

# FFT Monthly Summary: December 2019

Cartmel Surgery  
Code: A82647

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
48	2	0	0	0	0	0	0	0	49	1	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

<b>Surveyed Patients:</b>	<b>94</b>						
<b>Responses:</b>	<b>50</b>						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	47	2	0	0	0	0	<b>49</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail	1	0	0	0	0	0	<b>1</b>
Manual Upload							
<b>Total</b>	<b>48</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>96%</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### 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:

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

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

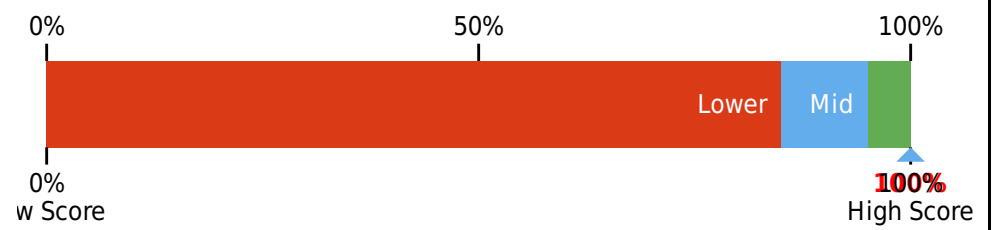
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

**Your Score:** 100%  
**Percentile Rank:** 100<sup>TH</sup>

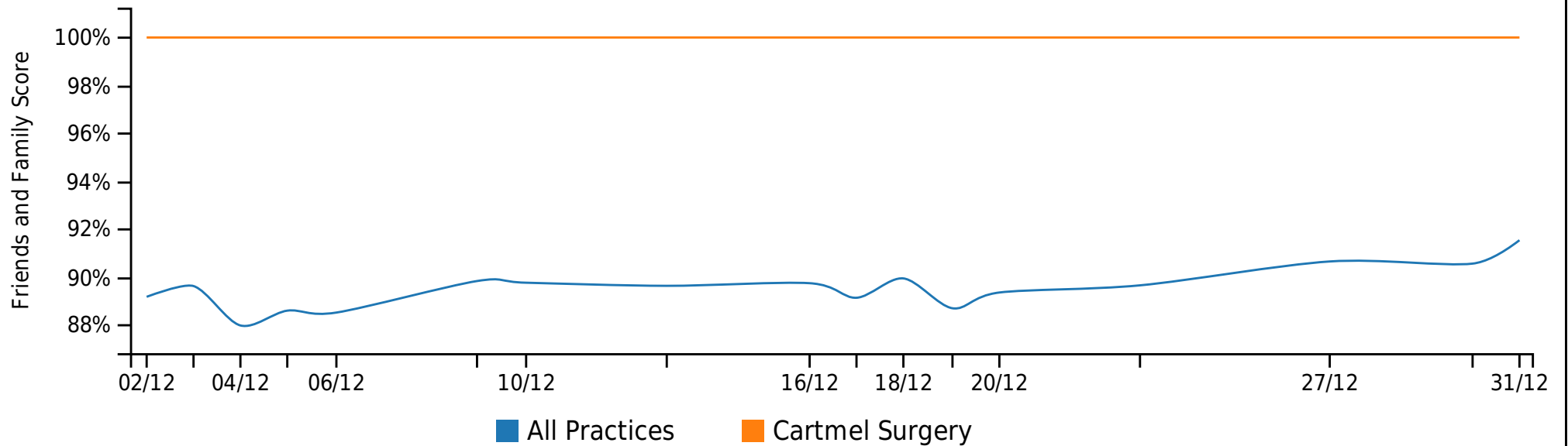


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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.

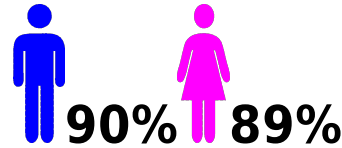
### Practice Score: 'Recommended' Demographic Analysis

#### Age

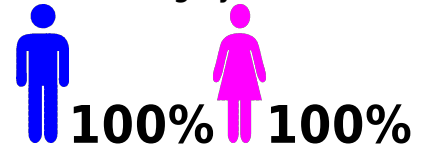
	< 25	25 - 65	65+
All Practices	83%	89%	93%
Cartmel Surgery	100%	100%	100%

#### Gender

##### All Practices



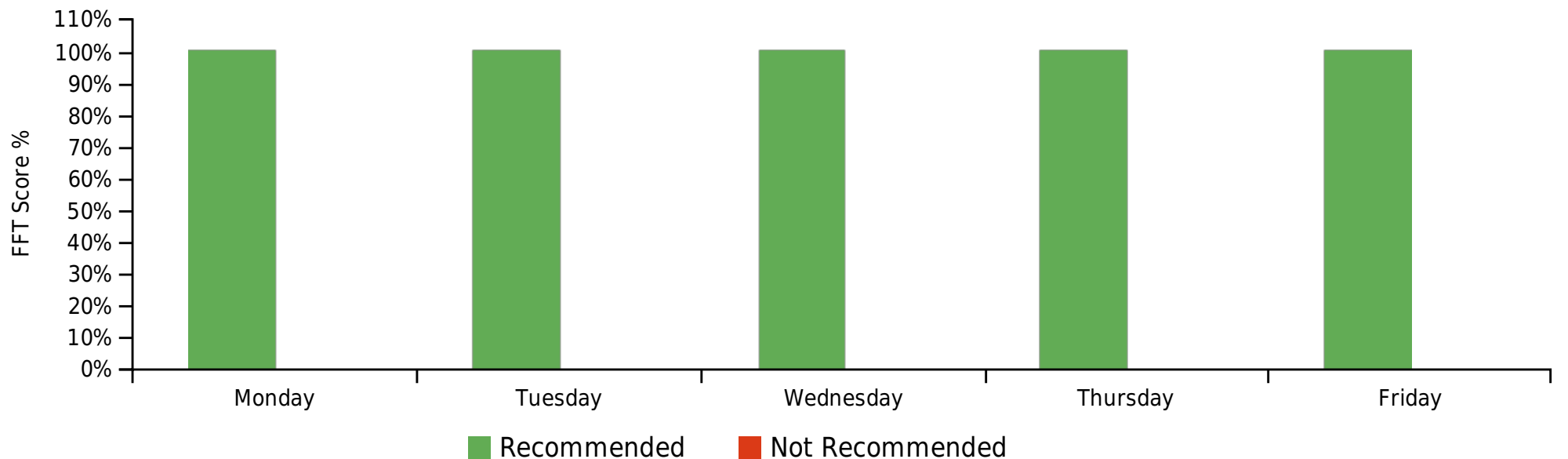
##### Cartmel Surgery



Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

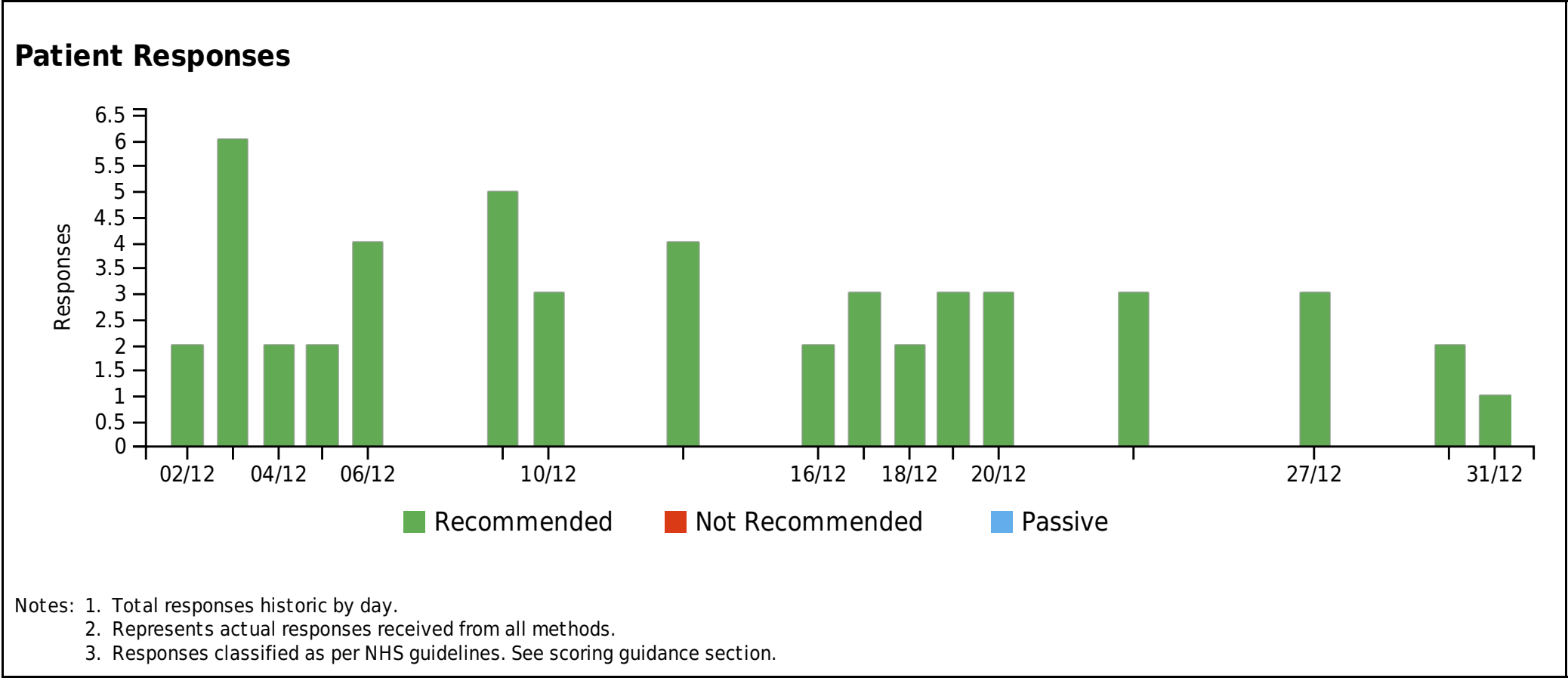
### Practice Score: Day of the Week Analysis



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	Tag Cloud
Reception Experience 11	
Arrangement of Appointment 8	
Reference to Clinician 15	

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.

### 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

- ✓ 1) Excellent reception team 2) GP gave me sufficient time on what was a very busy time. Good listener. Clear instructions on next steps.
- ✓ Staff are always friendly and helpful
- ✓ Very friendly staff and efficient service
- ✓ Professional and caring
- ✓ The doctor I saw was very friendly and was very thorough and helpful
- ✓ Amazing, friendly, approachable staff, true professionals and life savers
- ✓ On time, pleasant positive staff and no bruising, THANKS!
- ✓ I had no issues with my GP visit or blood tests
- ✓ The time taken and thought put into the care received.
- ✓ Professional & reassuring at all levels
- ✓ As a mother of 3 children I always experience great service and care at cartmel surgery I am always able to get an appointment and find the service excellent.
- ✓ Speedy and efficient and friendly
- ✓ Dr Julie and Nurse Jane are very caring, knowledgable, calm and professional. They always make me feel special and give me the time needed despite their @heir busy schedules. @les.
- ✓ The helpful, friendly Staff and easy access for a doctors appointment.
- ✓ Kathy Haughton was kind and professional and put my daughter at ease immediately. Thank you Kathy!
- ✓ Excellent and thorough care by Dr Stearn
- ✓ Personal experience, knowledgeable and friendly. Easy to get appointments and order repeat prescriptions online
- ✓ Ease of getting appointment, nice staff, thorough consultation from doctor
- ✓ Fast, efficient treatment with a smile. Thanks
- ✓ Always friendly, listen without any judgement of time, the empathy and support had made me realise I need help to sort my anxiety out which I did not rea@t realise was as bad as it was until I sat and talked to Jane initially at my asthma review and then the doctors for the additional test to see how it is affe@ affecting my health. They care about everyone keep up the great work.@work.
- ✓ Always receive excellent service when i require GP help
- ✓ I was in and out no waiting
- ✓ Friendly atmosphere, GP's and staff and fairly easy to get appointments.
- ✓ Very thorough and my problem dealt with effectively.
- ✓ All round excellent from receptionists, pharmacists to the Doctors. Kind caring and they will always find you an appointment.
- ✓ Good service, and helpful staff
- ✓ Always able to get an appointment, the staff are friendly & helpful, the surgery is inviting and not alienating. Doctors and nurses actually give you tim@u time and listen, by far the best surgery I have ever been too. I'm so lucky to go to this surgery! @ery!
- ✓ Availability of appointments, and helpful doctors

#### Not Recommended

#### Passive