FFT Monthly Summary: January 2021

Cartmel Surgery
Code: A82647

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
50	0	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	50	0	0	0	0	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**50**	**0**	**0**	**0**	**0**	**0**	**50**
Total (%)	*100%*	*0%*	*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.
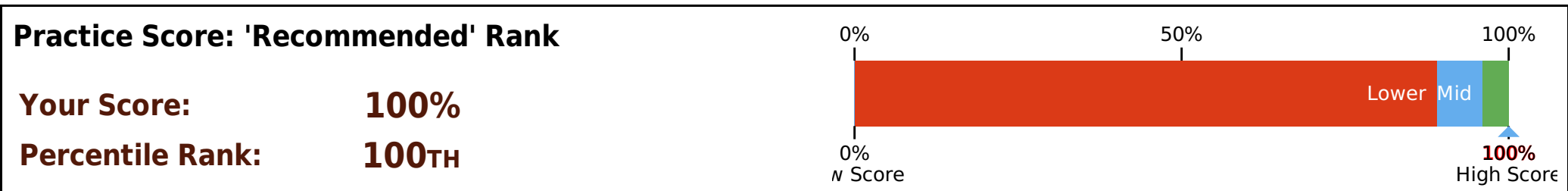
The percentage measures are calculated as follows:

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

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

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/

Practice Score: 'Recommended' Rank

Your Score: **100%**

Percentile Rank: **100TH**

0%   50%   100%

Lower | Mid
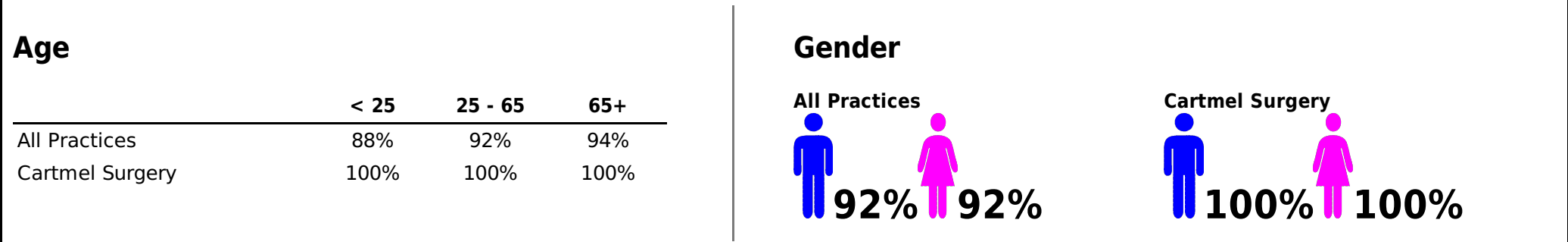
0%   **100%**

N Score   High 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.

Practice Score: 'Recommended' Comparison

Legend: ■ All Practices ■ Cartmel Surgery
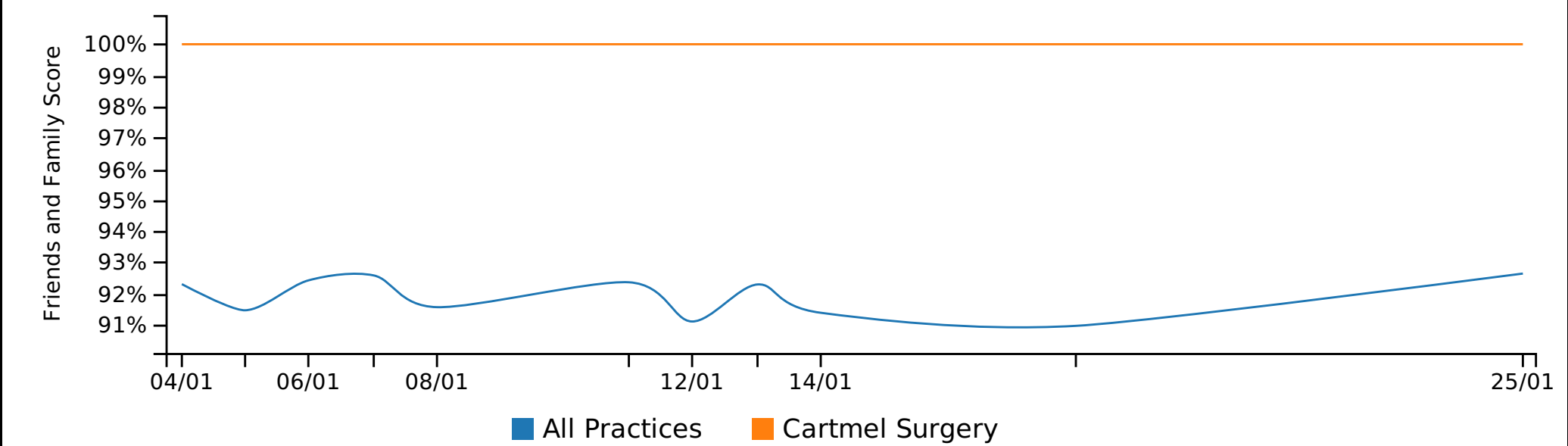
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	88%	92%	94%
Cartmel Surgery	100%	100%	100%

Gender

All Practices
92% 92%

Cartmel Surgery
100% 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
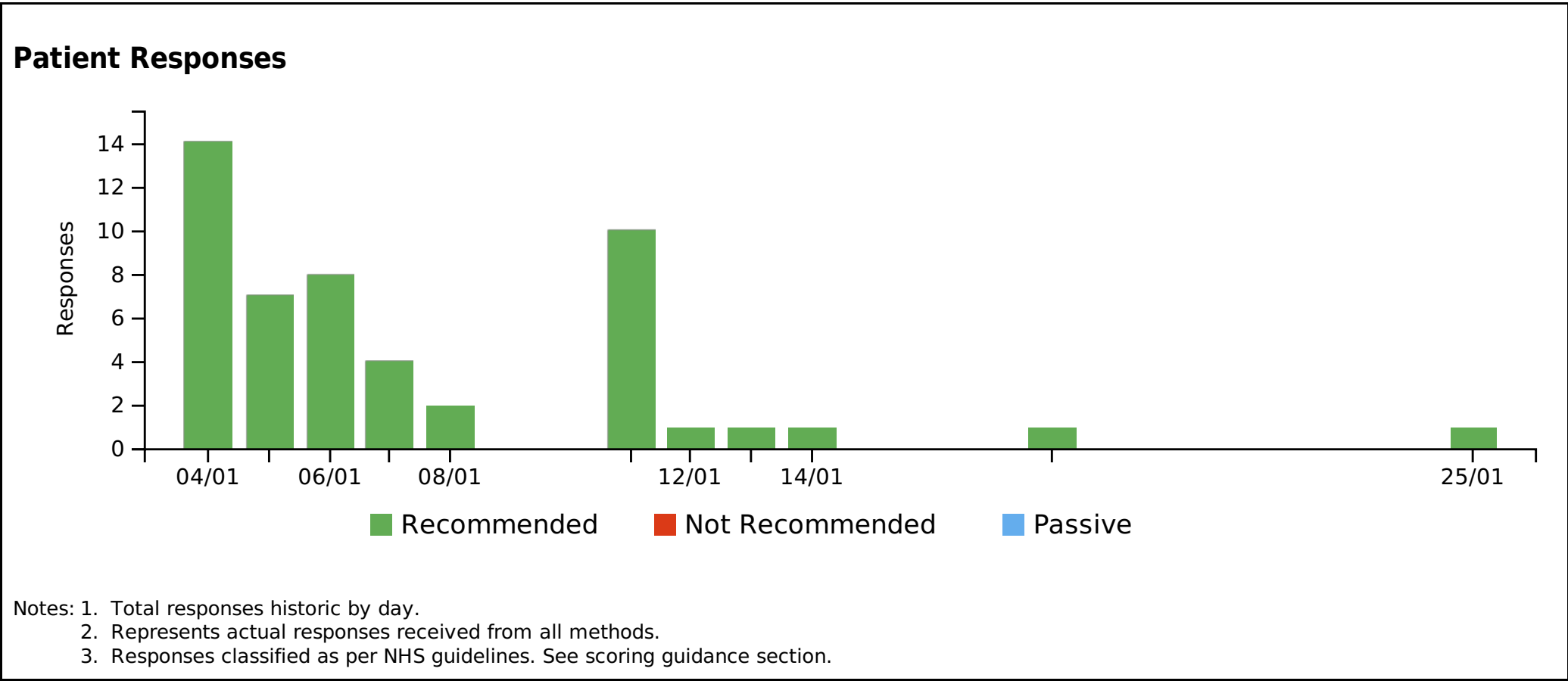

Legend: ■ Recommended ■ Not Recommended
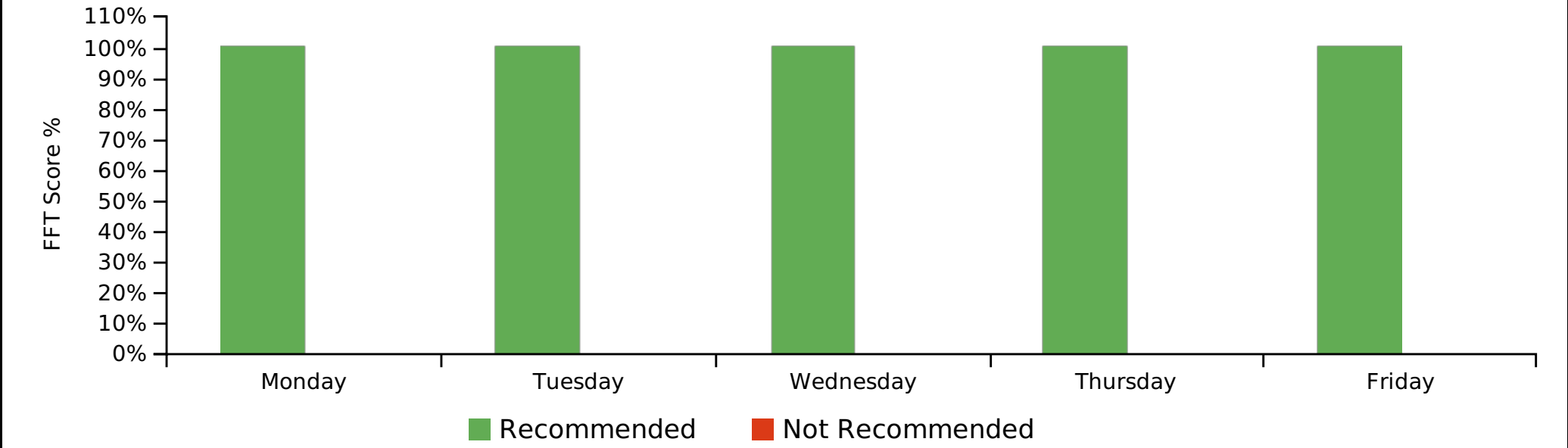
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

Patient Responses

Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Thematic

Reception Experience	7
Arrangement of Appointment	5
Reference to Clinician	7

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.

Tag Cloud

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

✓Sarah was excellent in performing injection and explaining about the flu jab afterwards fantastic
✓*I am happy with the appointment and the advice given*
✓Excellent service, efficient and well organised.
✓*Well organised, efficient , professional and friendly.*
✓Felt safe in current circumstances and the lady who did my blood test was so lovely
✓*Prompt appointments, efficient and pleasant staff.*
✓Professional caring helpful
✓*As usual very personal, efficient and supportive.*
✓Brilliant as always and especially so given these covid times
✓*Very efficient, friendly service.*
✓Efficient service.
✓*Excellent staff. Excellent organisation.*
✓Staff and doctors all very friendly. Plus they know their patients being a small rural practice.
✓*My dealings with the practice have always been positive with who ever I've dealt with.Following a telephone appointment I was invited in for a consultat@ultation. This went well. I had a reassuring consultation and have been referred for a precautionary X-ray.I have a further appointment with a physiotherapis@rapist next week. All very professional right across the board, no complaints at all.@ all.*
✓Well organised very covid safe pleasant staff
✓*Doctor listens well*
✓Because they are absolutely brilliant at the surgery.
✓*Friendly receptionists , Doctor I found easy to talk to .*
✓They are very pleasant helpful it's a lovely atmosphere
✓*Nurse Cathy v kind with my Mum (Kathleen Potter)*
✓Efficient - polite - action plan after diagnosis !
✓*Great service, efficient positive resolution to issue*
✓We had some really sound and kindly advice from Helen in the dispensery.
✓*Cos They always helped me -100% and huge thank you for Them All*
✓GOOD QUICK FRIENDLY SERVICE
✓*Excellent service!*
✓Sarah was absolutely lovely :)
✓*Rang this morning got appointment same day nurse was very helpfull & profecional thank you*
✓The treatment and possible next steps were very well explained. I received a great level of "care" and compassion by both nurse and GP seen today. Thank you!!!
✓*Kind and helpful*
✓Swiftly seen. Excellent staff.
✓*Prompt efficient appointment and friendly team*
✗My Dr Dr Colclough is an amazing Dr also staff at the surgery very friendly and obliging

Not Recommended

Passive