

# FFT Monthly Summary: June 2021



Cartmel Surgery  
Code: A82647

## SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
46	3	0	1	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:		90						
Responses:		50						
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		46	3	0	1	0	0	50
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		46	3	0	1	0	0	50
Total (%)		92%	6%	0%	2%	0%	0%	100%

### Summary Scores

98% 2% 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.

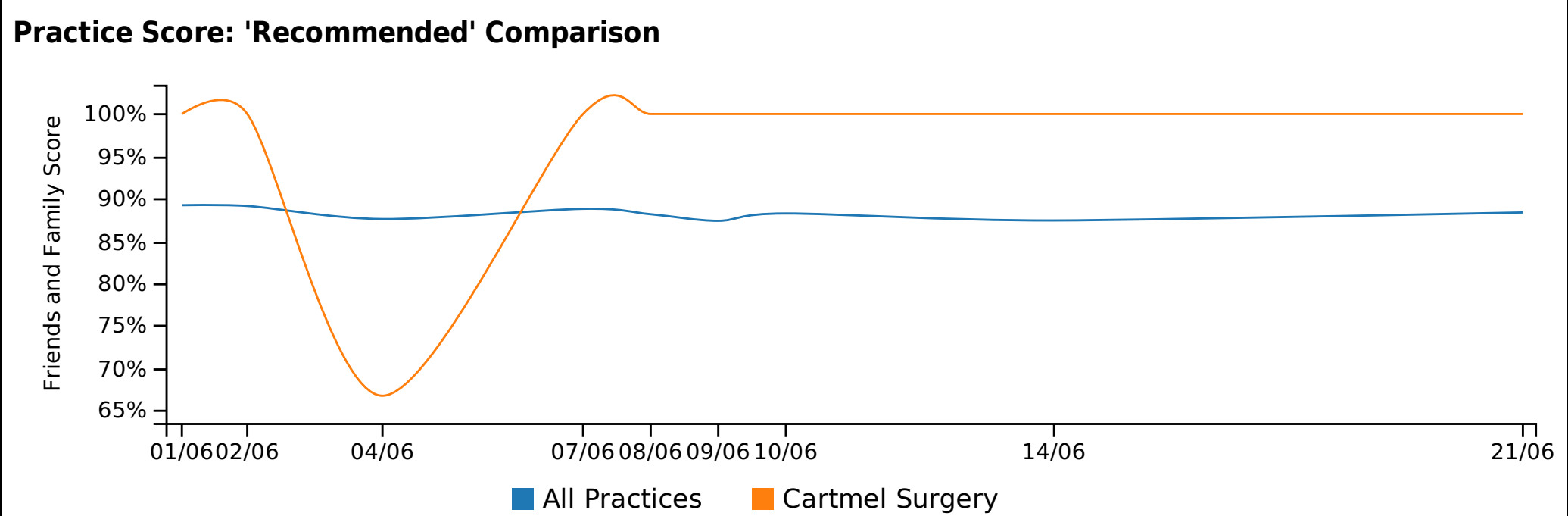
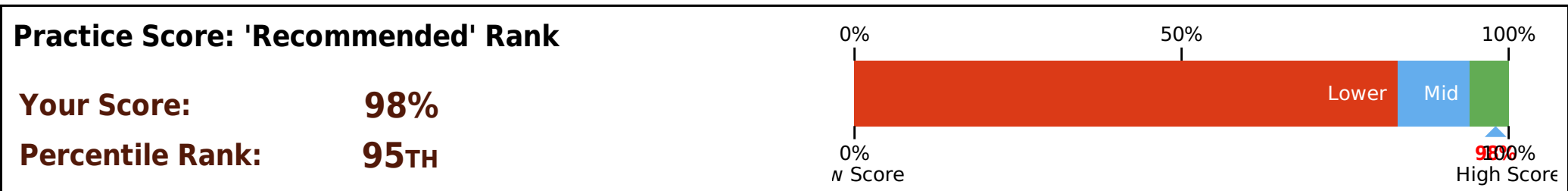
The percentage measures are calculated as follows:

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

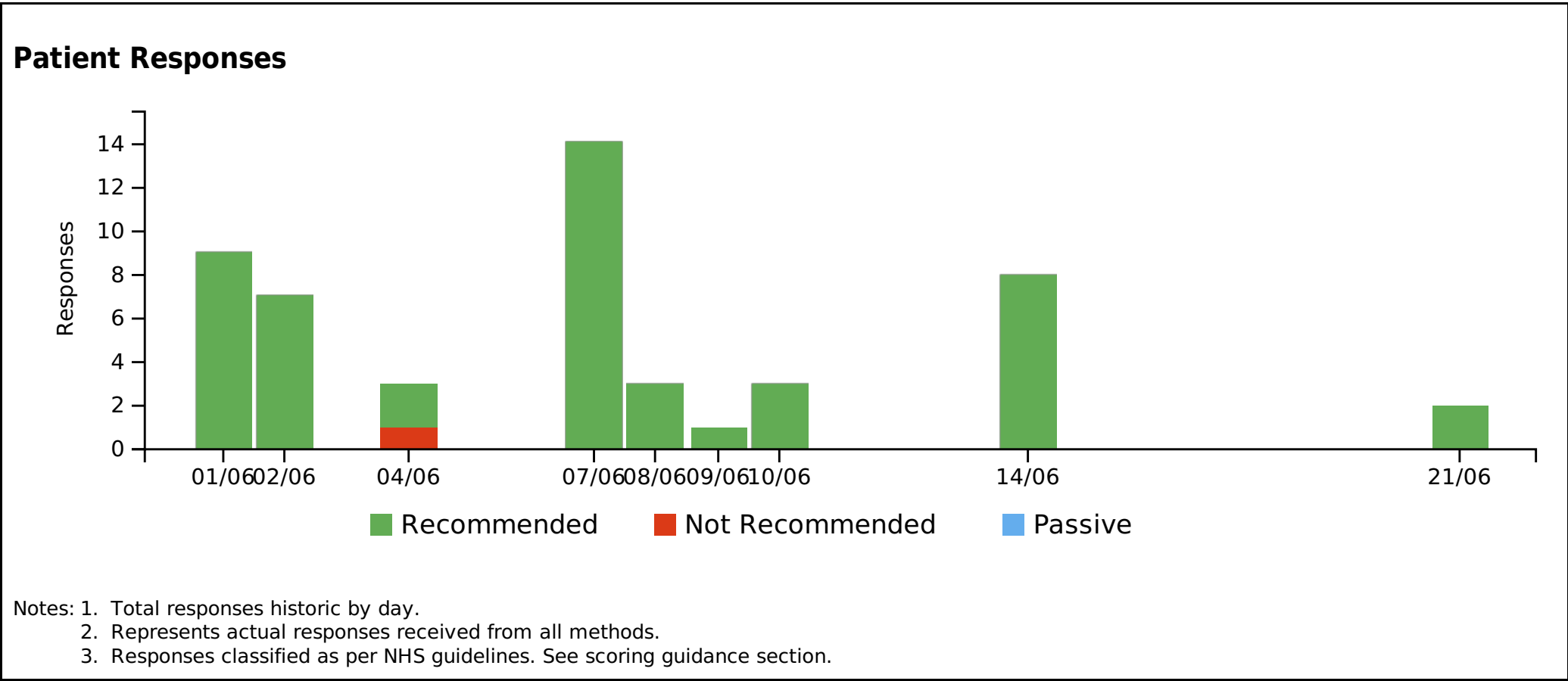
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here: <http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3  
Practice Scoring



SECTION 4

Patient Response Analysis



## SECTION 5

## Patient Free Text Comments: Summary

### Thematic

Reception Experience	11
Arrangement of Appointment	4
Reference to Clinician	11

### 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

- ✓ Friendly, helpful, on time and good at their jobs
- ✓ *Speedy friendly service.*
- ✓ Appointments usually relatively easy to obtain Pharmacy on site is very convenient. Staff always polite and helpful.
- ✓ *Welcoming, Friendly, Helpfully. Efficient staff.... as always*
- ✓ They come across very professional and caring and know what they are doing. Make you feel comfortable and at ease.
- ✓ *I rang at 8.15am and was offered a face to face appt at 4.15pm the same day. How brilliant is that!*
- ✓ Always friendly and very helpful best doctors in the area
- ✓ *Same day appointment, really clean and safe lovely professional staff*
- ✓ Always friendly and helpful. Great service all round.
- ✓ *Because they're the best. Everybody very pleasant.*
- ✓ As asked for
- ✓ *Friendly, professional and efficient*
- ✓ Because the service was excellent
- ✓ *Very prompt and kind attention*
- ✓ Always very caring and helpful, nothing is a problem
- ✓ *Staff are polite, respectful, friendly, sensitive, capable, efficient, skilled, and not grumpy.*
- ✓ Not long to wait, saw doctor of choice face to face, ordered medicines ready to collect, all staff friendly and cheerful
- ✓ *Always can get an appt when needed*
- ✓ They are friendly, compassionate and competent
- ✓ *Because everything and everybody were wonderful as ever. Thank you.*
- ✓ Very friendly and efficient have time for people nothing is no trouble from doctors and staff feel very well looked after at Cartmel surgery
- ✓ *Very welcoming, running on time and made to feel at ease during appointment. Lovely friendly Doctor!*
- ✓ Because you asked.
- ✓ *Everything went very smoothly and friendly the journey was faultless*
- ✓ Always feel comfortable Staff very helpful and friendly Nothing too much trouble
- ✓ *I was seen exactly on time, my consultation was comprehensive and resolved my concerns with both treatment for one and a referral for the other.*
- ✓ Faultless treatment from people who care.
- ✓ *Very good attention and assistance from doctors & staff.*
- ✓ Very efficient, appointment was on time, I didn't feel that my appointment was rushed.
- ✓ *Excellent care. Thank you*
- ✓ Always professional, caring and considerate doctors and staff.
- ✓ *Great service and quick.*
- ✓ Because my dr is very understanding I always feel I can trust
- ✓ *July is just the best doctor and infuses her skill and dedication to all the other doctors at the practice along with all the fantastic support staff. 10/10*
- ✓ Kind, caring, good listener.
- ✗ *Treatment was very good but had a half hour wait.*

## Not Recommended

- ✓ Doctor using google again. Sat waiting for half an hour for prescription, receptionist knew I was waiting but didn't pass on to the dispensary who had ma@ad made it up some time before. @ore.

## Passive