

# FFT Monthly Summary: May 2022



Cartmel Surgery  
Code: A82647

## SECTION 1 CQRS Reporting

**CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
48	1	0	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:**  
**Responses:**

**83**  
**50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	48	1	0	0	1	0	<b>50</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>48</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>96%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

**Summary Scores**  

98% 2% 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 (%) = 
$$\frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

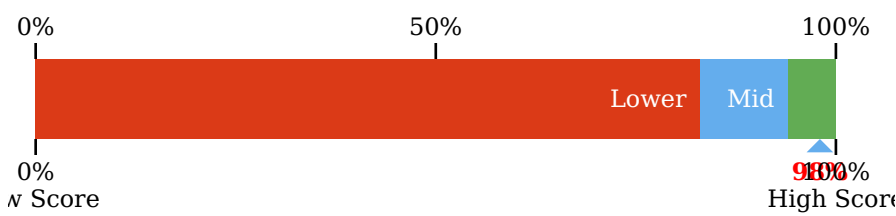
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## SECTION 3 Practice Scoring

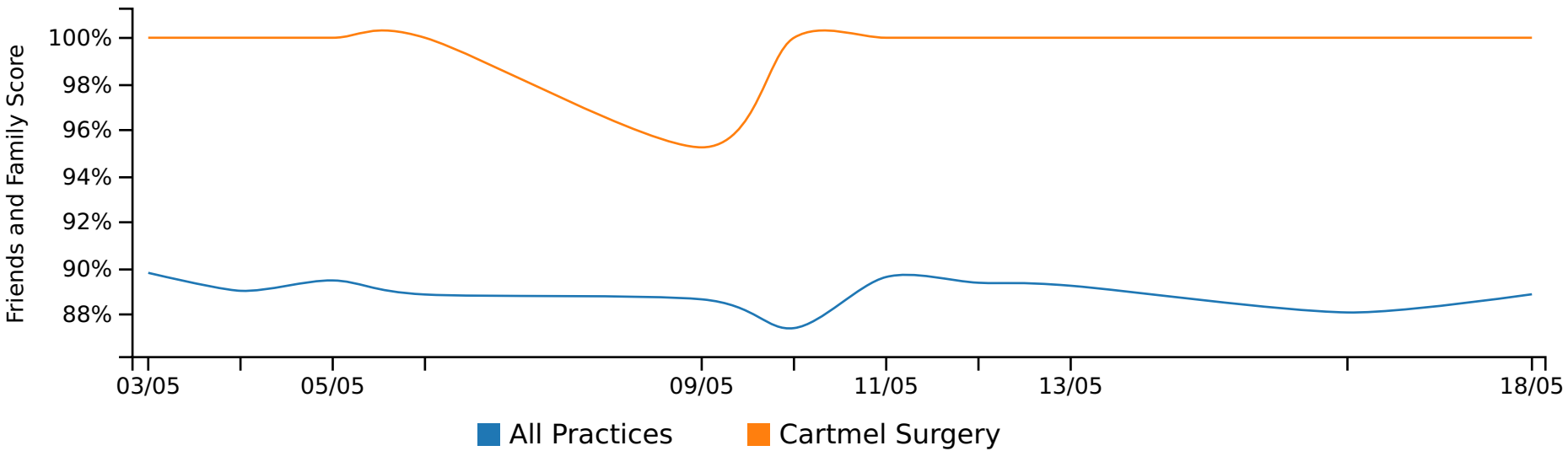
Practice Score: 'Recommended' Rank

Your Score: 98%  
Percentile Rank: 90TH



- 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



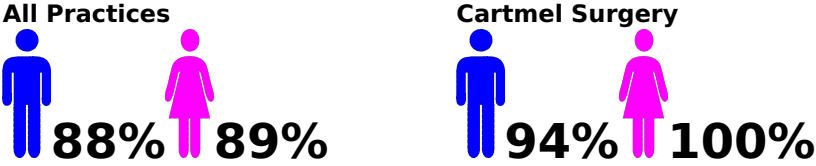
- Notes:
- 1. Practice score comparison of 'recommended' scores only.
  - 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

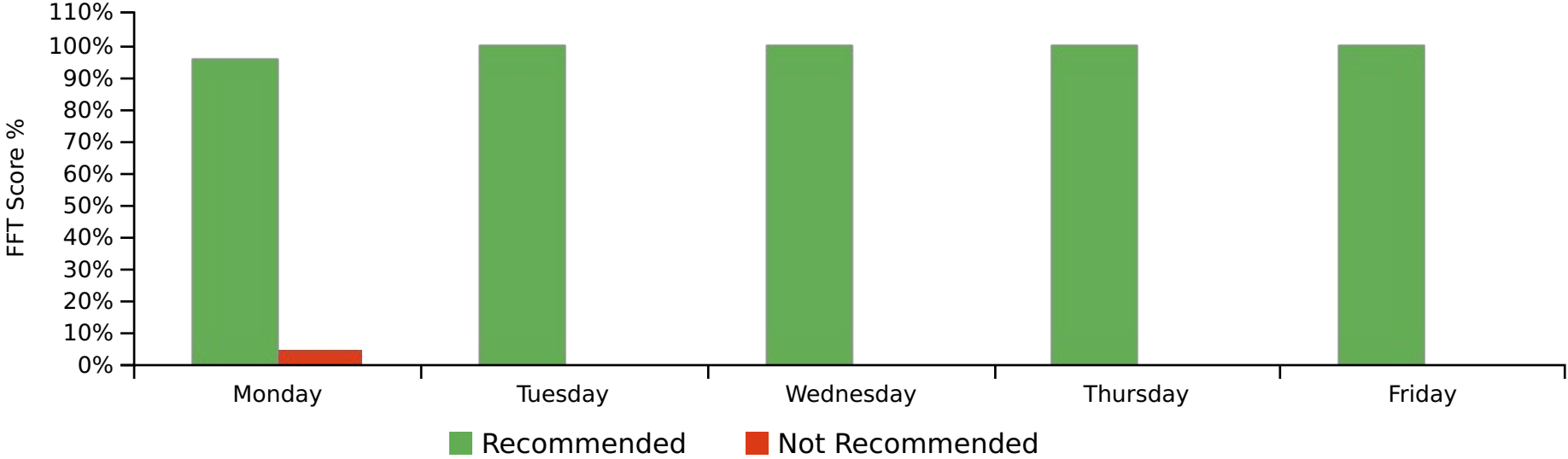
	< 25	25 - 65	65+
All Practices	84%	88%	91%
Cartmel Surgery	100%	96%	100%

Gender



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

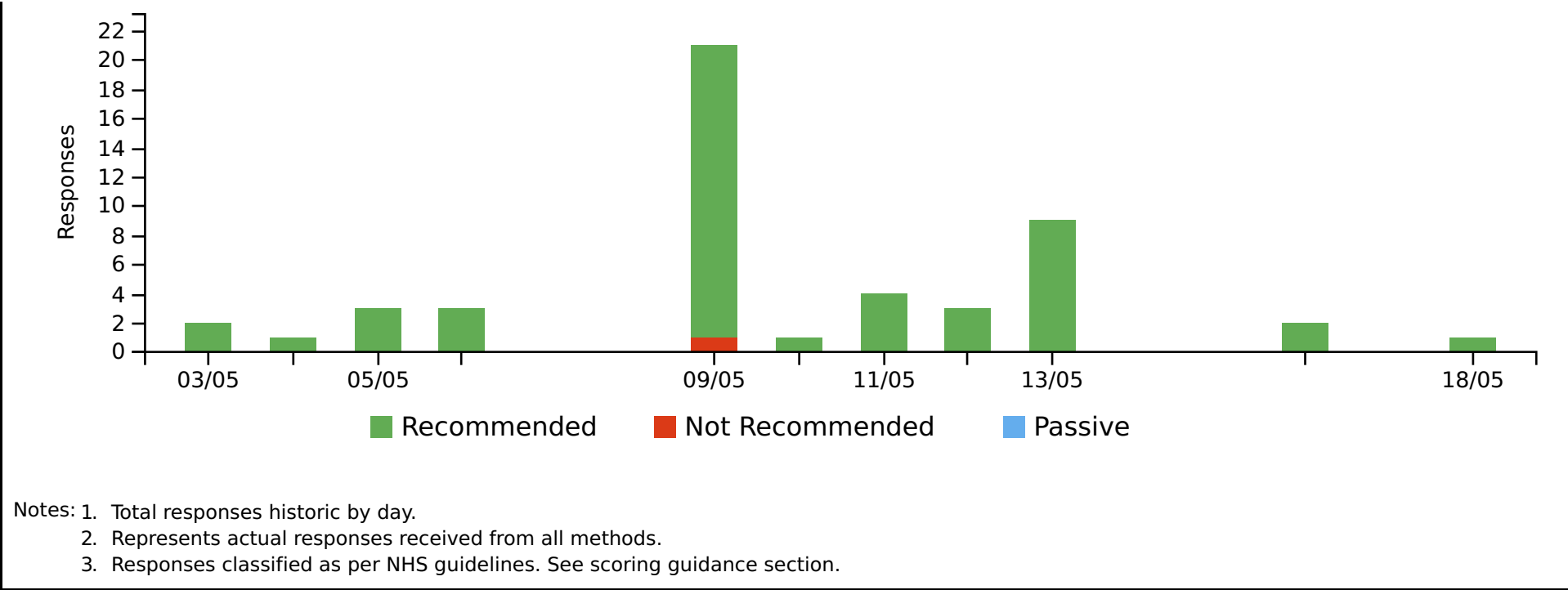
Practice Score: Day of the Week Analysis



- 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

Patient Responses



**SECTION 5**  
**Patient Free Text Comments: Summary**

Thematic	Tag Cloud
Reception Experience	9
Arrangement of Appointment	8
Reference to Clinician	10
Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most	

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.



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

- ✓ Because everything in the process of the appointment was very good. Thanks
- ✓ Kind and helpful. Easy to get appointments and prescriptions
- ✓ Totally attentive and helpful
- ✓ Because they were marvellous as always. Just the best.
- ✓ Nothing is any trouble, always very helpful and cheerful.
- ✓ The service we get is very good.
- ✓ Kind, efficient and lucky to have them all.
- ✓ Amazingly friendly and efficient practice, and Dr Colclough is the best doctor I have ever had. Dr Stern is also a really good doctor. The nurses and admin staff are lovely, and I feel very safe knowing I am a patient of this practice. Thank you. @ you.
- ✓ Considerate, reassuring, and caring consultation.
- ✓ Always, helpful friendly and supportive, they go out of their way to assist.
- ✓ The surgery has always been first class in its care as well as treating patients with thoughtfulness and compassion. I have had very good personal experiences when times have been difficult. @ult.
- ✓ As I always say.... everyone in the practice cares!
- ✓ Sarah was professional, pleasant and efficient, as usual
- ✓ Kind and thoughtful advice
- ✓ Messaging service works really well without taking up appointments. Dispensary are very helpful
- ✓ As always an excellent and sympathetic consultant with Dr Julie Colclough
- ✓ I was treated with respect and dealt efficiently. They are a professional team.
- ✓ very kind and helped me with filling out a medical form and explained every thing so it wasn't confusing
- ✓ As always a very personal, friendly and caring approach. The surgery is always very supportive and welcoming.
- ✓ Excellent caring service as usual
- ✓ Good practice
- ✓ No waiting, friendly and helpful staff
- ✓ My experience of the surgery is always excellent and this appointment was no different .
- ✓ Very good service
- ✓ The doctor was thorough and covered what I went for.
- ✓ Very thorough.
- ✓ Efficient service and pleasant staff
- ✓ Didn't have to wait long for my appointment. Staff friendly on arrival. Doctor clear in his explanation and felt comfortable talking to him.
- ✓ Excellent GP, all practice staff friendly and helpful.
- ✓ It's because all of the staff from the doctors down are the kindest, patient. Empathetic people I have ever come accross.
- ✓ Great service seen on day phoned for an appointment
- ✓ Who are you?
- ✓ Because you asked.
- ✓ Everyone is friendly and dr Julie is easy to talk to and puts your mind at rest
- ✓ We always get the best healthcare and you are always welcome to come to the surgery for anything and it will be done
- ✓ Prompt and excellent service!
- ✓ Efficient, friendly service
- ✓ I feel like cartmel surgery does a wonderful job with there patients
- ✓ On time, and dealt with all my questions I had very well.
- ✓ Can normally get an appointment the same day which is an amazing service and very different to down south. Staff are really friendly and put you at your ease. Doctors are always really thorough. Everyone I know rates the surgery highly. @ghly.
- ✓ We are extremely grateful we have good , kind & amazing caring Doctors & staff in our surgery , were nothing is to much trouble whatever your problem , t@m , there truly WONDERFUL X @UL X
- ✓ Always a great service
- ✗ Staff are friendly and helpful. Appointment was quick and efficient.

## Passive

