

# FFT Monthly Summary: November 2021



Cartmel Surgery  
Code: A82647

## SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
47	1	1	0	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients:		78						
Responses:		50						
		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		47	1	1	0	1	0	50
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
Total		47	1	1	0	1	0	50
Total (%)		94%	2%	2%	0%	2%	0%	100%

### Summary Scores

96% 2% 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:

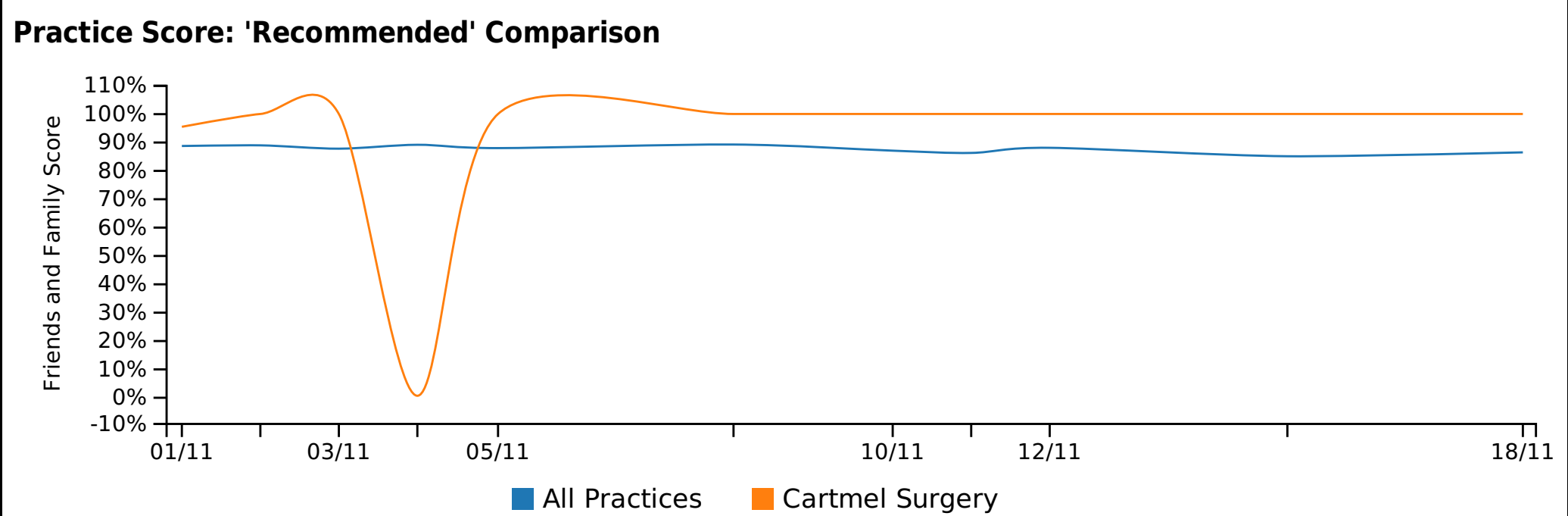
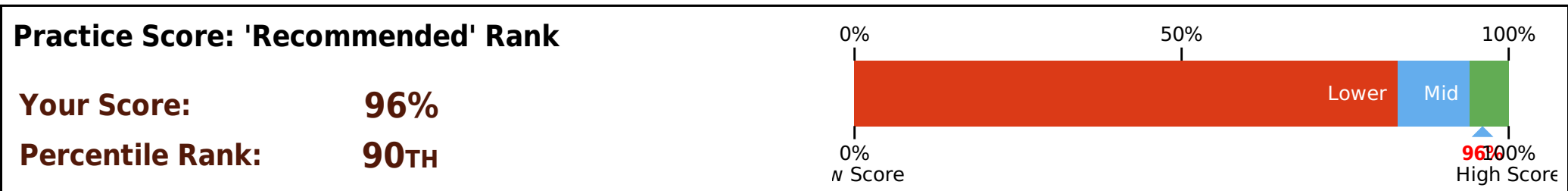
Recommended (%) =  $\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$

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:

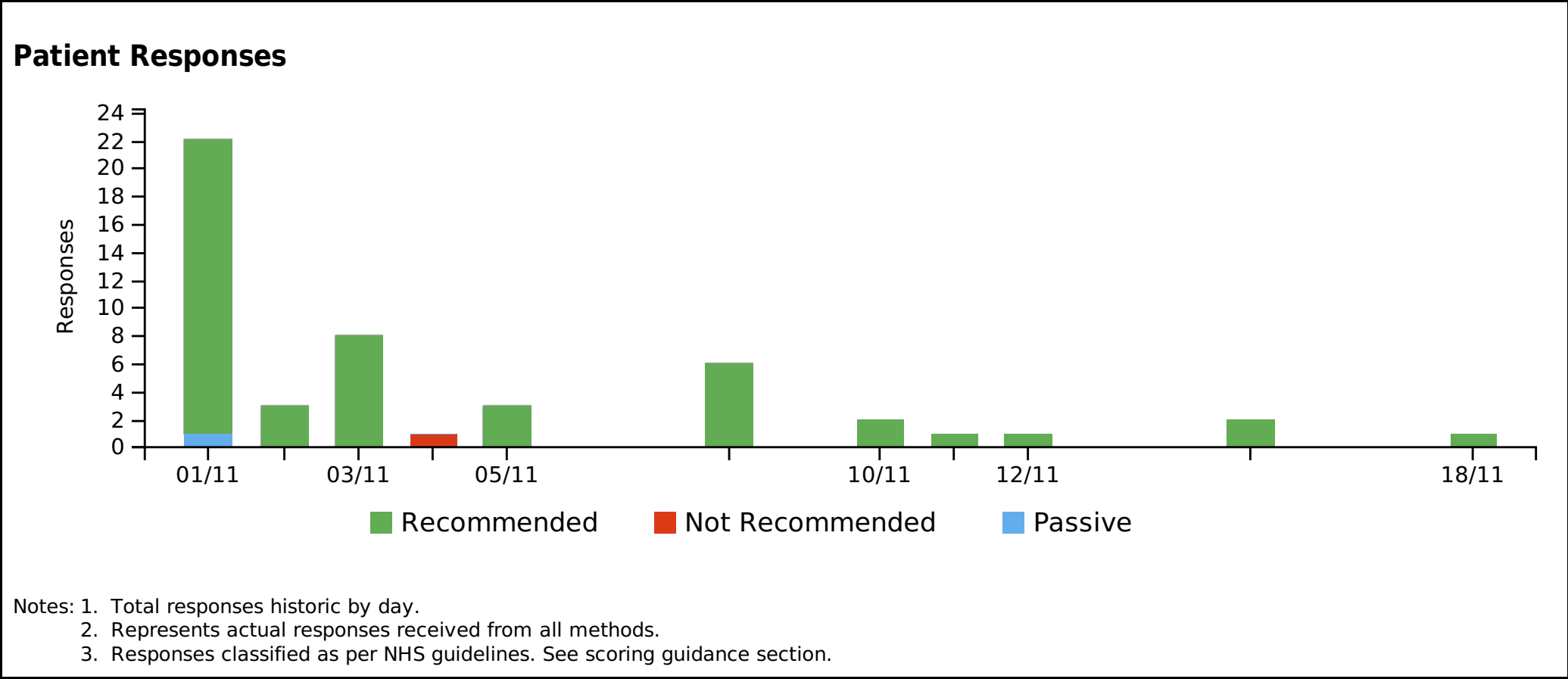
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3  
Practice Scoring



SECTION 4

Patient Response Analysis



SECTION 5
Patient Free Text Comments: Summary

Thematic

Tag Cloud

Reception Experience 15
Arrangement of Appointment 6
Reference to Clinician 14

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.

professional, always, efficient, good, amazing, caring, quick, courteous, well, happy, pleasant, outstanding, speedy, stating, great, fast, knowledgeable, overall, ever, stern, carrying, top, possible, perfect, clearly, positive, deciding, responsive, waiting, urgent, forward, necessary, really, superb, lovely, extra, absolutely

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

- ✓Excellent professional and friendly service
- ✓Always helpful with prompt appointment times
- ✓Friendly service
- ✓My doctor listens, hears, discusses my worries before carrying out any examination necessary before stating his diagnosis. I feel confident in his care.
- ✓The service and care that Cartmel practice offers is always amazing top class
- ✓Friendly and very helpful - cannot rate too highly
- ✓I've been with Cartmel for twenty years and have always received outstanding care. It's thanks to Dr Lovatt that I have a daughter (IVF). The doctors alw@s always see you within a couple of days, they include you in deciding the treatment and they also train on site. The receptionists and pharmacy staff are out@e outstanding and should be used as tile models for other practices.@ices.
- ✓Everyone really friendly,kind ,understanding and patient
- ✓Superb Surgery, can't fault Doctors or Staff. Very caring
- ✓I felt listened to..
- ✓Dr efficient and pleasant
- ✓As always I received courteous and speedy service
- ✓Friendly and helpful staff
- ✓Friendly effect service
- ✓Doc julie is the best doctor and amazing staff
- ✓No complaints, excellent service.
- ✓Prompt and friendly attention
- ✓Thorough, efficient and friendly service
- ✓Good staff prompt appointment
- ✓Excellent doctor ( Doctor Stern) very thorough and no rush at all. Very pleasant waiting area and friendly reception and very efficient. Very pleased to @d to have joined this practice.@tice.
- ✓In one word this surgery Cares
- ✓Quick and caring
- ✓The service ls always excellent and fast.
- ✓Overall experience and helpfulness of the staff
- ✓Friendly good service.
- ✓Very courteous reception staff who booked me in cheerily and hppily organised a follow up appointment. The doctor was also very thorough and talked me th@me through possible causes for my symptoms as well as treatments to ensure I understood the forward path clearly. @rly.
- ✓Visited the surgery yesterday and had a good experience.
- ✓Everyone helpful friendly and knowledgeable
- ✓The Doctor was absolutely lovely
- ✓The appointment was on time and all of the staff from the receptionist to the dr were very friendly
- ✓Caring, friendly, professional & manage to squeeze you in if urgent
- ✓Always a very good service and very polite friendly staff..
- ✓Prompt appointment, friendly & thorough staff
- ✓I can always see or speak to anyone I need to and all the doctors and staff are happy to go the extra mile
- ✓The service was more than excellent and, on time. By far the best surgery I have ever been a patient in.
- ✓Responsive and quick
- ✓Doctor was great.
- ✓The quality of the service that the staff provided.
- ✓Listen well, very helpful advice, very friendly consultations.
- ✓As always I am listened to and given positive help and advice. All staff are very friendly and helpful.
- ✓Appointment same day. Doctor always kind and professional as are the staff.

Not Recommended

✓ Because everything was perfect. A happy doctor surgery. Many thanks,Love Anna

Passive