# FFT Monthly Summary: January 2020

Cartmel Surgery Code: A82647



## SECTION 1 CQRS Reporting

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

SECTION 2 Report Summary

Surveyed Patients:	79						
Responses:	48						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	48	0	0	0	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	48	0	0	0	0	0	48
Total (%)	100%	0%	0%	0%	0%	0%	100%

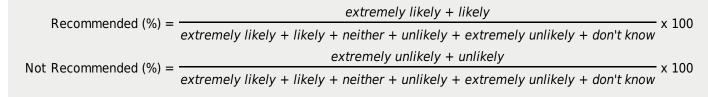
#### **Summary Scores**

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.

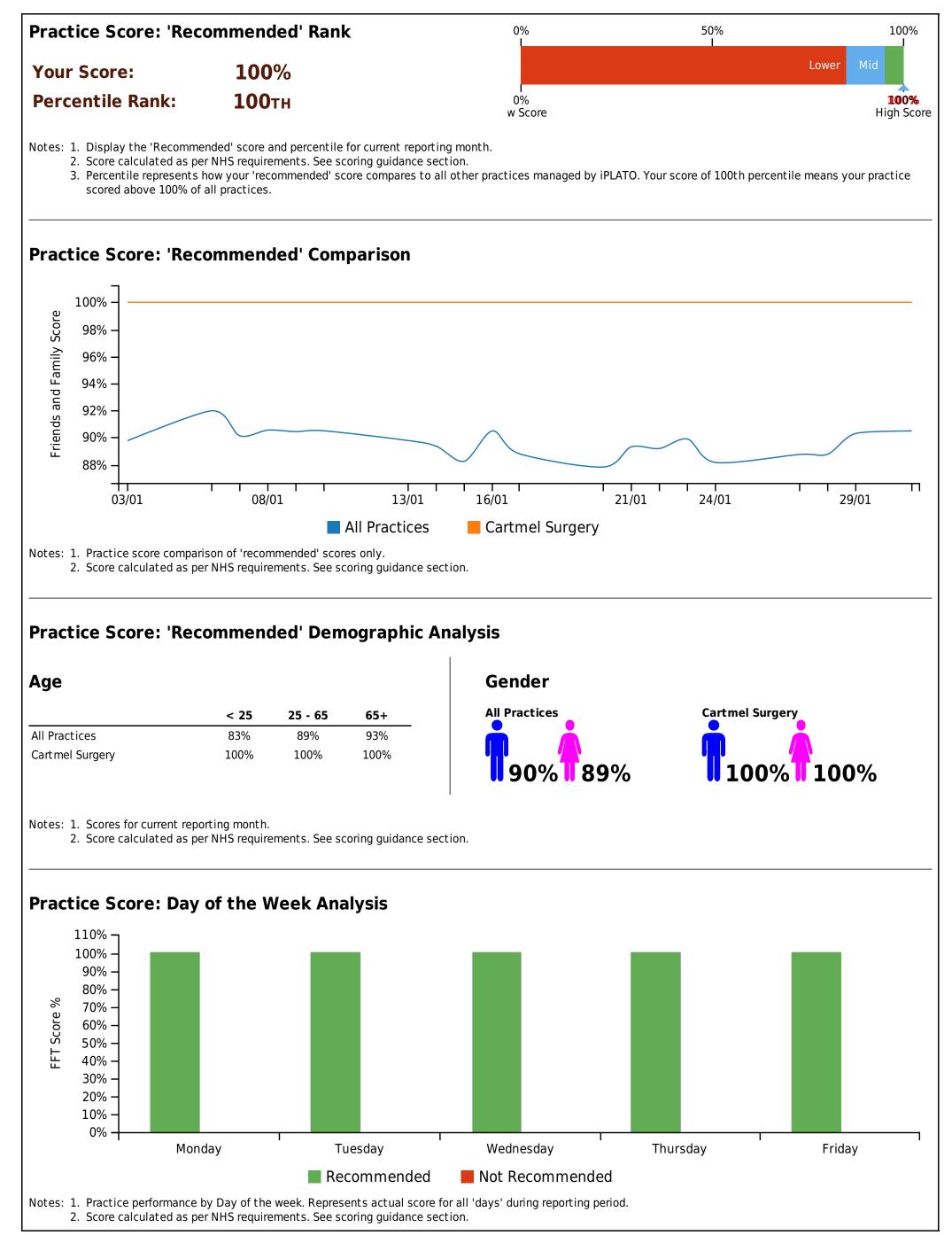
The percentage measures are calculated as follows:



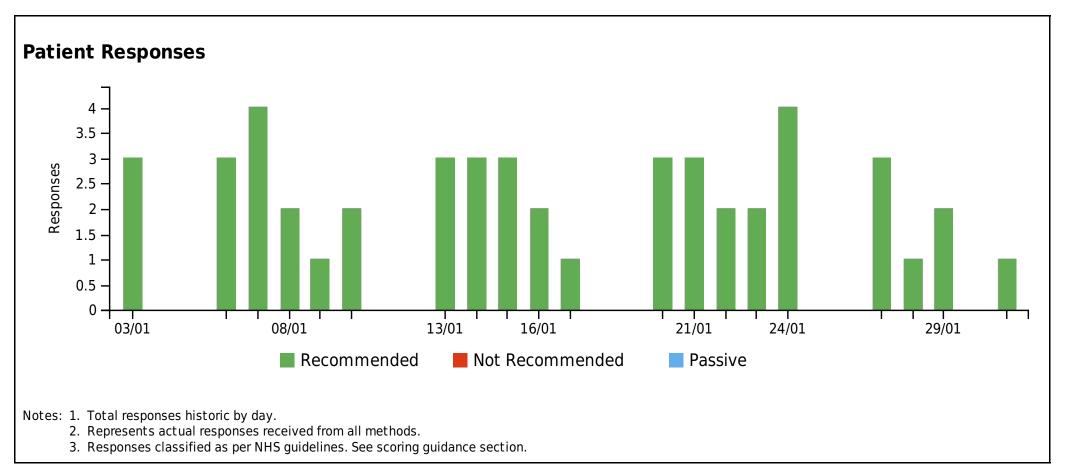
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

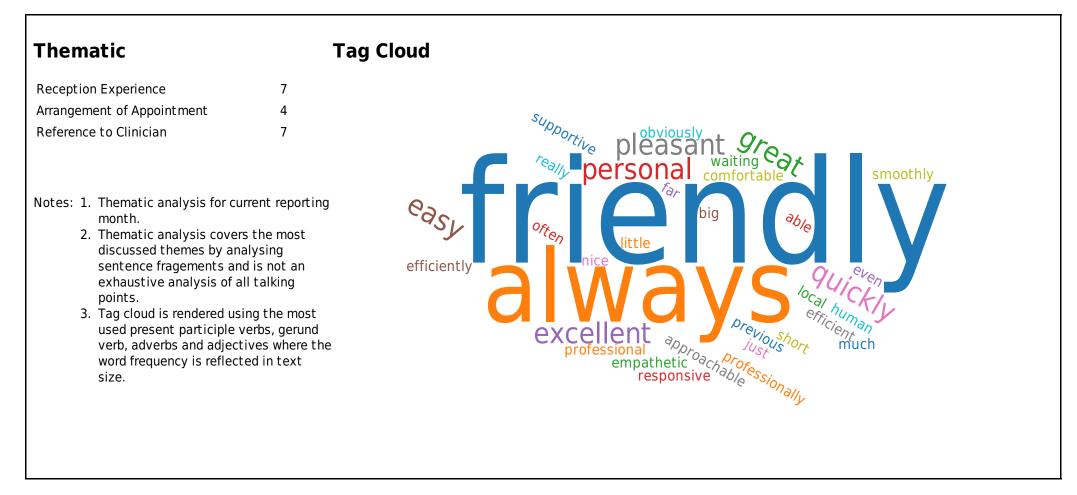
## SECTION 3 Practice Scoring



# SECTION 4 Patient Response Analysis



# SECTION 5 Patient Free Text Comments: Summary



#### **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 felt comfortable and could tell she really knew what she was doing, I went to a hospital days previous and got fobbed of with antibiotics, but when I c@n I came to cartmel to see dr colcough she sat me down and said let's fix this, great service thankyou @kyou
- ✓ Very professional and very very helpful
- Always helpful, always kind. I hear horror stories about other local doctors, not being able to get appointments or having to speak to receptionist about@about personal things before being allowed to be seen. Cartmel is off the scale service and care, by far the best.@best.
- Excellent service
- The information given was helpful
- ✓ Could not have asked for better service big thank you to both nurse and doctor
- ✓ Always easy to get an appointment and very nice and approachable staff/doctors
- ✓ Great friendly service. Only had to wait a short while but in and out quickly.
- ✓ Quality of service from everyone at the surgery.
- ✓ Friendly helpful and human!
- Practice always does it's best. Very supportive staff. Appointments made with very little waiting often seen on same day even if not an emergency.
- ✓ Every thing spoton
- Prompt attention., only had to wait a couple of minutes for my appointment and was dealt with quickly and efficiently.
- ✓ Excellent treatment
- ✓ Friendly efficency service always makes me feel at ease
- ✓ Friendly & helpful service.
- ✓ Helpful and friendly practice
- ✓ You are just so efficient and things run so smoothly at the practice for me thank you
- ✓ Friendly helpful staff who obviously care about their patients.
- ✓ All the staff are so helpful and very friendly and very easy to taltalk to, nothing is too much trouble for them.em.
- ✓I have always been treated professionally and with kindness.
- ✓ Friendly and helpful
- ✓ Very kind and empathetic professionals.
- ✓ Helpful and friendly staff
- ✓ Because everyone is very pleasant and you are always put at ease and you can have a laugh

A feeling of security where my health is concerned with pleasant and responsive staff and Doctors whose judgement you can trust
Friendly personal service with the same GP if needed

Not Recommended

Passive