

# FFT Monthly Summary: July 2021



Cartmel Surgery  
Code: A82647

## SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
46	4	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients:		80						
Responses:		50						
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		46	4	0	0	0	0	50
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		46	4	0	0	0	0	50
Total (%)		92%	8%	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

Practice Score: 'Recommended' Rank

Your Score:100%

Percentile Rank:100TH

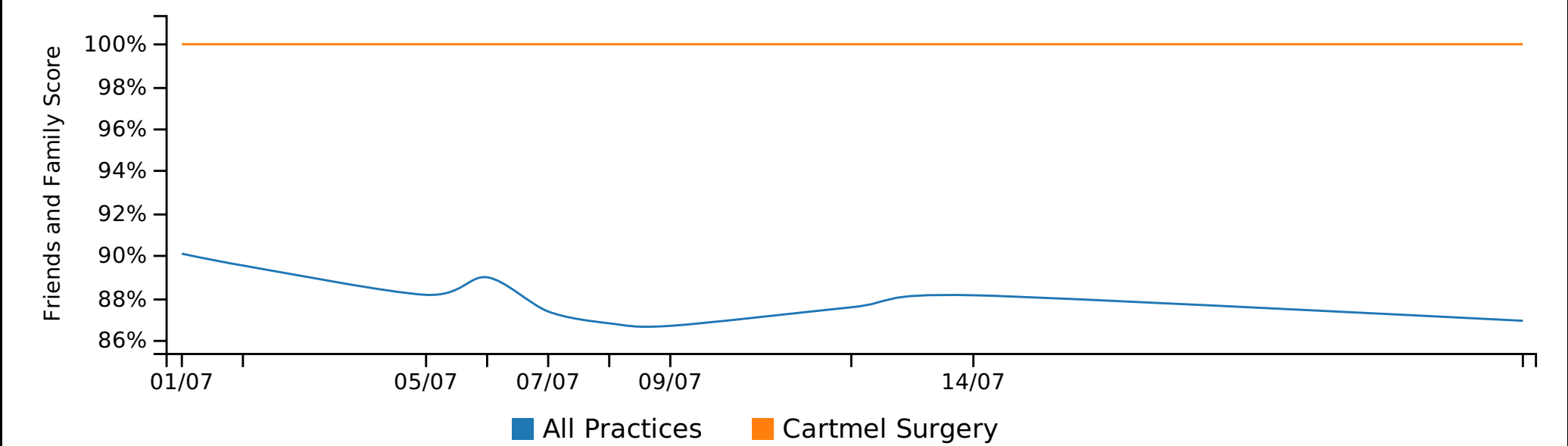
0%50%100%

0%LowerMid100%High Score

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	85%	88%	91%
Cartmel Surgery	100%	100%	100%

Gender

All Practices

89%

89%

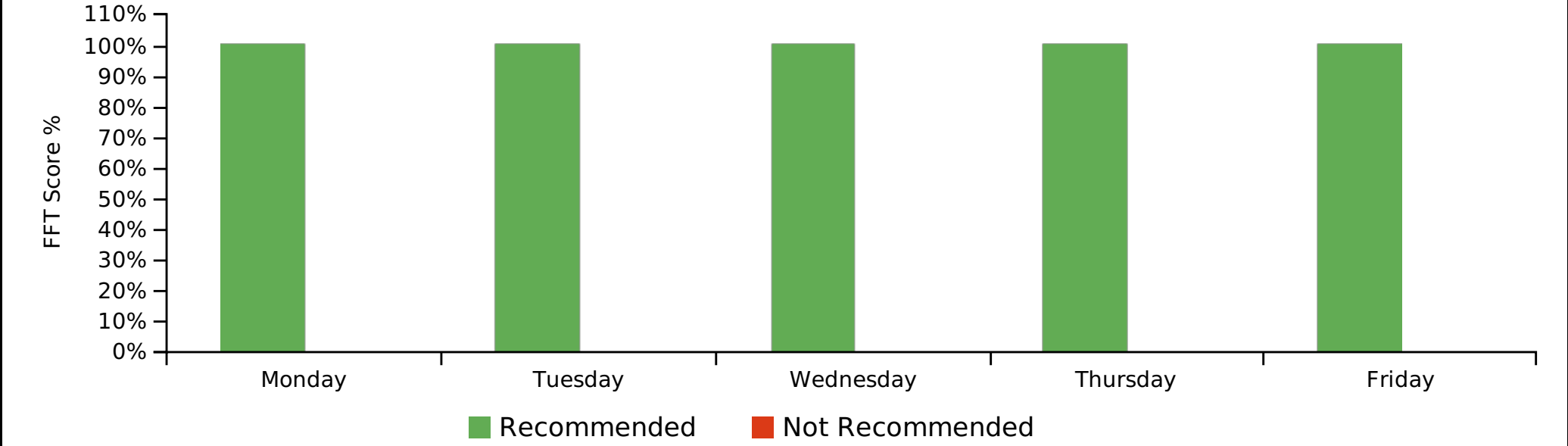
Cartmel Surgery

100%

100%

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

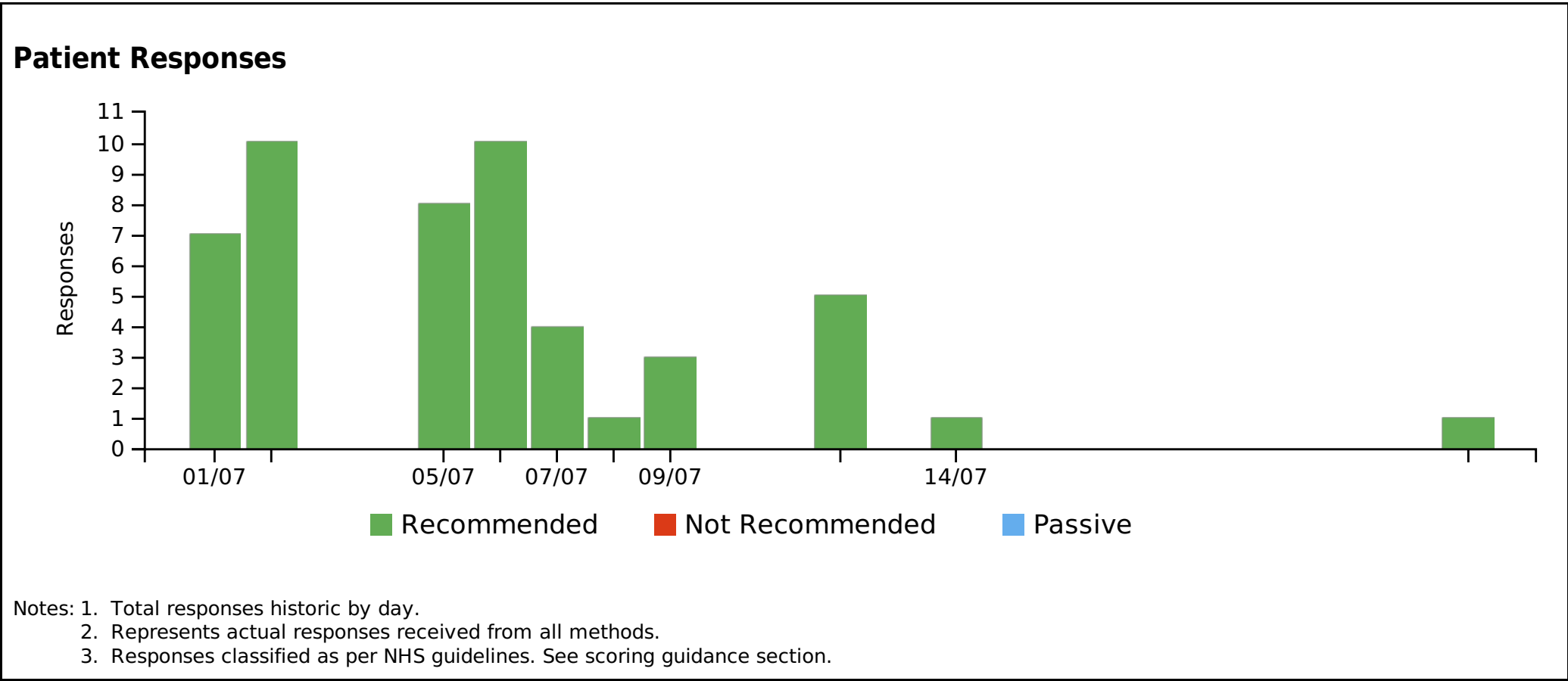
Practice Score: Day of the Week Analysis



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

### Thematic

Reception Experience	9
Arrangement of Appointment	5
Reference to Clinician	9

### Tag Cloud

Notes:

1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

## 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

- ✓ I always feel 'heard' at Cartmel Surgery. The quality of care is exceptional. The GPs and other staff members go above and beyond in their concern for patients. I wouldn't want to go anywhere else!
- ✓ *Because the service was positive well managed in every way.*
- ✓ Friendly, helpful staff and doctors
- ✓ *Always an excellent practice*
- ✓ Always caring and listening
- ✓ *Very helpful staff and made sure my son got advice and seen quickly.*
- ✓ Everyone is lovely and helpful and Dr Julie is just amazing !
- ✓ *Always receive excellent service - all staff are wonderful*
- ✓ Because the surgery provides an excellent service, one can always get an appointment, they always answer the phone, they're always pleasant and friendly .
- ✓ *Excellent service from a wonderful team*
- ✓ Speed, simplicity and helpfulness
- ✓ *Everyone is very friendly and the doctors are very good and thorough. Thank you.*
- ✓ I always feel as if I have been listened to and all the staff are very friendly
- ✓ *Excellent service, friendly & professional*
- ✓ They are exceptional nothing too much trouble. Polite, happy and helpful. They will go out of there way to help anyone.
- ✓ *Straight in and out and always friendly*
- ✓ It is the best GP Practice I have ever used
- ✓ *Excellent professional service from all concerned*
- ✓ Friendly staff, no waiting, appointment on time
- ✓ *Friendly receptionist. Quick appointment. I was actually able to see doctor face to face. Friendly and calm doctor. Feel reassured that my medical issue is being investigated.*
- ✓ I didn't have to wait for an appointment and I was able to see and talk to a very experienced doctor who really listened and thought seriously about my issues. He took time to properly examine me and to discuss the issues. I now have a clear plan of action and follow-through appointments. Despite it being an appointment about potentially embarrassing issues, I did not feel awkward. I am very grateful indeed and could not rate the whole way I was treated more highly. Thank you.
- ✓ *Lovely staff and great service*
- ✓ Fantastic practice and service always.
- ✓ *Friendly and efficient*
- ✓ I rang and got face to face appointment on the same day - efficient staff and Doctors who all know my condition and are sympathetic to my concerns . *Prompt professional polite personal service as always.*
- ✓ Very professional, knowledgeable and experienced, but personable too. Thank you!
- ✓ *Because it was excellent service*
- ✓ Because you see the long term family doctor who knows you best
- ✓ *Clear and supportive*
- ✓ Friendly, helpful and on time
- ✓ *Excellent, polite and caring service*
- ✓ Excellent service
- ✓ *Because i have always excellent attention and service*
- ✓ I felt as if they cared and they were very attentive and gave me good advice.
- ✗ **Who are you? Not**

## Recommended

## Passive