

FFT Monthly Summary: October 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:		98						
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.

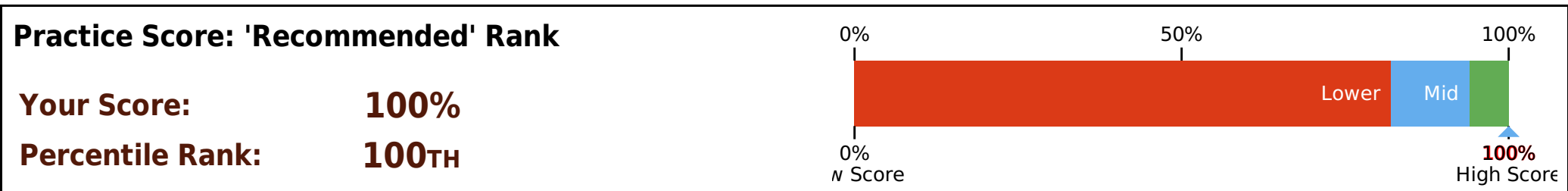
The percentage measures are calculated as follows:

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

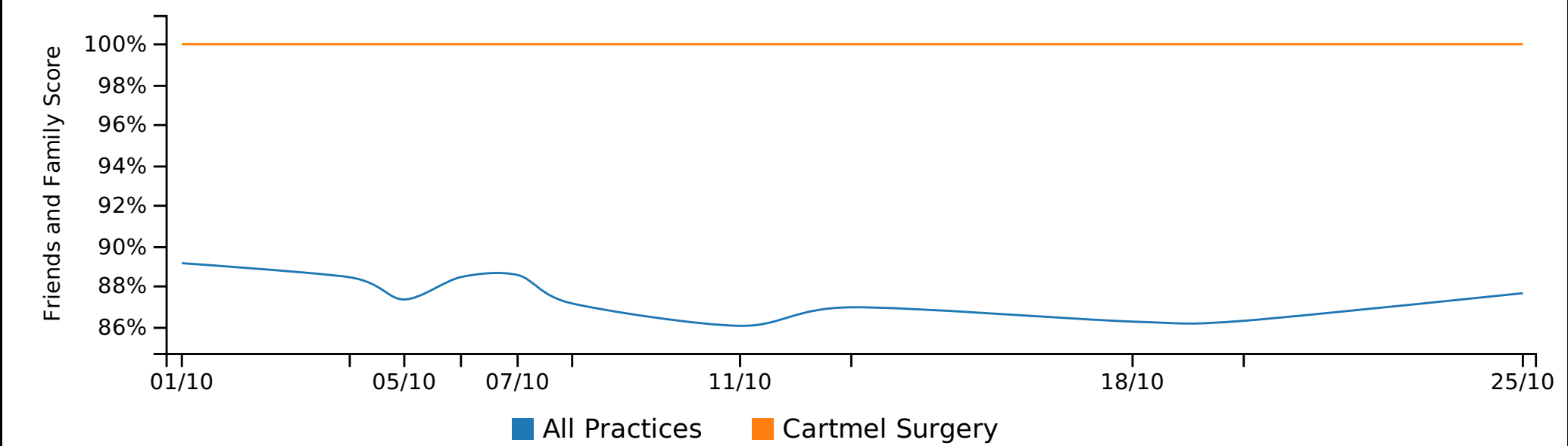
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here: <http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3
Practice Scoring



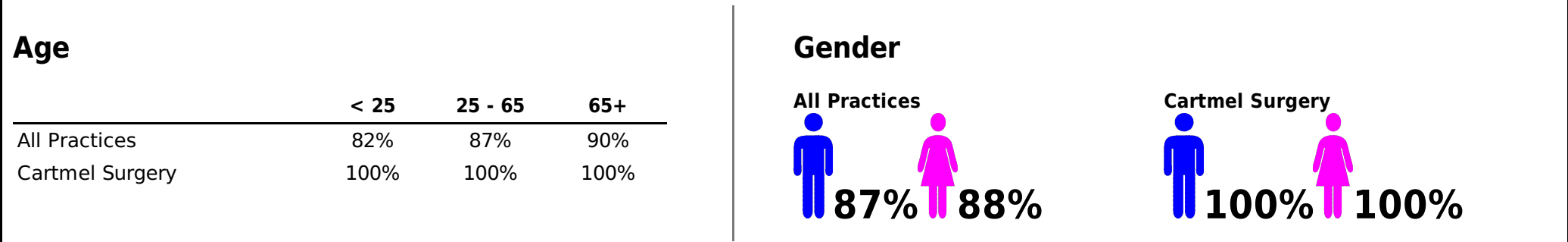
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 100th percentile means your practice scored above 100% of all practices.

Practice Score: 'Recommended' Comparison



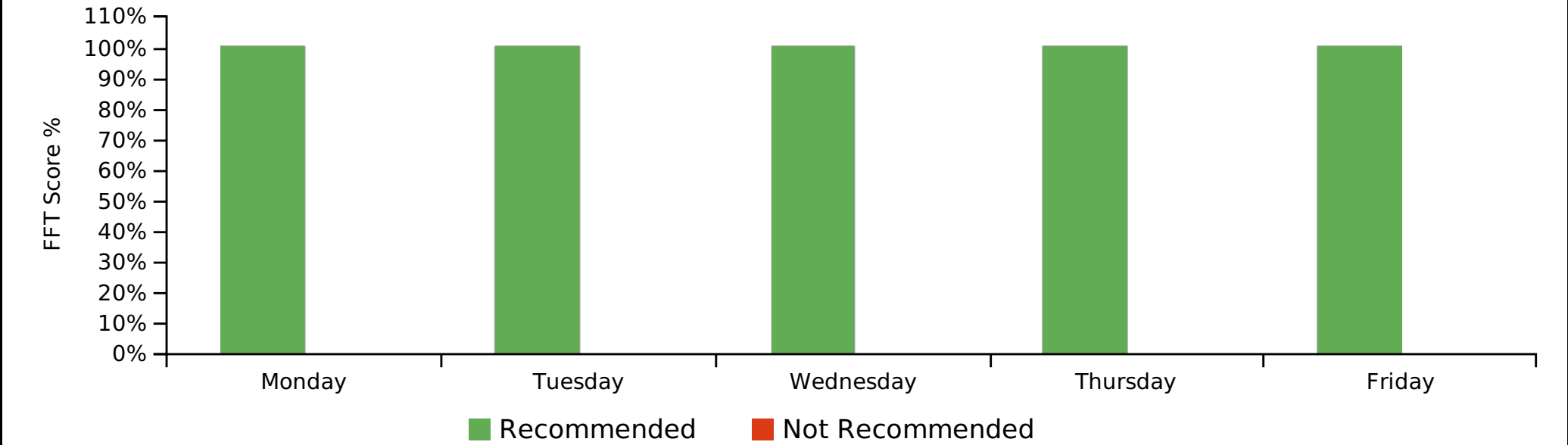
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

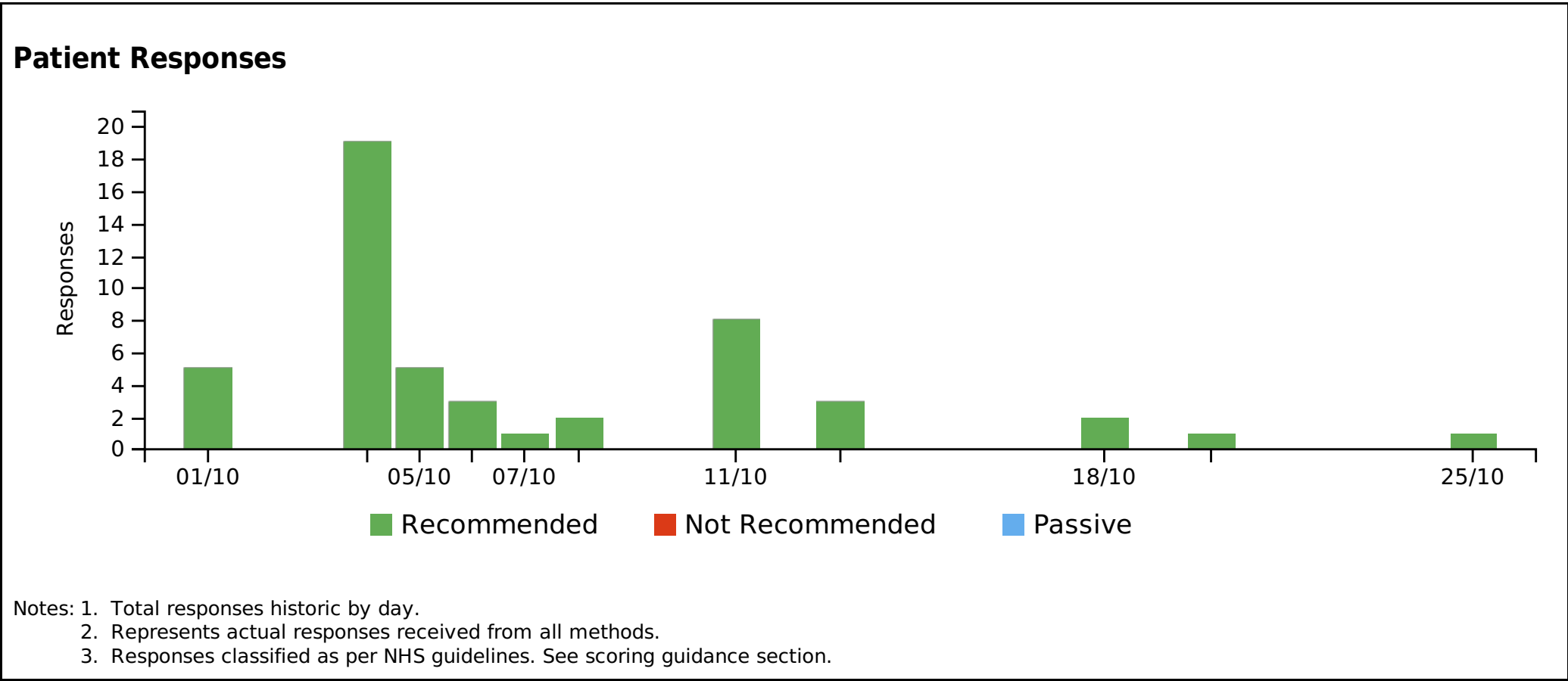
Practice Score: Day of the Week Analysis



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	10
Arrangement of Appointment	7
Reference to Clinician	12

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.

Tag Cloud

immediately
helpful
good
pleasant
happy
excellent
brilliant
caring
thorough
professional
great
much
easy
clean
clear
wonderful
welcoming
competent
reassuring
quickly
just
fair
pragmatic
second
approachable
aware
empathetic
long
local
grateful
informative
anywhere
incredible
usual
quite
lucky
saying
airy
never
fearful
away
waiting
short
serene
well
coming

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

- ✓Always good pleasant attention
- ✓Meet and great good, smiles all round, waiting room clean and airy. GP on time, not rushed and explained everything, options clear. Put at ease. Happy GP@py GP, empathetic and caring.@ring.
- ✓Dr Julie always puts you at ease, listens to what you're saying and has good tips and ideas. We're all so lucky to have her as our local GP.
- ✓Staff very helpful
- ✓Doctor incredible and thorough. Reception staff alsoIncredible and efficient and helpful
- ✓Them gentian was kind and reassuring.
- ✓Easy to get an appointment in good timescale Staff very helpful
- ✓Appointment kept on time, professional friendly treatment, clean and pleasant premises.
- ✓Kind and solution focussed. Always efficient and pragmatic. Thank you..I am never fearful coming to the surgery and am so grateful to have a wonderful gp.
- ✓They Very good nothing to much trouble it's the best thing we did go to them
- ✓Sarah was very kind - Dorothy says 'thank you'
- ✓Always efficient and caring. They listen to their patients and take the course of action that suits them.
- ✓Brilliant and friendly people!
- ✓Always clear friendly and informative
- ✓Excellent staff, friendly and helpful, brilliant doctor, great patient manner and not rushed.Serene happy environment and made me feel they cared,
- ✓All staff are always very helpful and all doctors and nurses
- ✓Everyone is so friendly and efficient
- ✓Just a bit of a long wait which the doctor apologised for to be fair
- ✓Prompt and efficient. Very satisfied
- ✓On time and good face to face examination
- ✓The usual, excellent service
- ✓Always great service and friendly staff
- ✓Your all so friendly and approachable nothing seems to be too much trouble. Excellent surgery
- ✓Because they are the best team anywhere. L9875
- ✓Always can get an appointment whenever I need one. All GP's, nurses, dispensary and reception staff are pleasant and helpful. Very professional and frien@friendly surgery.@gery.
- ✓Efficient service and knowledgable / aware of my disease
- ✓My self and my husband always find cartmel very good and helpful we get a appointment quite quickly when needed
- ✓Choice of appointment time which was on time doctor had time to explain everything and answered all question an excellent service I came away a very happy bunny
- ✓Seen immediately on arrival, at appointment time. Friendly welcome and very efficient.
- ✓I needed some a blood test at very short notice, this was accommodated Immediately
- ✓The surgery always tries to help and accommodate you. Good staff all round!
- ✓The practice has an excellent mix of professionalism and warmth. Throughout the Covid 19 pandemic the quality of care has remained second to none, with t@ith the adjustment to a proportion of appointments by telephone being well managed. @ged.
- ✓Friendliness, knowledge, empathy and efficiency.
- ✓The doctor was very thorough and the staff friendly
- ✓No problem booking face to face,doctors listen to what you have to say re your problem,nurses and staff very competent.
- ✗They are very good and organised for every thing

Not Recommended

Passive