

FFT Monthly Summary: August 2020



Cartmel Surgery
Code: A82647

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
30	1	0	0	0	0	0	0	0	31	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:		44									
Responses:		31									
		Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total			
SMS - Autopoll		30	1	0	0	0	0	31			
SMS - User Initiated											
Tablet/App											
Web/E-mail											
Manual Upload											
Total		30	1	0	0	0	0	31			
Total (%)		97%	3%	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 (%) =
$$\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

Not Recommended (%) =
$$\frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

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%w Score

LowerMid

100%High Score

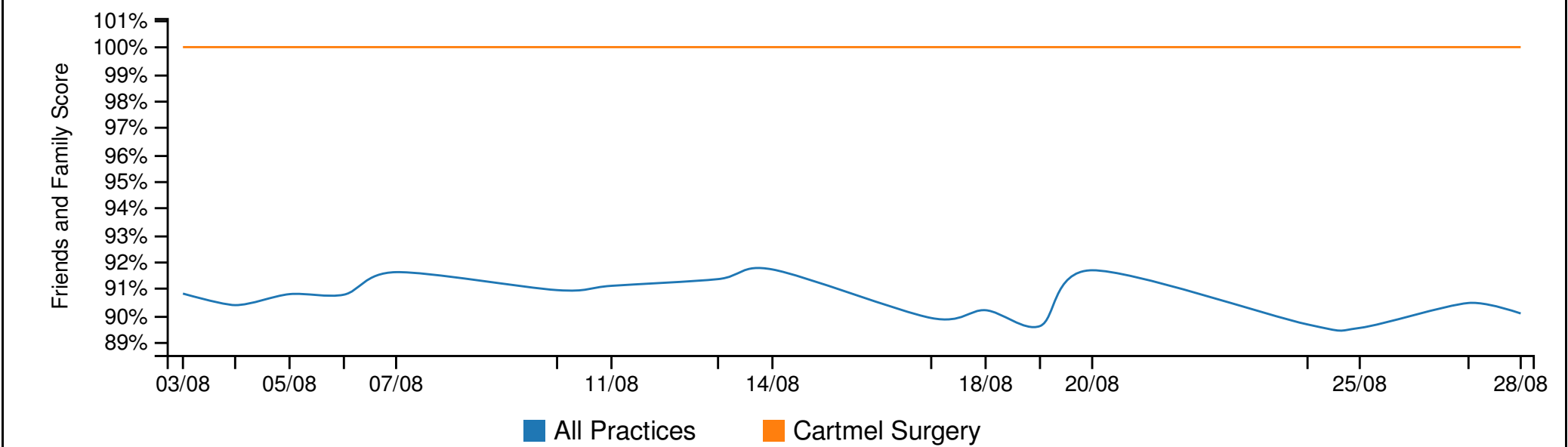
Notes:

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%	91%	93%
Cartmel Surgery	0%	100%	100%

Gender

All Practices

91%

91%

Cartmel Surgery

100%

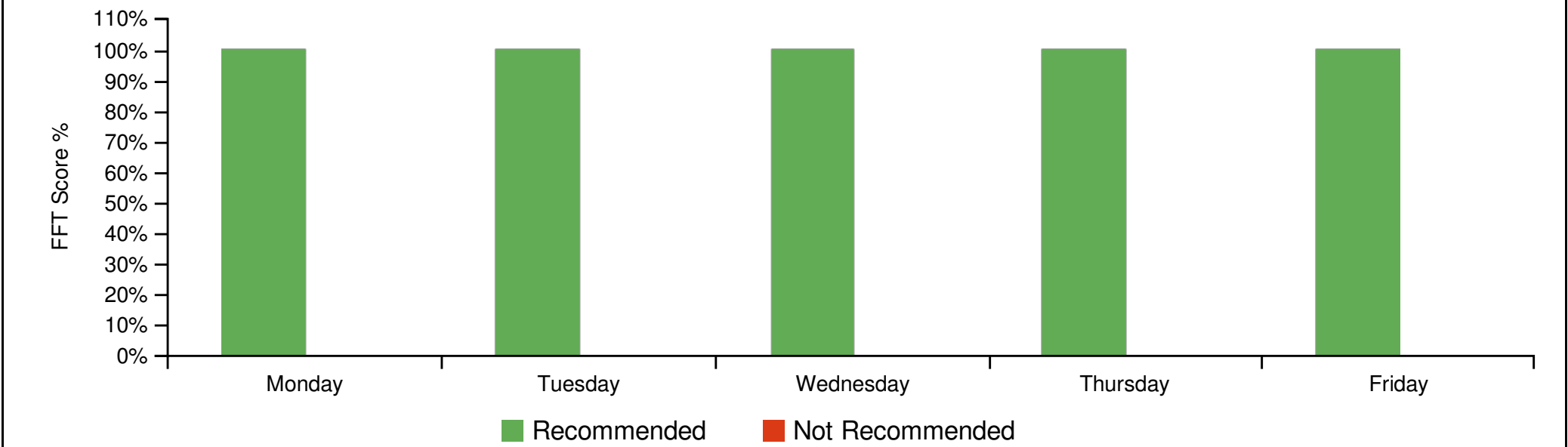
100%

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



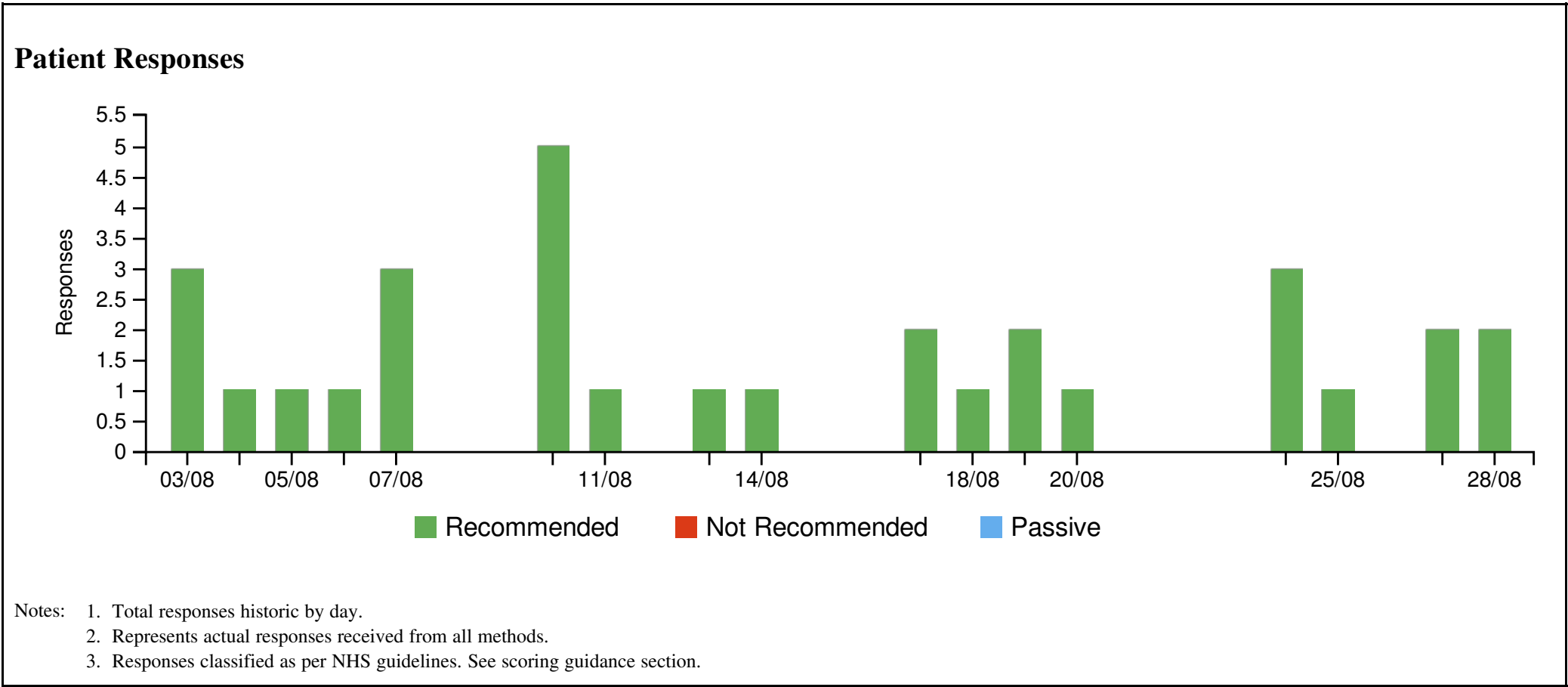
Notes:

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	3
Arrangement of Appointment	0
Reference to Clinician	4

Tag Cloud



Notes:

1. Thematic analysis for current reporting month.

2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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

- ✓ Perfect combination of warmth, professionalism, clinical skills and risk management - a credit both to the professionals involved and the practice as a whole.

✓ Couldn't be more caring..just a pleasure to visit everyone is so nice x

✓ I was treated with care and treatment clearly explained

✓ Friendly , quick, efficient, explains things thoroughly, willing to spend time discussing a concern

✓ Everyone in the surgery shows they really care about doing their job well.

✓ It's like how doctors used to be when I was a child friendly

✓ Very good prompt attention.

✓ When the people who treat you in your adversity are most pleasant and extremely helpful then there is only one reply and that is the one I have given.

✓ Fantastic service and wonderful helpful staff

✓ Outstanding Service

✓ Warm reception, personable staff, caring approach, good advice. Not always offered medicine as a cure but a range of options.

✓ Because you are so good

✓ Always very good at Cartmel. Helps me to make a plan for my current medical needs.

✓ Excellent service well controlled for covid

✓ Friendly, efficient, pleasant, prepared

✓ Brilliant service. Great Dr's and all staff.

✓ Have always had excellent and prompt service from the surgery over many years.

✓ Hospitality of the stuff

Not Recommended

Passive