

# FFT Monthly Summary: September 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	0	0	0	0	0	0	49	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:		93						
Responses:		49						
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		46	3	0	0	0	0	49
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		46	3	0	0	0	0	49
Total (%)		94%	6%	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%

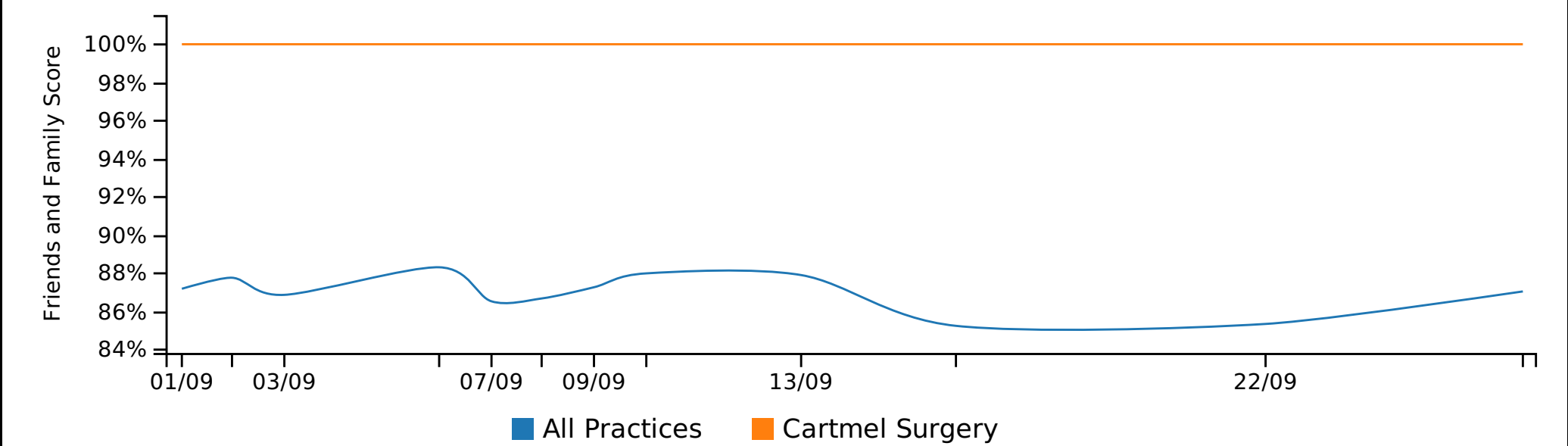
0%LowMid100%High

Score

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	81%	87%	90%
Cartmel Surgery	100%	100%	100%

Gender

All Practices

87%

87%

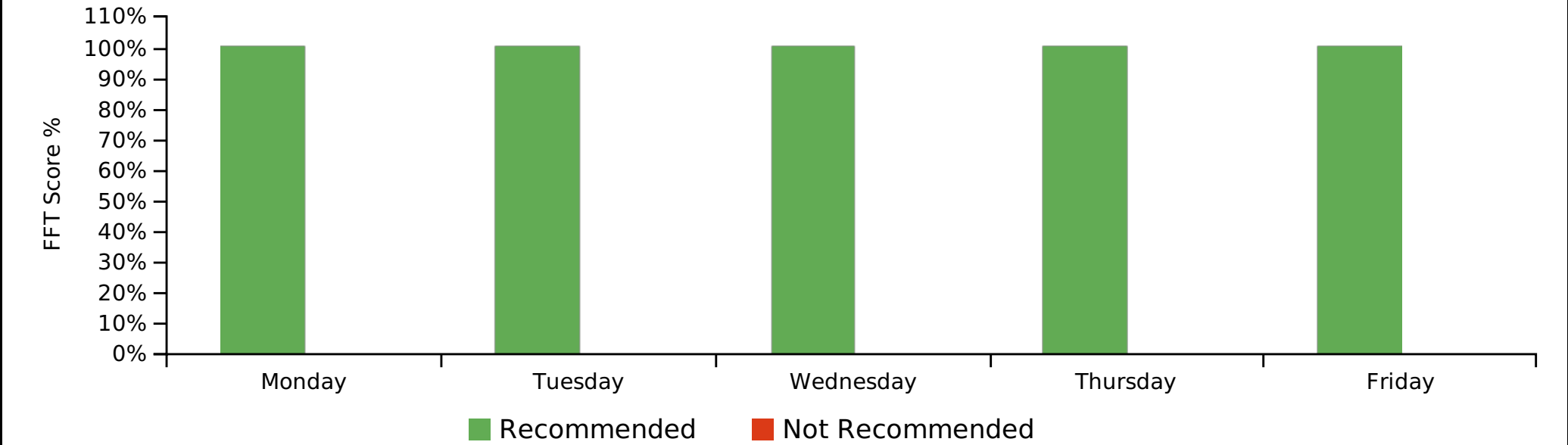
Cartmel Surgery

100%

100%

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

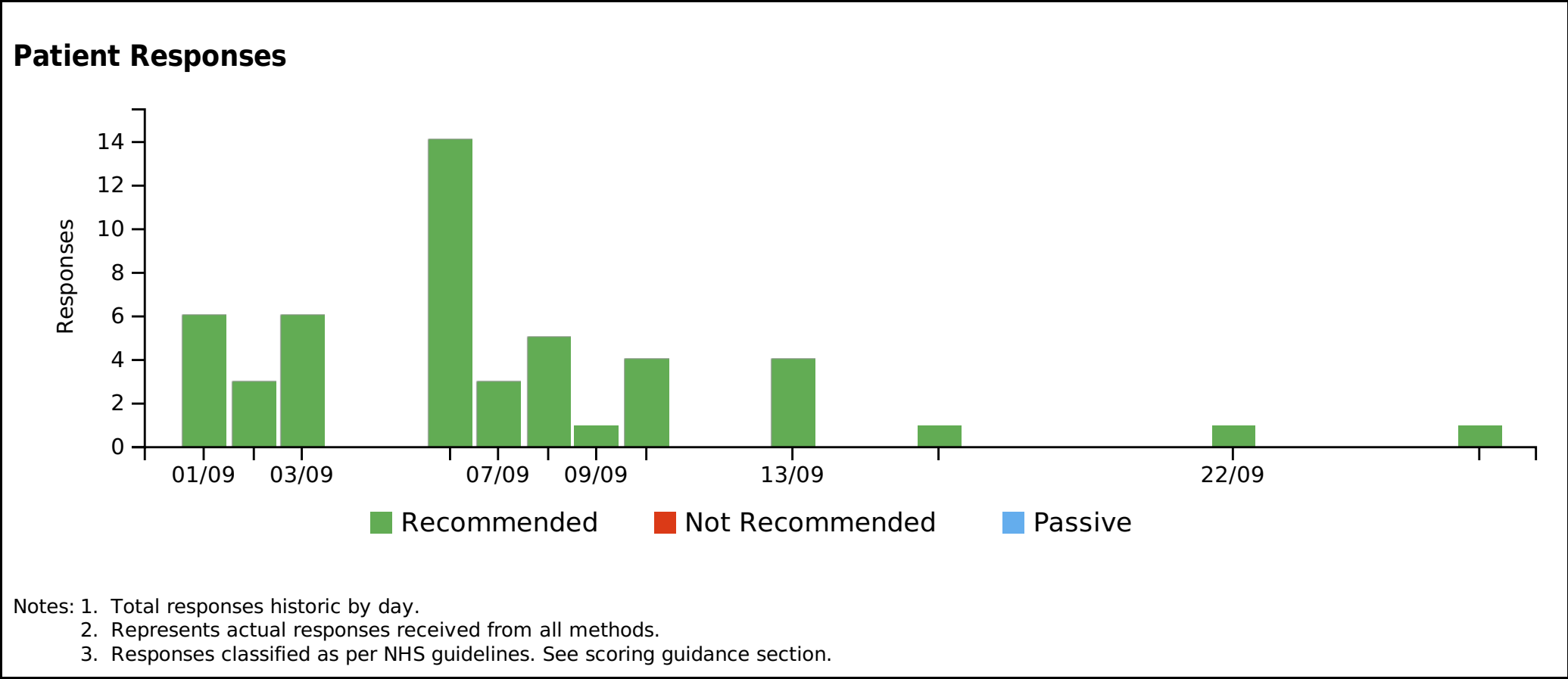
Practice Score: Day of the Week Analysis



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	10
Arrangement of Appointment	8
Reference to Clinician	14

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

- ✓The surgery from making an appointment to the actual appt. was very good. Surgery was very clean and was setup for social distancing. Dr Colclough was ve@as very professional and friendly and the ladies in reception could not have helped me more.@more.
- ✓Staff in surgery always attentive and on the ball, and Dr colclough is an exceptional GP, as is Dr Stern.
- ✓Fantastic service
- ✓I was very satisfied with the kindness and treatment I received thank you
- ✓Very professional and friendly as usual. Explain everything clearly and act as needed.
- ✓Prompt appointment. Good clear communication about the various concerns I came along with. Sensitive and relaxed addressing of a somewhat sensitive subject.
- ✓Always supportive on appointments and very professional as well as client focussed and friendly
- ✓Because everything about the surgery is excellent. Staff, procedures, doctors and treatment.
- ✓Friendly and efficient staff
- ✓Excellent care and kindness.
- ✓Because I cannot fault the service and care I received from Deena brolly
- ✓1st Class. Service all round.
- ✓Because I was very satisfied with the service!
- ✓Fairly prompt appointment and helpful visit
- ✓Face to face appointment 4 hours after calling, hardly any wait and as always good experience with GP.
- ✓Courteous and professional service.
- ✓Given plenty of time to talk to GP. Felt valued. Reception staff efficient and welcoming.
- ✓"EXCELLENCE" always received from staff!Care and procedures follow according to needs!
- ✓The care and support is excellent not only from the Drs but from all members of the team
- ✓Everyone there apart from Doctor Death have been great - Doctor DeaDeath should be struck off!ff!
- ✓I think I probably meant 5! Whichever score is the best anyway, the staff at the surgery are lovely and Julie is fabulous x
- ✓Better than very good thanks
- ✓Appointment same day as request, professional doctor thorough and friendly
- ✓The staff are so nice and try to accommodate everyone as best as they can. So reliable and helpful.
- ✓My personal experience visiting the surgery has always been dealt with professionally and efficiently.
- ✓Great doctor/px interaction,listened wa informative,helpful.
- ✓Thorough check up professional service 1st visit.
- ✓Good friendly clean.
- ✓No waiting, excellent consultation and further appointment next week already booked
- ✓Very thorough
- ✓Friendly and helpful staff
- ✓Best service, nicest people, attention to detail and just a fabulous experience
- ✓Quick waiting time and friendly staff but a bit awkward in the waiting room and reception
- ✓Doctor took time to listen and was reassuring
- ✓People are friendly polite efficient doctors are on time and are willing to listen you don't feel like just another number
- ✗25 min wait after appointment time

Not Recommended

Passive