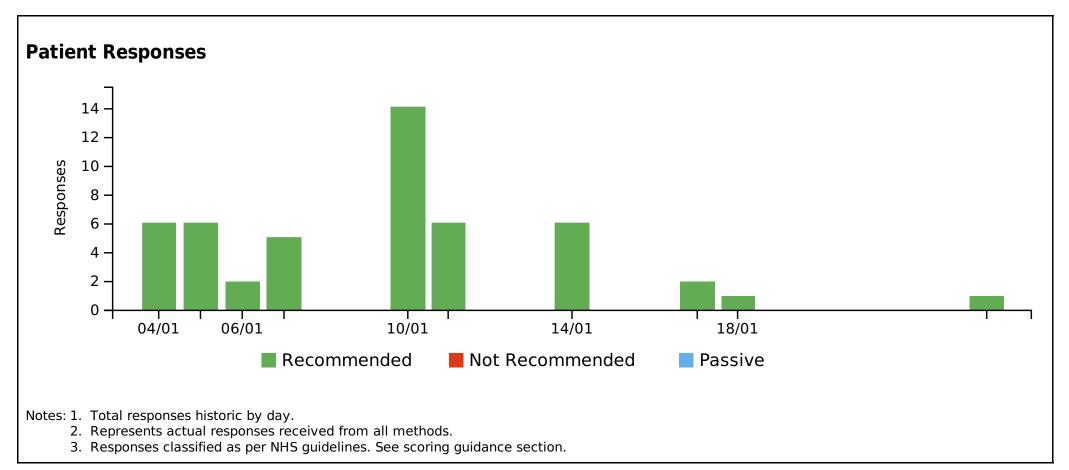
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

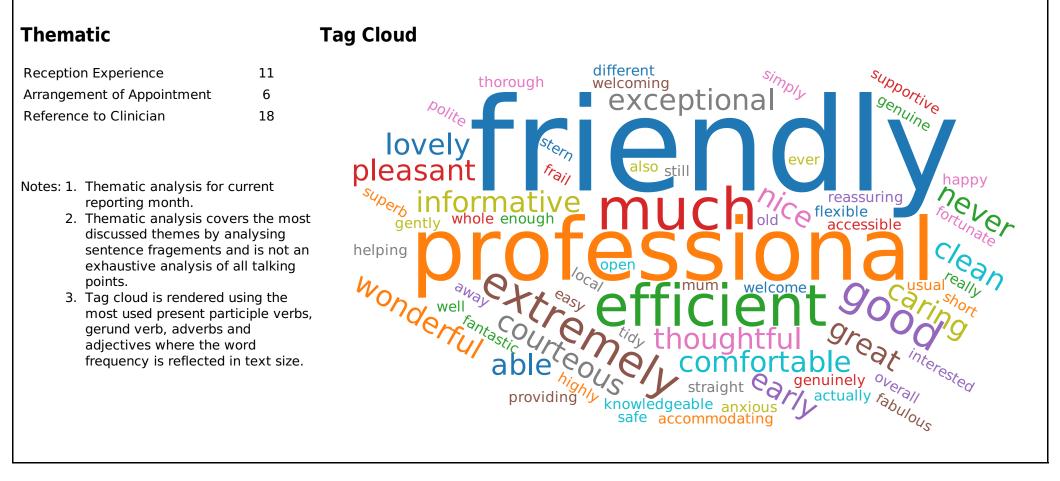
SECTION 3 Practice Scoring



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

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 mak@o 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.Than@Thank you.@ you.

Staff are always a pleasure, nothing is ever too much trouble. The doctors are personable and knowledgeable. They install confidence. Appointments are fl@re flexible and accommodating. An excellent surgery. @ery.

- Fantastic practice and service.
- The time I've used the surgery the whole team are very freidly 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 pic@n pick up prescriptions on way home as open until 6. Have received excellent care from doctors, through out pandemic. @mic.
- 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 courteousy 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 manor.

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

appoint@pointment to come in. She put my mind at rest. Thank you so much x@uch 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

Passive