

FFT Monthly Summary: March 2021



Cartmel Surgery
Code: A82647

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
48	1	1	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:		79						
Responses:		50						
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		48	1	1	0	0	0	50
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		48	1	1	0	0	0	50
Total (%)		96%	2%	2%	0%	0%	0%	100%

Summary Scores

98% 0% 2%

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:

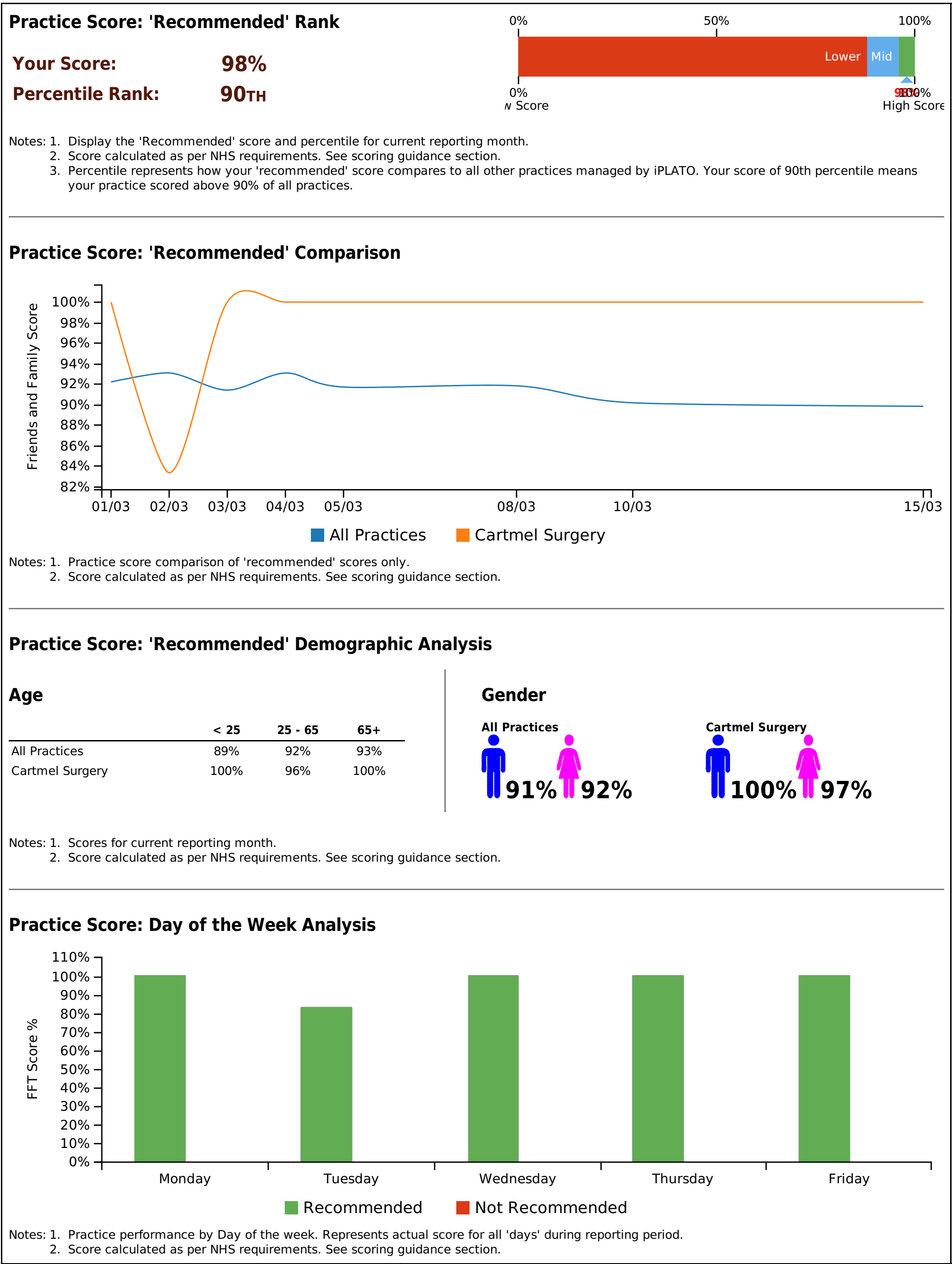
Recommended (%) = $\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$

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:

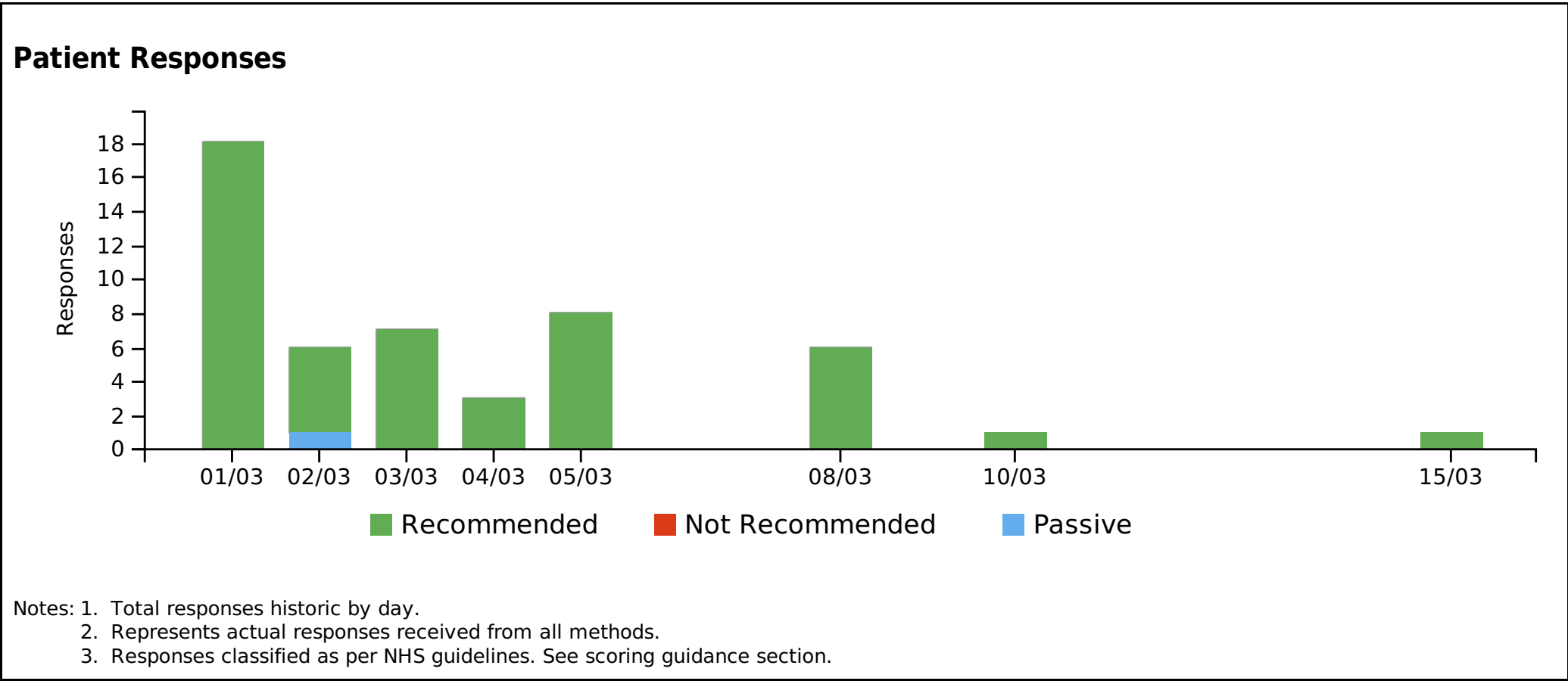
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3
Practice Scoring



SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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

- ✓ Have never had a problem getting an appointment and all staff are ae a
- ✓ Because you asked.
- ✓ Well organised
- ✓ All the surgery staff from receptionist to G.P. are approachable, p, p
- ✓ All staff and Doctors are wonderful, so professional and at the same time make you feel at ease.
- ✓ Rapid response, reliable, reassuring.
- ✓ Prompt, efficient and friendly
- ✓ Considerate, professional advice. Very helpful from all involved. Immediate action and we'll organised plan for diagnosis and treatment.
- ✓ Really good experience and made to feel comfortable
- ✓ Great service
- ✓ Excellent friendly caring staff Made me feel at ease
- ✓ Felt listened too and cared for
- ✓ Good patient care- swift appointment and rapid return of results.
- ✓ Excellent Surgery, lovely Doctors abd staff. Can always get an appointment
- ✓ Because Sarah is friendly, professional and competent Xx
- ✓ Always able to get an appointment if needed. Doctors, Nurses and Staff efficient, professional and polite. Excellent all round.
- ✓ It's a very caring practice
- ✓ THY GAVE ME A FIVER 2 SAY SO !
- ✓ Great service as usual, 5 star, for the whole team thank you.
- ✓ Efficient service
- ✓ Always efficient and helpful
- ✓ Arranged appointment same day pleasant staff and doctors seen on time
- ✓ We have been going to the surgery. 3 times a week for dressing. The whole staff are so caring. Kind. And make you feel at ease. And nothing is tio
- ✓ Very efficient and friendly service
- ✓ Nothing, is a problem and are, always every helpful.
- ✓ Appointment on time.Dr knew me and was aware of my various medical conditions. She resolved all my questions and noticed a skin problem on my hand for wh@or which she prescribed some ointment. My experience of the practice could not have been any better.@tter.
- ✓ Ease of getting an appt. Mind put at rest. Blood tests done immediately. Results of chest X-ray explained. Perfect and efficient.
- ✓ Efficient, kind, COVID safe
- ✓ Every one is polite and efficient.
- ✓ Always caring and helpful
- ✓ Every aspect of the surgery is amazing -The use of technology to speed up getting medical advice, the receptionists, nurses , and doctors are all very he@ry helpful and caring. Couldn't wish for more from my GP practice.@tice.
- ✓ Everything is so smooth from when you walk through the door. Dr Julie is amazing and makes feel at ease
- ✓ Excellent practise
- ✓ Easy to make an immediate appointment I was met at the door and welcomed very efficiently
- ✓ I always receive such fantastic care - Dr Colclough is so approachable, and helpful - and the rest of the staff are also so professional and caring whene@whenever I deal with them.@them.
- ✓ Staff are pleasant and good at their jobs.
- ✓ Efficient, friendly, calming, helpful
- ✓ Both the nurses were lovely, explained everything and made me feel comfortable when I was nervous
- ✓ Because the practice is fantastic . The entire staff is helpful and friendly and treat the patients as individuals. There is no comparison to any other p@her practice I have been enrolled in. I feel very lucky to be a patient here.@here.

Not Recommended

Passive

