

# FFT Monthly Summary: December 2020



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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients:		79						
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

Practice Score: 'Recommended' Rank

Your Score:100%

Percentile Rank:100TH

0%50%100%

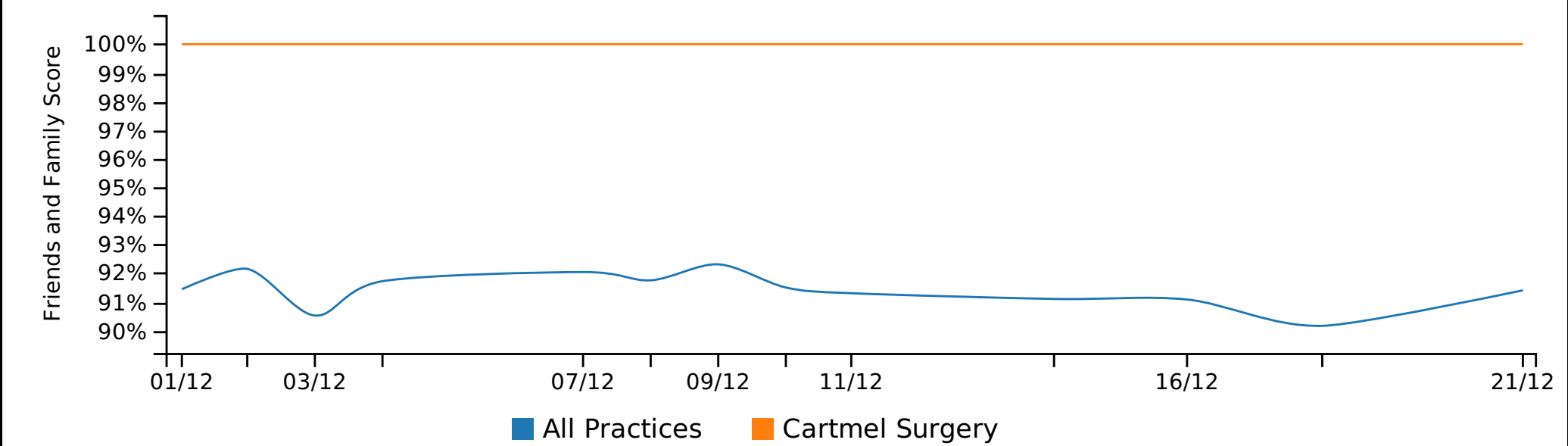
0%100%

LowerMid

Low ScoreHigh 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	87%	92%	93%
Cartmel Surgery	100%	100%	100%

Gender

All Practices

92%

91%

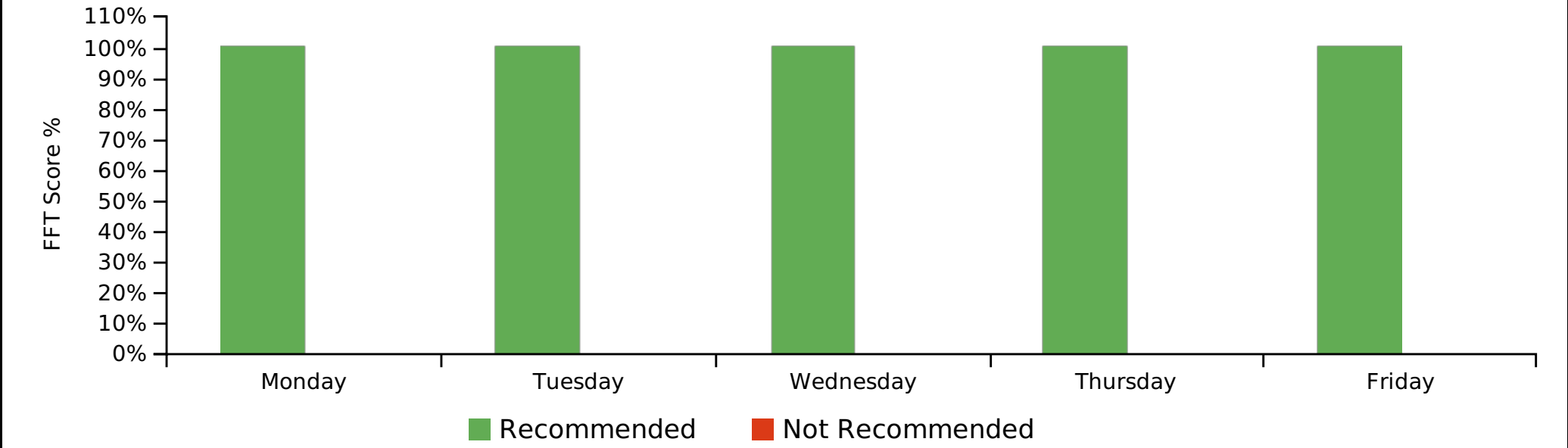
Cartmel Surgery

100%

100%

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

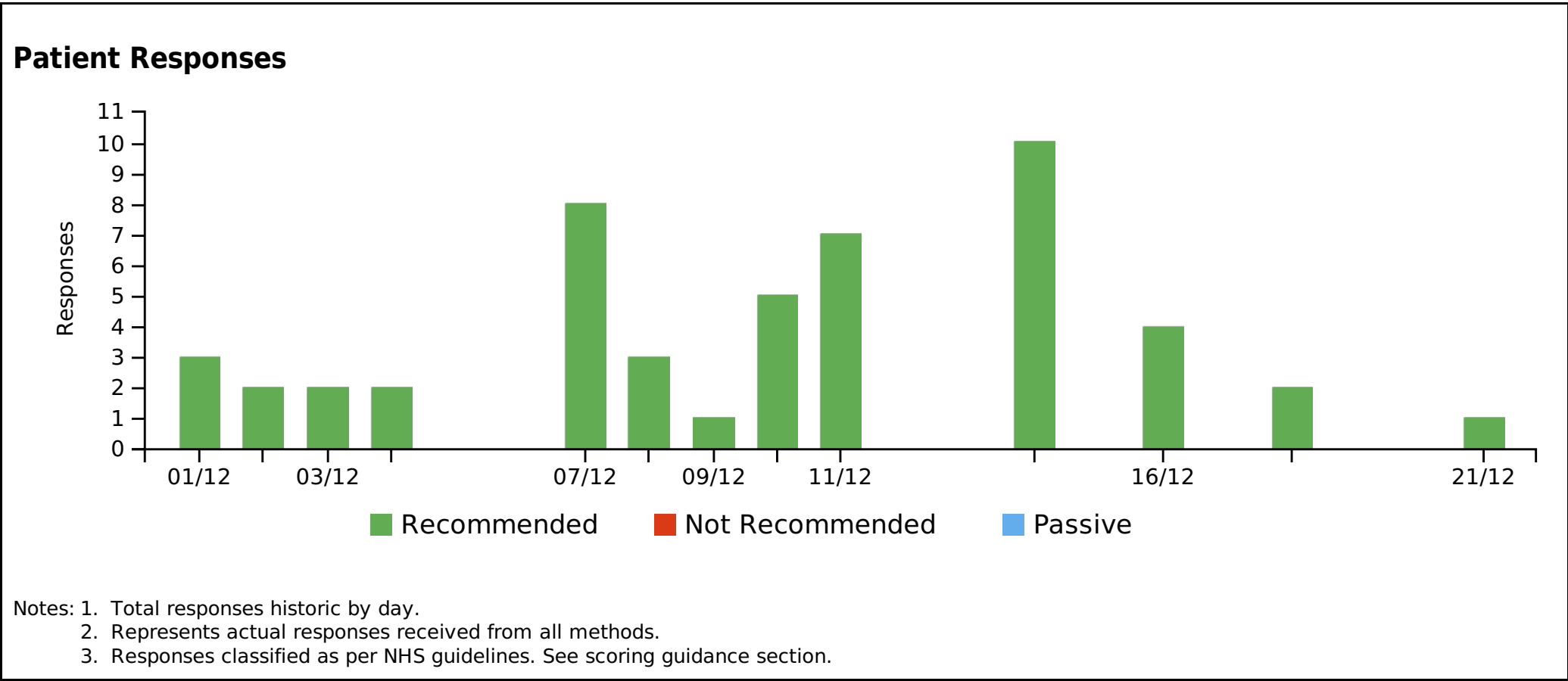
Practice Score: Day of the Week Analysis



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

### Thematic

Reception Experience	9
Arrangement of Appointment	3
Reference to Clinician	10

Notes: 1. Thematic analysis for current reporting month.  
2. Thematic analysis covers the most discussed themes by analysing sentence frgements 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.

### Tag Cloud

The tag cloud displays a variety of positive adjectives and adverbs, with 'excellent', 'efficient', and 'friendly' being the largest and most central words. Other prominent words include 'always', 'waiting', 'polite', 'possible', 'caring', 'well', 'modern', 'usual', 'immediate', 'pleasant', 'ready', 'timely', 'safe', 'courteous', 'knowledgeable', 'responsive', 'lovely', 'good', 'great', 'brilliant', 'considerate', 'often', 'grateful', 'amazing', 'getting', 'working', 'lucky', 'sympathetically', 'making', 'standard', 'cheerfully', 'painless', 'easy', 'mum', 'else', 'deep', 'indeed', 'clearly', 'alone', 'real', 'reassuring', 'straight', 'confident', 'attentive', 'happy', 'quick', 'thorough', 'proficient', and 'safely'.

## 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

- ✓THE BEST!!
- ✓Because I have always received prompt and considerate attention at all times
- ✓Staff always professional and friendly !!
- ✓I know at the doctors I'm getting the best possible care. I am treated like a friend & trust my doctor.
- ✓Excellence beyond usual modern standard
- ✓Kathy the nurse is excellent and knowledgable, the rest of the team were brilliant too
- ✓Very efficient and caring approach to patients.
- ✓I was given an appt the following working day. Greeted cheerfully, temperature taken and waited (alone) in the waiting area. Called by the doctor and explained the problem which was received sympathetically. Given a print out with phone/email to contact BMI for further appt. Asked if there was anything else I needed to discuss anything else. Lead safely out of the surgery. Everyone friendly and helpful. Excellent care from Cartmel. Thank you everyone.
- ✓Same day appointment, lovely staff, both knowledgeable and caring. Immediate action plan for diagnosis and treatment possibilities
- ✓Speed of appointment, care of doctor,
- ✓The service is good and timely and the staff are efficient, helpful and pleasant.
- ✓First meeting with Dr Julie, me and mum thought she was absolutely lovely and very helpful. She clearly goes above and beyond for her patients.
- ✓All ways friendly efficient service
- ✓Always amazing at the doctors xxx
- ✓From team leader Julie through to the doctors, nurses and practice staff we patients receive the most professional service, delivered with speed along with deep care and compassion often with calls out of hours and beyond the call of duty. This team is the best.
- ✓Staff great, quick and easy
- ✓Excellent service
- ✓Friendly reception, feel like a safe space to visit. Dr Colclough is most thorough and very understanding. I feel very grateful indeed to have this excellent practise in Cartmel.
- ✓Ready availability of Doctors to give advice Telephone call Video link Personal consultation Well organised Staff polite, courteous and friendly
- ✓Very helpful and efficient
- ✓Staff were friendly and attentive and helpful. Check up was efficient and quick.
- ✓It's a brilliant practice and we are lucky to have it.
- ✓Procedure well explained and executed.
- ✓Because it was very good
- ✓Straight in no waiting. Confident personable reassuring medic.
- ✓Very happy with all aspects of the surgery and care I've received
- ✓Because it was excellent
- ✓Efficiency as usual
- ✓Because all the staff are very friendly and helpful and do everything possible to get you dealt with ASAP
- ✓Efficient and responsive.
- ✓Professional, friendly and proficient as always
- ✓Surgery is very efficient both in making appointments with no real waiting time and being seen at surgery. First class service.
- ✓Because you always have excellent service we all love everyone at tt t
- ✓Prompt , polite , painless
- ✓Great service

### Not Recommended

## Passive