

FFT Monthly Summary: October 2020



Cartmel Surgery
Code: A82647

SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
46	0	1	1	0	0	0	0	0	48	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:	90						
Responses:	48						
	Extremely Likely	Likely	Neither Likely nor Unlikely	Unlikely	Extremely Unlikely	Don't Know	Total
SMS - Autopoll	46	0	1	1	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	46	0	1	1	0	0	48
Total (%)	96%	0%	2%	2%	0%	0%	100%
Summary Scores							
<div><div><div></div><div>96%</div></div><div><div></div><div>2%</div></div><div><div></div><div>2%</div></div></div>							

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 (%) =
$$\frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

Not Recommended (%) =
$$\frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

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:

96%

Percentile Rank:

80TH

0%

50%

100%

0%w Score

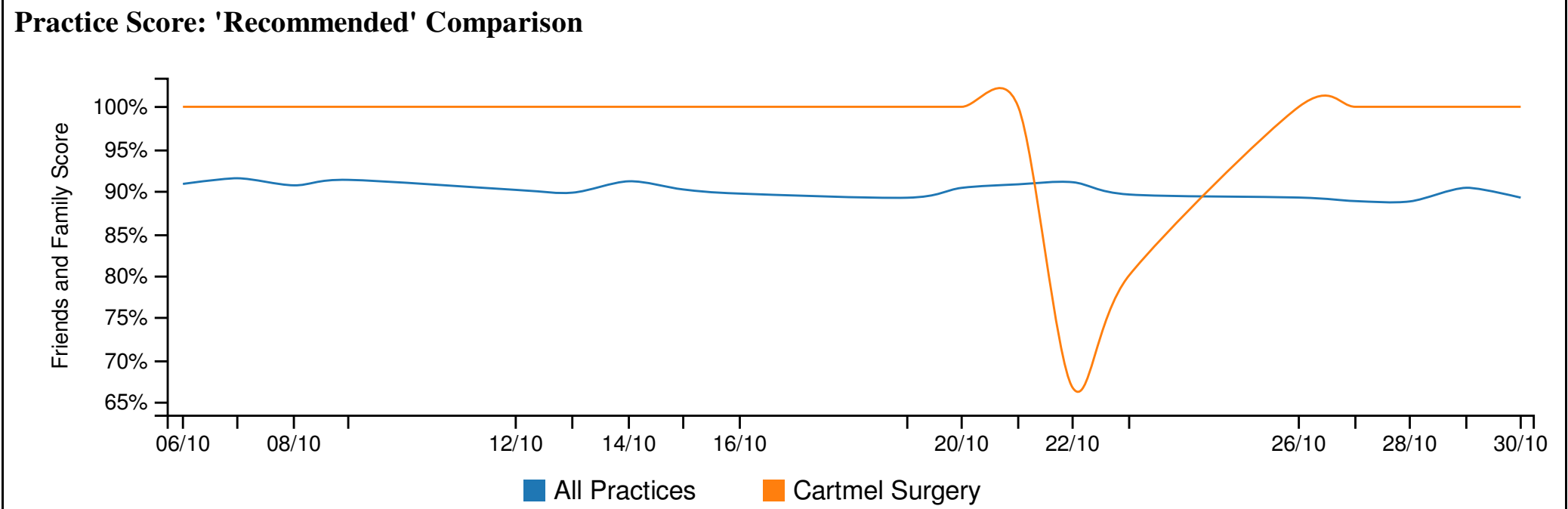
Lower

Mid

96%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 80th percentile means your practice scored above 80% 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	88%	90%	92%
Cartmel Surgery	100%	91%	100%

Gender

All Practices

90%

91%

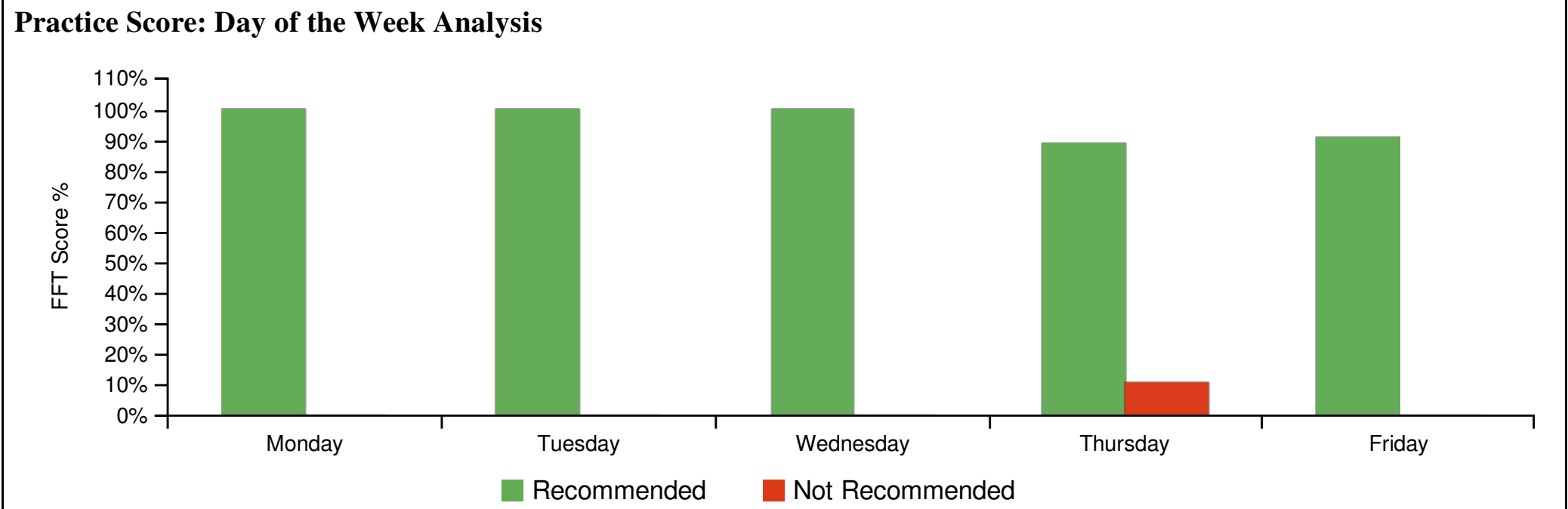
Cartmel Surgery

100%

94%

Notes:

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

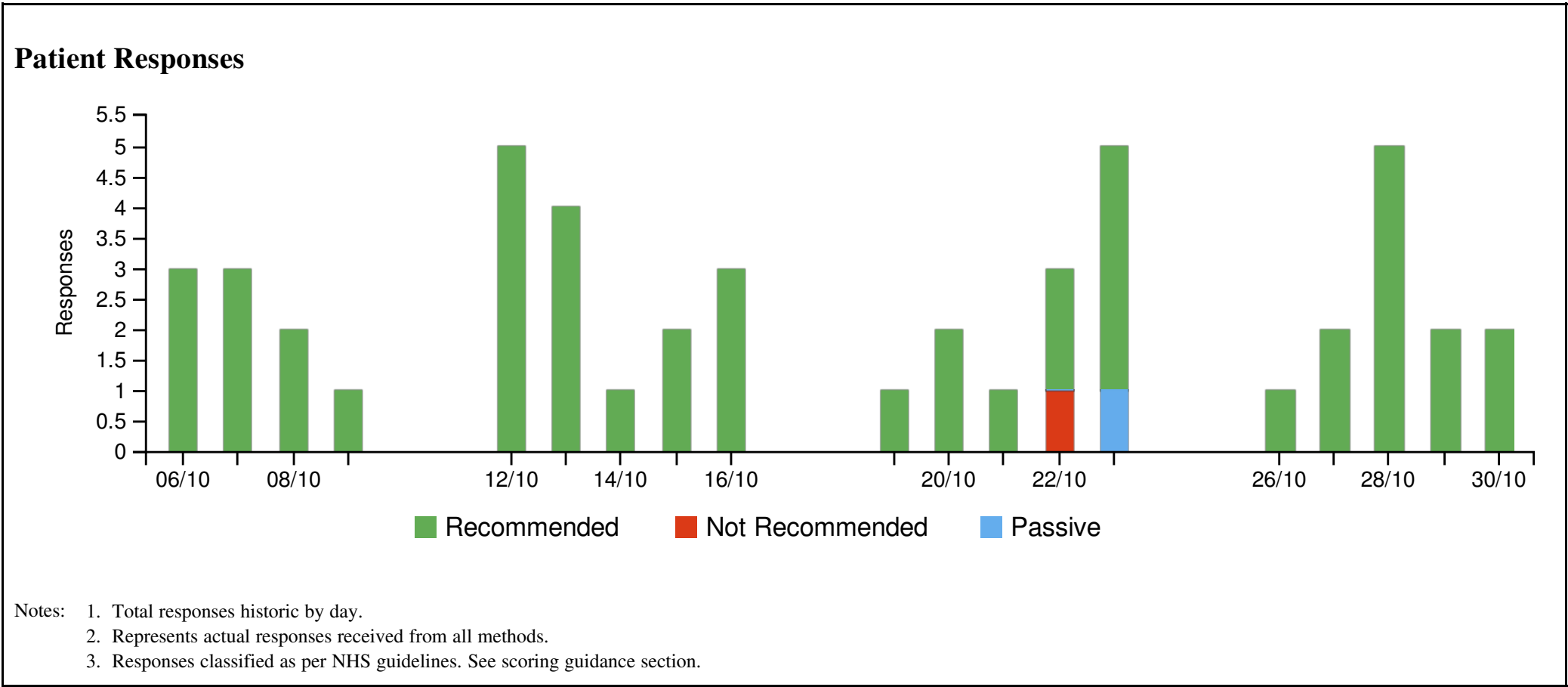


Notes:

- 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	12
Arrangement of Appointment	1
Reference to Clinician	15

Notes:

1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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

- ✓ Efficient ,friendly and helpful
- ✓ *Very thorough and friendly service*
- ✓ All staff are extremely caring. Excellent surgery
- ✓ *Everyone is very caring and efficient. I have full confidence in this practice.*
- ✓ Lovely and friendly staff
- ✓ *This is a medical practice where the highest standard of patient care is clearly the main priority of every single staff member. Nothing is ever too much@ much trouble and every single member of the team is friendly, efficient and deeply caring. Excellent - the NHS at its very best!@best!*
- ✓ The reception staff and doctors are so very helpful- nothing is too much trouble, and every thing is explained. The surgery is very efficiently run.
- ✓ *Excellent service in all respects*
- ✓ Very professional staff great treatment from all staff
- ✓ *Very helpful*
- ✓ I just find everyone helpful had no problem speaking to a doctor or seeing one my blood results have come back quickly i did tell my son and family to m@ to move to Cartmel as they live in cark in Cartmel and said what a good surgery you are @ are
- ✓ *Everyone is so friendly and can't do enough for you. The doctors are marvellous. Lovely surgery. And they can always squeeze you in*
- ✓ Dr Stearn was just so patient and kind and really helped our children relax when having their flu vaccine!
- ✓ *They are so professional and caring nothing is to much trouble. 10/10/*
- ✓ Friendly helpful and provided information about what was happening and why
- ✓ *Always treated with respect and surgery following strict covid guidelines.*
- ✓ Everyone from reception through to doctor very warm and helpful. Also extremely efficient
- ✓ *Receptionist very helpful with audiology appointment and nurse very professional and had a kind manner.*
- ✓ Very friendly staff and brilliant doctors that always makes me feel like I'm a priority no matter what the issue is.
- ✓ *Why?*
- ✓ Always experience good service at Cartmel surgery. Today was no exception thank you.
- ✓ *Excellent patient care*
- ✓ Friendly efficient staff. Pleasant relaxed environment.
- ✓ *Friendly, put us at ease, explained procedures, on time.*
- ✓ Practice Nurse was professional, efficient and pleasant
- ✓ *Dr ostick was very understanding, gentle, professional*
- ✓ Because they provide an excellent service
- ✓ *Always the best*
- ✓ Everyone professional and treated me with care n understanding. Dr took time to examine, discuss and share his thoughts.
- ✓ *Cartmel Surgery is extremely well run with excellent doctors and staff. I am always made to feel welcome and listened to and receive excellent care. I ca@ I can't recommend them enough!@ough!*
- ✓ Your team are lovely
- ✓ *Experienced empathetic reassuring doctor who took time to explain and advise some self help exercises to ease and manage lumbar pain and women's anxietie@ieties. Thank you. Reception welcoming and effecient and Covid safe. @afe.*
- ✓ Staff are very supportive helpful and professional
- ✓ *Because you asked for a answer*
- ✓ *Because you are very good*

Not Recommended

- ✓ The doctor was abrupt. I'd had a temperature but a negative covid test. Have underlying kidney issues but she seemed more bothered about me not coming in @ng into surgery. Won't bother next time @time

Passive

✓ Thought I might have got more information about my problem