FFT Monthly Summary: February 2022

Cartmel Surgery Code: A82647



SECTION 1 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

SECTION 2 Report Summary

Surveyed Patients:	71						
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%

८ 100% ♀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:

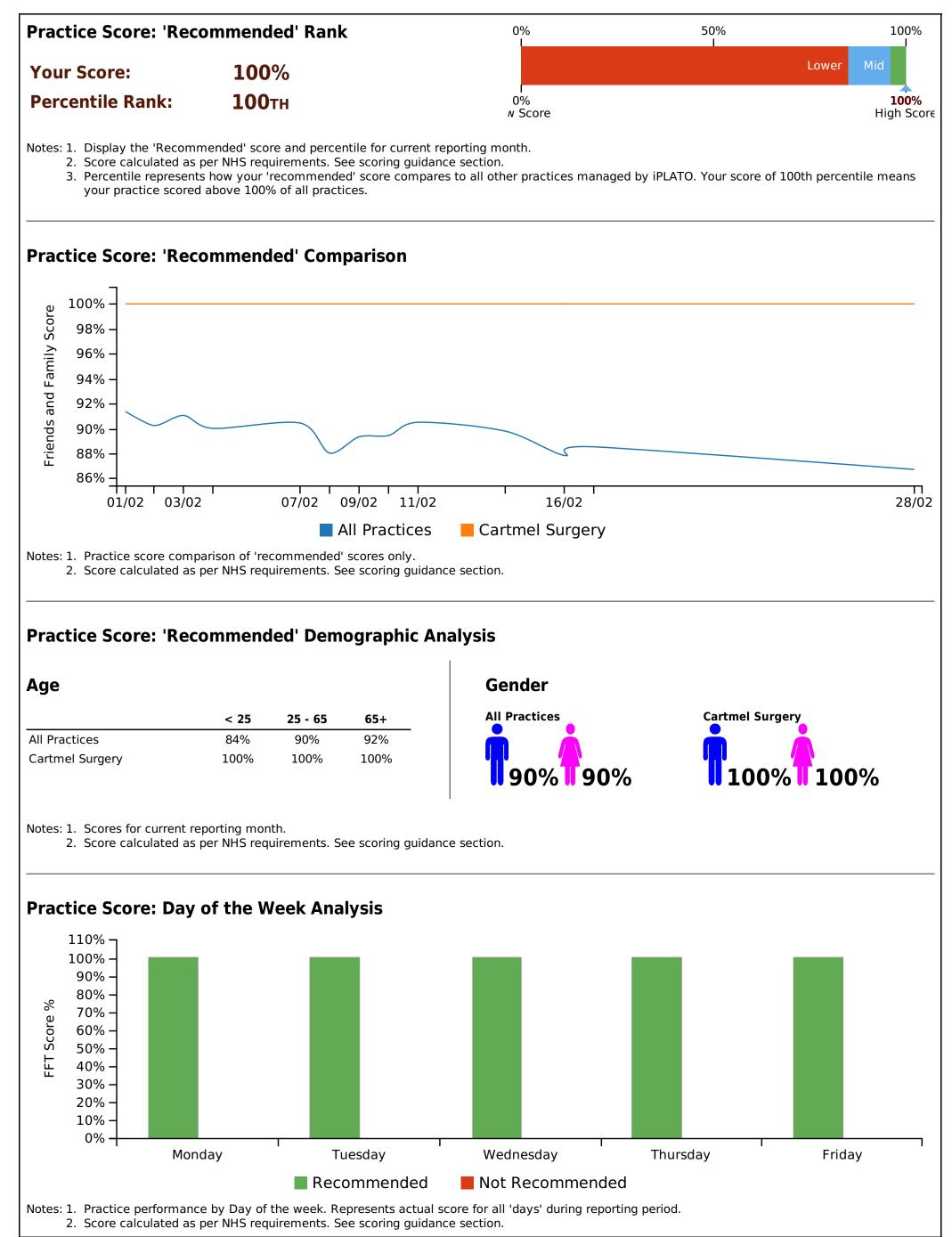
$$Recommended (\%) = \frac{very \ good + \ good}{very \ good + \ good + \ neither + \ poor + \ very \ poor + \ don't \ know} \times 100$$

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

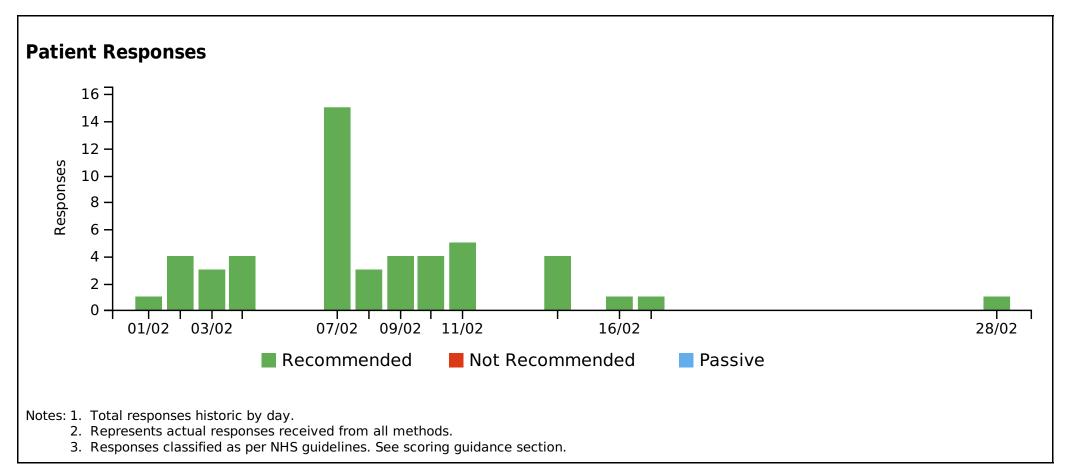
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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**

Thematic Tag Cloud **Reception Experience** 10 extremely Arrangement of Appointment 2 Reference to Clinician 12 ettra useful comprehensive Notes: 1. Thematic analysis for current informative reporting month. helpf 2. Thematic analysis covers the most listening discussed themes by analysing sentence fragements and is not an īable exhaustive analysis of all talking points. 3. Tag cloud is rendered using the most used present participle verbs, thorough gerund verb, adverbs and adjectives where the word frequency is reflected in text size. sympathetic forward immediately lickly welcoming positive waiting brilliant

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

✓ All the staff at the surgery are very helpful and very proffecional

✓ Excellent service very helpful & ✓ As always the attention care was

big

- ✓ Always very good service when you go
- ✓ VERY HELPFULLY
- ✓ Because everyone at Cartmel Surgery is wonderful and can't do enough to help. They are the best.
- Pleasant welcome, prompt and good service from the GP
- Staff very pleasant and professional
- The doctor listened carefully and checked if she did not think she had understood. Sometimes I feel very panicky with the doctor and unable to say what I@hat I want. This time I felt like we were trying to solve a problem together so I felt supported and valued.@lued.
- Sarah and Dr Julie were really helpful and informative about an issue. I always find all the staff are lovely and it is appreciated.
- Promp efficient and friendly
- ✓ Friendly, good atmosphere, knowledgable, timely and ever helpful.
- ✓ The nurse was extremely helpful and lovely.
- Really efficient and friendly service.
- Sarah showed genuine empathy, had a pragmatic approach and went the extra mile to check for outstanding test results. The consultation commenced on time @time which was a bonus.@onus.
- ✓ As always, I was seen quickly and everyone was very friendly and professional. Best surgery I have ever been a patient of.
- I cant thank everyone enough for what you do, from first point of cf contact with the friendly, helpful reception team to Dr Colclough wh who I feel goes above and beyond for her patients, for which I'm ververy
- ✓Polite reassuring staff. This was my first visit to the surgery and I felt at ease. Efficient and helpful.
- ✓ Fast efficient appointments.verv helpful staff.
- The Dr was very easy to talk to and listened carefully to my problem and made suggestions to help and further investigations into my problem. Friendly, efficient service.
- ✓ After listening to my symptoms , I was examined and given an detailed explanation of his opinion and various paths forward, all done in a very professio@essional and caring manner @nner

They were very helpful

Very pleasant and comprehensive checkup

It's the best all round service never been disappointed

✓Thorough consultation. Previous history considered re-medication. Caring approach. Not rushed, feel listened to.

Everyone is so pleasant. Dr Colclough is lovely and friendly and very easy to talk to.

Excellent Team. Always very helpful and friendly.Appointments mostly available.Good understanding of my problems.Never call time out. Well looked after by knowledgeable staff

✓ Quick, no waiting, friendly, efficient INR Test.

They are always welcoming efficient and human. I love this practice.

✓ Very prompt and professional service

Very clear answers to my questions

✓ Dr Julie is exceptional. My whole experience from reception to Dr was a positive one. Im going through a lot at the moment and nothing is too much troubl@rouble for them. Dr Julie even called me on Christmas eve late afternoon after my diagnoses to say that she was there for me if I needed anything. I cannot pr@ot praise Cartmel Surgery enough. Thank you @ you

✓ Only a short wait, sympathetic doctor, useful discussion of condition, clear explanations, prescription almost immediately

✓ available. 10 out if 10 for all staff and doctors. Can't think of anything to improve. Perfect surgery.

✓ On time excellent service

✓ Pleasant friendly receptionists dr Julie brilliant

Not Recommended

Passive