

FFT Monthly Summary: April 2021



Cartmel Surgery
Code: A82647

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
49	1	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:		74						
Responses:		50						
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		49	1	0	0	0	0	50
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		49	1	0	0	0	0	50
Total (%)		98%	2%	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%

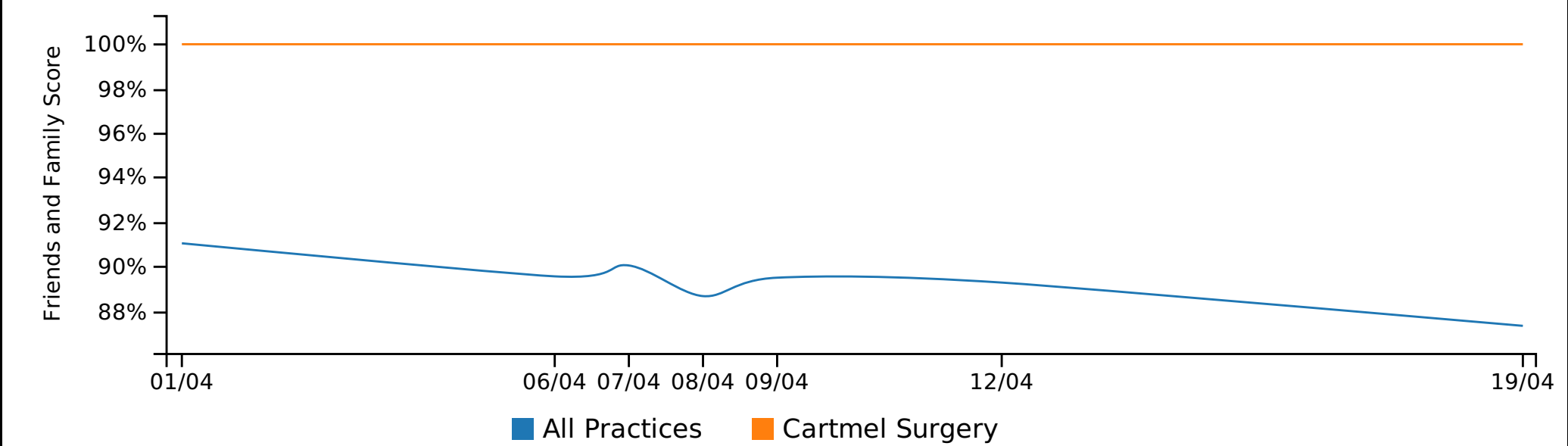
Lower

Mid

100% High 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	86%	89%	92%
Cartmel Surgery	100%	100%	100%

Gender

All Practices

90%

89%

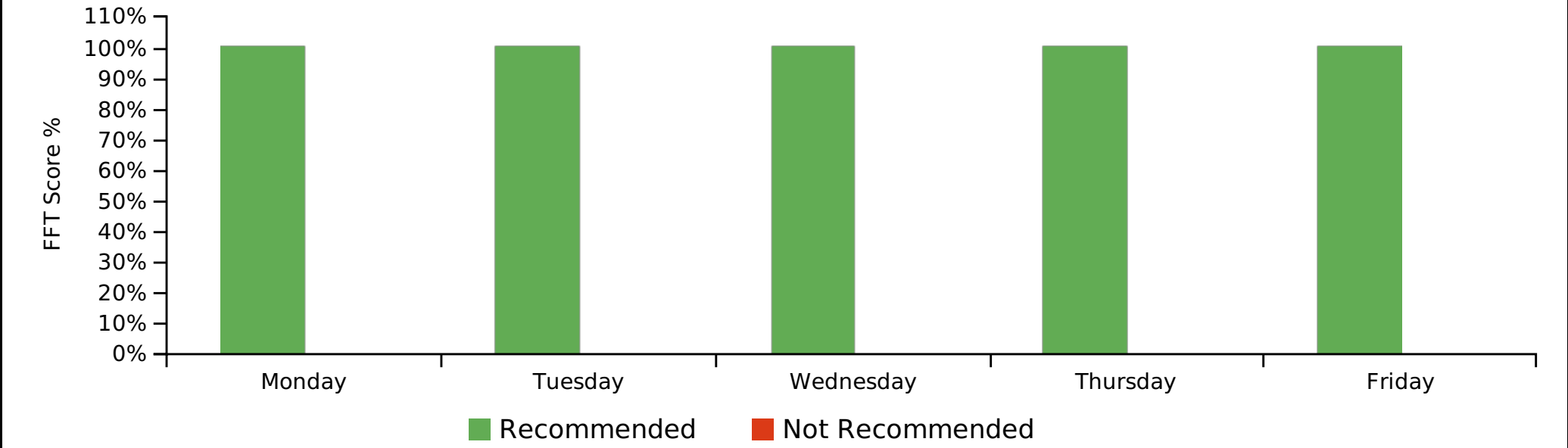
Cartmel Surgery

100%

100%

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

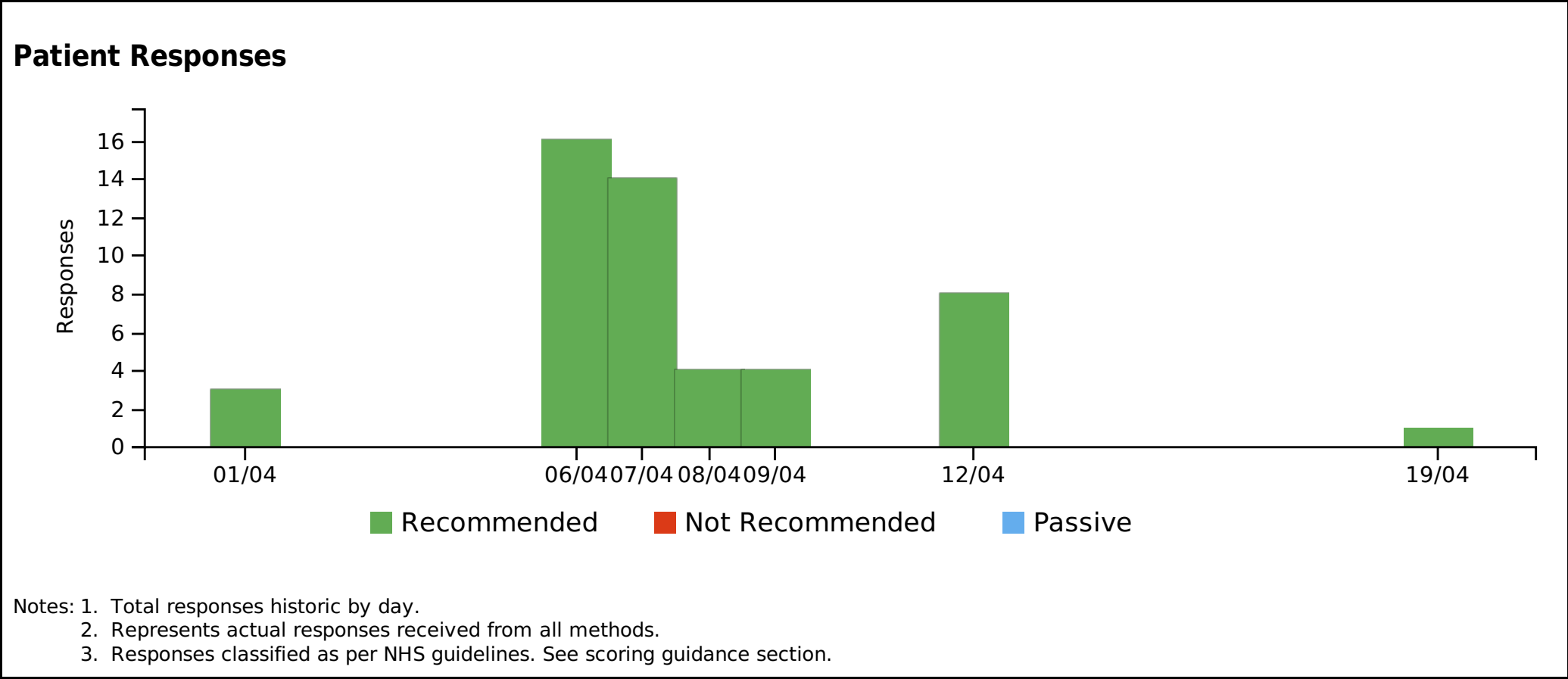
Practice Score: Day of the Week Analysis



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	7
Arrangement of Appointment	6
Reference to Clinician	16

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

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

- ✓No need
- ✓Technically perfect. Friendly and informative
- ✓Very supporting and comforting staff throughout the appointment.
- ✓Fast, professional and warm staff
- ✓Very prompt and professional yet friendly service
- ✓Lovely staff and efficient
- ✓Prompt service, reasonable waiting time, professional and friendly
- ✓The service is professional and efficient but also personal and flexible - the perfect combination. Great to see how well Cartmel Surgery interacts with @with other NHS services, to everyone's benefit. @fit.
- ✓Service was quick and the process was well explained by the doctor.
- ✓Excellent, friendly, courteous and quick service.
- ✓Sorry predictive text kicked in, 1 very good
- ✓Because I received excellent service
- ✓got in last minute, always make time for you, very good care
- ✓Always able to get an appointment. Seen really quickly. All staff friendly and helpful. Dr Julie is amazing - everyone I know agrees.
- ✓Never had a more understanding very thorough doctor top marks
- ✓I felt I was listened to. My concerns were taken seriously and addressed thoroughly. Thank you.
- ✓Excellent covid safe processes in place, knowledgeable and friendly staff
- ✓The doctor I saw was very nice and I was happy with the service I received
- ✓Saw nurse, she was efficient had empathy with my poor experience at BMI Lancaster as NHS patient, skilfully removed my stitches gave helpful advice re wou@e wound treatment, stressed no gardening!, just rest it. But also she was just nice!@nice!
- ✓Quick appointment. Very efficient
- ✓Friendly, efficient staff. Reassuring nurse who was excellent at blood test
- ✓I had visit Dr Stearn today with my 5 years old daughter and from the start to the end of visit all was fantastic explained and he was great with my daughter.
- ✓Caring, attentive and made you feel valued
- ✓My appointment was on time. The nurse that I saw was so friendly and helpful. Overall a really nice experience
- ✓Quick appointment. Nurse very lovely, understanding and made me feel at ease.
- ✓No wait and excellent friendly service
- ✓It wasn't rushed and I felt the Doctor had time to listen properly.
- ✓Because the surgery and the doctor and everyone they're very efficient thank you
- ✓Really good surgery and Sarah brilliant at taking bloods because I hate needles and you always get call backs if it's rated to your appointment
- ✓Because I always get very good service. Can't fault Cartmel surgery they have been amazing
- ✓I felt quite confident that everything had been done to protect the patients from any risk of contracting COVID . I was very satisfied with my appointment with my GP. He was very thorough and I came home feeling much relieved at his diagnosis and happy to follow his suggestions. @ons.
- ✓Quick & professional
- ✓Very friendly doctor, answered all questions, very professional
- ✓The nurse who took the blood test was efficient and very friendly. The doctor I then saw was extremely thorough and understanding. Gave me full confidence in his knowledge and professionalism. I was very grateful.@eful.
- ✓Lovely staff, quick and efficient!
- ✓Excellent service
- ✓Efficient, friendly, doctor held my baby whilst I changed.

Not Recommended

Passive