

FFT Monthly Summary: August 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:		92						
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

Practice Score: 'Recommended' Rank

Your Score:98%

Percentile Rank:90TH

0%50%100%

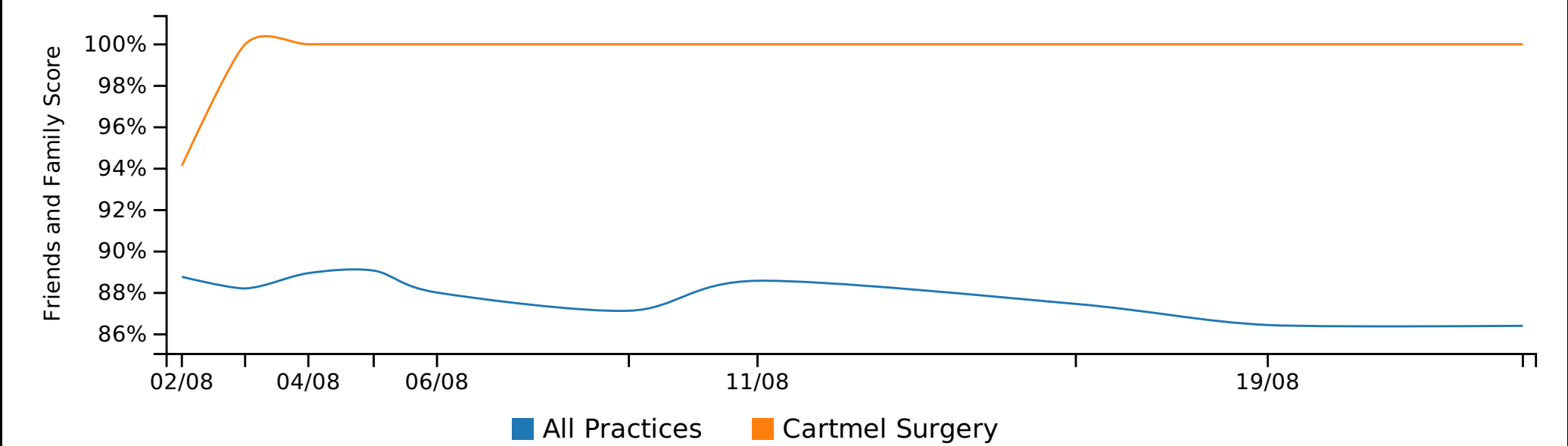
0%100%

LowerMid

Low ScoreHigh 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 90th percentile means your practice scored above 90% 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	85%	87%	91%
Cartmel Surgery	100%	97%	100%

Gender

All Practices

88%

88%

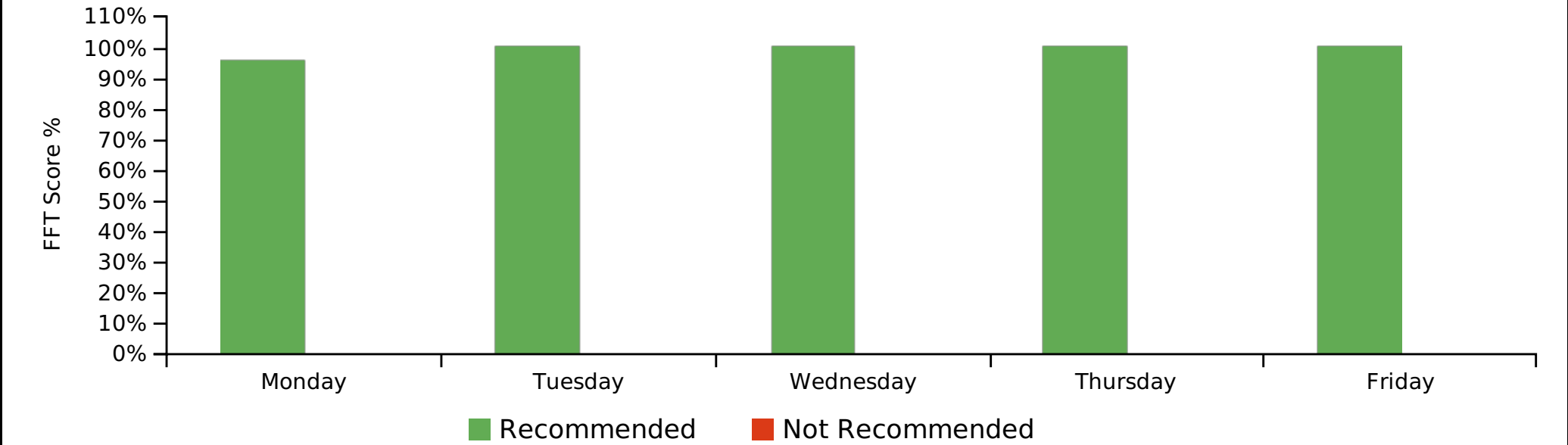
Cartmel Surgery

95%

100%

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

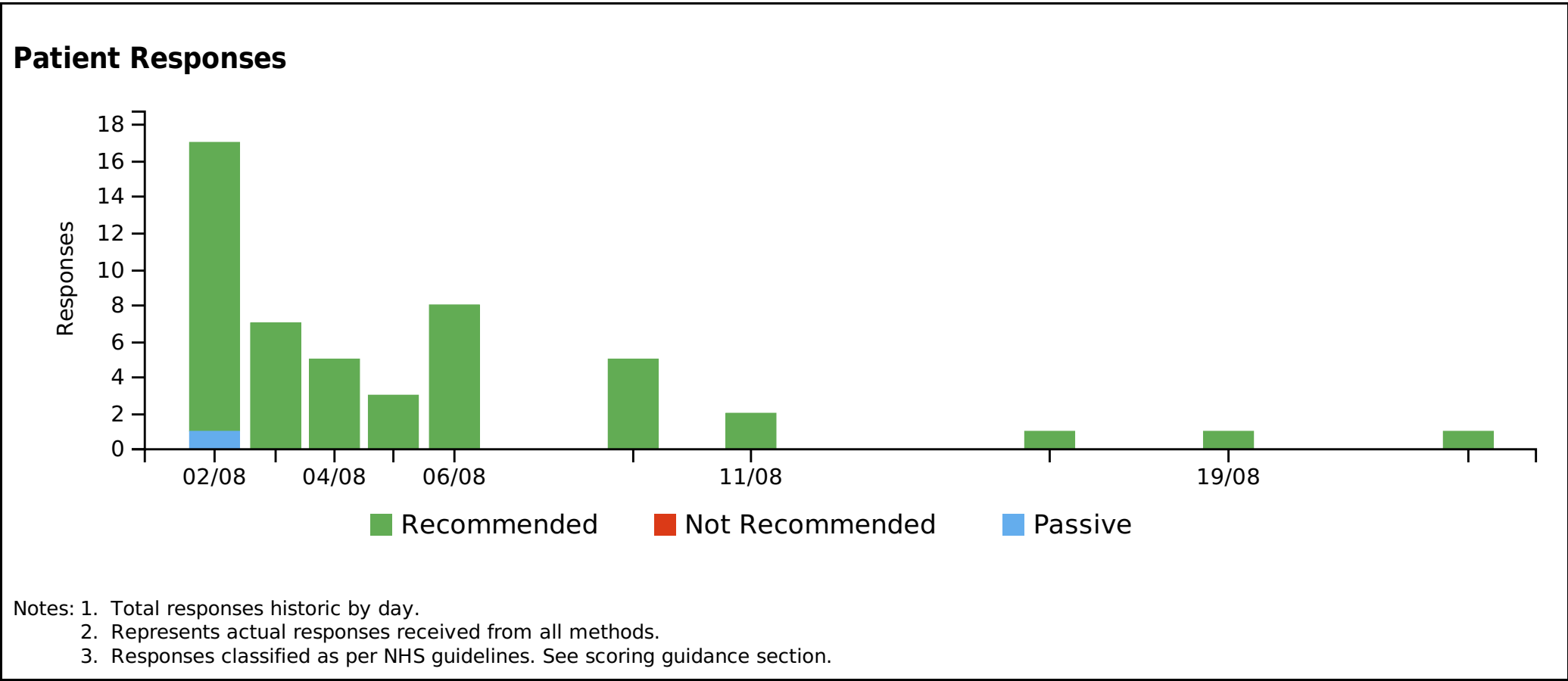
Practice Score: Day of the Week Analysis



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



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

- ✓ I was coming in about a knee injury and I was seen by both a doctor and a physio , resulting in a very rounded consultation that saved 2 visits and a ver@a very detailed analysis of the solution. All explanations of reasons for the symptoms and remedial advice was excellently described and thorough. I was also @also directed to a NHS website for knee and muscular exercises. Many thanks@hanks
- ✓ *Always excellent care and attention, all staff pleasant and courteous.*
- ✓ Always helpful - lovely friendly service- made to feel relaxed and that you actually matter !! First class !!!!!
- ✓ *Friendly helpful staff, and action taken immediately.*
- ✓ They provide an excellent service
- ✓ *Excellent service, many thanks.*
- ✓ Friendly and reassuring, on time.
- ✓ *Although I had to wait for 30 minutes to see the doctor, she was very sympathetic, understanding and explained my symptoms in a clear way. Thank you.*
- ✓ As always staff are very welcoming and caring and today when I gave blood the lady who took it was very calming and professional in the face of my very p@ery poor deep veins which even the phlebotomist at HospitalRecently had difficulty drawing blood@blood
- ✓ *Excellent service*
- ✓ Every one is so professional and caring its a pleasure and Mrs Taylor is great
- ✓ *Excellent service and attention*
- ✓ Because that is what it is
- ✓ *Drs, nurses & all Cartmel surgery staff are always friendly & helpful. GP is approachable & works with the patient to achieve mutual treatment therefore @fore gaining better co-operation & confidence in the doctor. @tor.*
- ✓ Caring, professional and knowledgable appointment
- ✓ *Because Dr Milligan was thorough and is an incredibly caring doctor.*
- ✓ Communicate well.
- ✓ *Attentive,caring GP,who made you feel he was there to solve your health queries,and agreed with our deductions!!*
- ✓ Because very friendly and helpful and very clear about everything
- ✓ *Always get good quality friendly service it's the perfect surgery*
- ✓ Everyone at the surgery are very good at what they do
- ✓ *Great doctor. Knew what to do straight away*
- ✓ The staff are exceptional,especially the ladies behind the front de desk dealing with us awkward patients!! Doctors always have a smile be b
- ✓ *I am always happy with the service and advice I receive*
- ✓ Everyone is efficient and friendly
- ✓ *Because it's true*
- ✓ Best gp practice I've used in 73 years!
- ✓ *Dr Julie Colclough is very understanding & caring*
- ✓ the two women made me feel very relaxed about my injections I was gs g
- ✓ *Positive discussion with the Doctor about the issue I'd gone with.*
- ✓ Great care and lovely staff
- ✓ *Prompt, professional and friendly.*
- ✓ Quick appt. on time and good doctor.
- ✓ *Caring approach by doctors and receptionists*

Not Recommended

Passive

- ✓ Didn't really get a solution to problem