

FFT Monthly Summary: November 2020



Cartmel Surgery
Code: A82647

SECTION 1 CQRS Reporting

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

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:		85						
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%

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

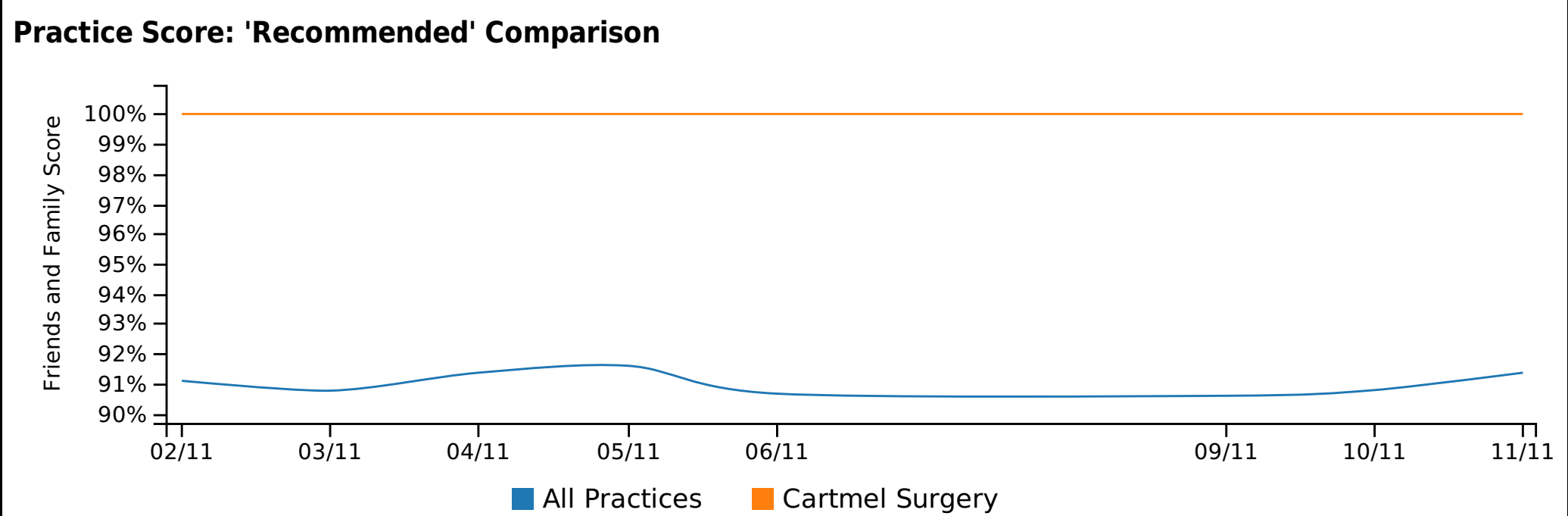
0%50%100%

0%100%

LowerMid

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 100th percentile means your practice scored above 100% of all practices.



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	86%	91%	93%
Cartmel Surgery	100%	100%	100%

Gender

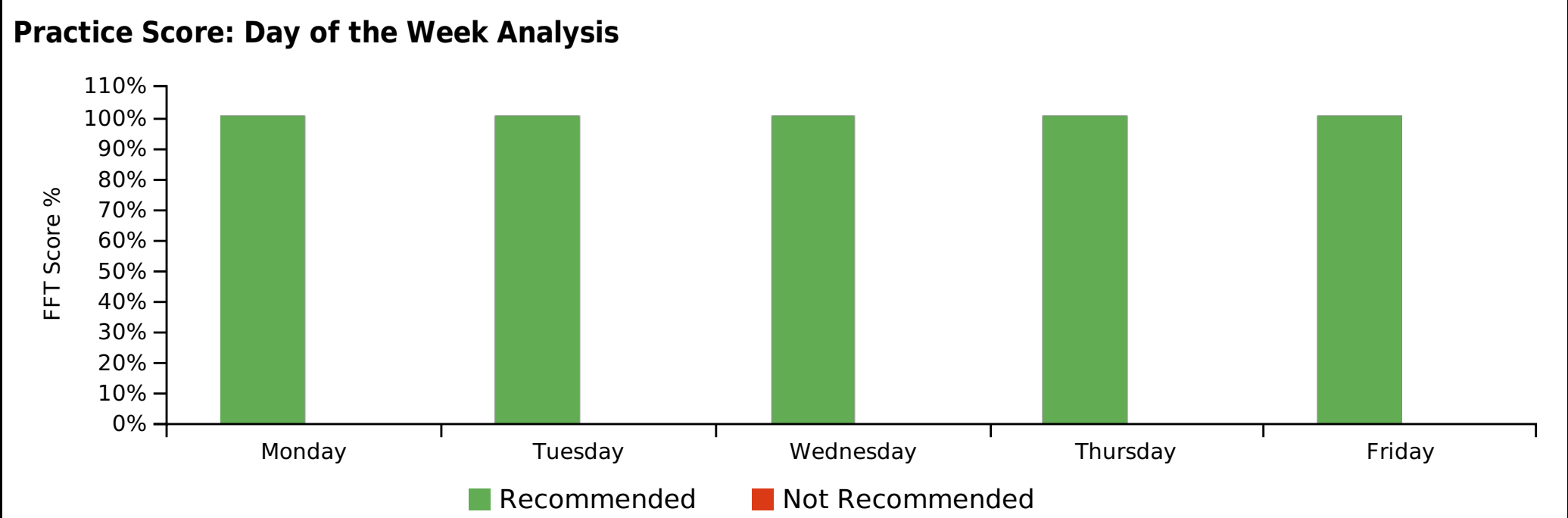
All Practices

91%91%

Cartmel Surgery

100%100%

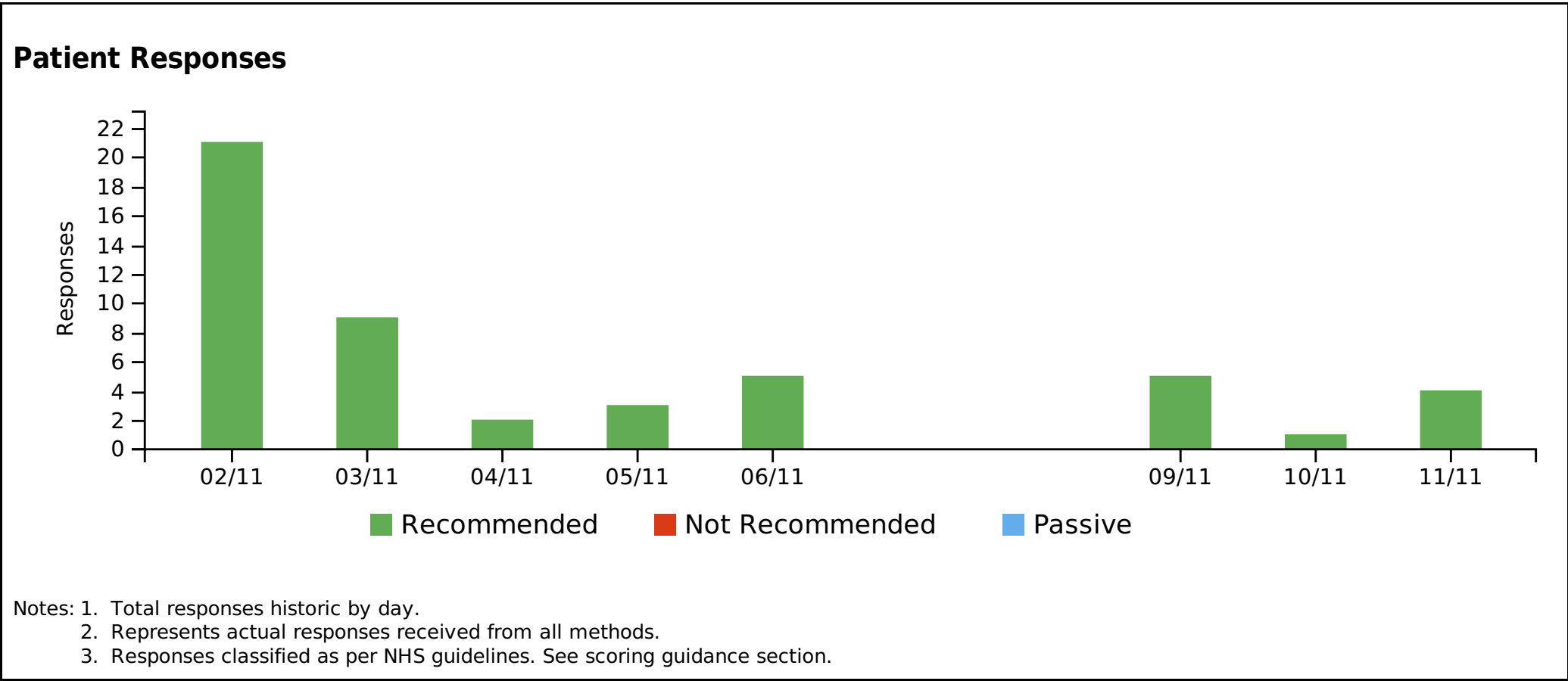
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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	15
Arrangement of Appointment	4
Reference to Clinician	11

Tag Cloud

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.

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

- ✓Courtesy and smiles from all the staff, helpful, attentive doctor.
- ✓The staff are amazing
- ✓Excellent attentive service especially during this difficult time
- ✓Very helpful courteous staff in whom I have confidence.
- ✓Treated promptly and with great efficiency and kindness.
- ✓All the staff are always very friendly and I can get an appointment quickly if I need it. The nurse I saw today was lovely
- ✓Welcoming and friendly on arrival. Efficient and treated in a friendly way in surgery. An ideal experience.
- ✓Helpful and friendly staff. The surgery is run efficiently, but you are given the time you need.
- ✓They are very good in general all staff there are helpful, make u feel welcome and make u feel like u are important and matter
- ✓Nothing is problem and they go the extra mile to help.
- ✓I already have
- ✓Excellent service as always never a problem getting an appointment
- ✓My GP is wonderful, she doesn't miss a thing,has empathy ,remembers things I've told her in past yet must have hundreds of patients,she has humour and al@nd always gets a laugh out of me even though that is not usual!,she will give me all the options for treatment not just one, and is more "human" than a lot of@ot of other Drs.Every visit is an education-but I try not to go unless it is absolutely necessary!@sary!
- ✓The Dr I saw was very thorough and had looked up my history so knew my problem
- ✓No issues all good
- ✓Excellent staff members feel very safe and well cared for.
- ✓Straight forward to make face to face appointment, courteous and ef efficient staff. Timely appointment, clear and respectful communicatcation of choices.es.
- ✓Staff always pleasant and professional to deal with. Feel comfortable on premises.
- ✓You are always first class
- ✓Because they are always very welcoming
- ✓Quick and friendly staff, felt very Covid safe & doctor was super efficient and listened to me
- ✓very thorough consultation and explanation of options for future investigations and treatment
- ✓The service is very quick friendly and thorough.
- ✓Really helpful friendly staff. Can't do enough to help. Excellent patient care and always so professional. I worked as a community midwife in 3 doctors s@ors surgeries and was a patient in another, in my experience Cartmel surgery is outstanding. @ing.
- ✓It was just so easy and effortless with no fuss. Couldn't have been any better. Thank you.
- ✓Good service and friendly
- ✓Because it was good it was on time I felt safe and good interaction with the staff
- ✓Efficient practice
- ✓On questioning me on the telephone the receptionist immediately was able to offer me an emergency telephone consultation. As a result of which I was give@ given a face to face GP appointment later that day. On arrival I was met by the receptionist who tested my temperature and took me through to reception. With@ Within a few minutes I was seen by my GP who examined me , found the problem and arranged a follow up appointment within two weeks. I felt quite safe during@uring this period of Covid 19, and am very thankful that my problem was addressed so quickly and efficiently by the team . 1++@. 1++
- ✓Doctor J always makes me feel relaxed and always helps to try and help with my illness.
- ✓Phoned up was in there in a couple of hours. Very friendly welcome, felt very safe with the measures in place.
- ✓Cartmel surgery all the doctors and staff are all welcoming and helpful. This is the best GP practice I have ever been registered with.
- ✓Good service and explained well certain aspects of my treatment
- ✓Surgery cares!
- ✓Strict covid rules+ nurse care+
- ✓Efficient, friendly reception staff, a well organised surgery and a nurse who put me at ease.

Not Recommended

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