

FFT Monthly Summary: October 2025

Grassendale Medical Practice
Code: N82009



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
49	0	1	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: 103

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	49	0	1	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	49	0	1	0	0	0	50
Total (%)	98%	0%	2%	0%	0%	0%	100%

Summary Scores

👍 98% 🚫 0% 🤷 2%

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/>

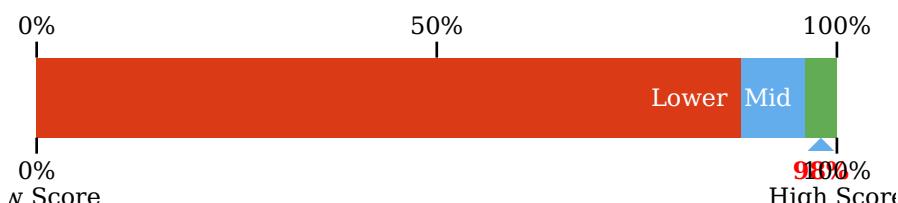
SECTION 3

Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **98%**

Percentile Rank: **95TH**

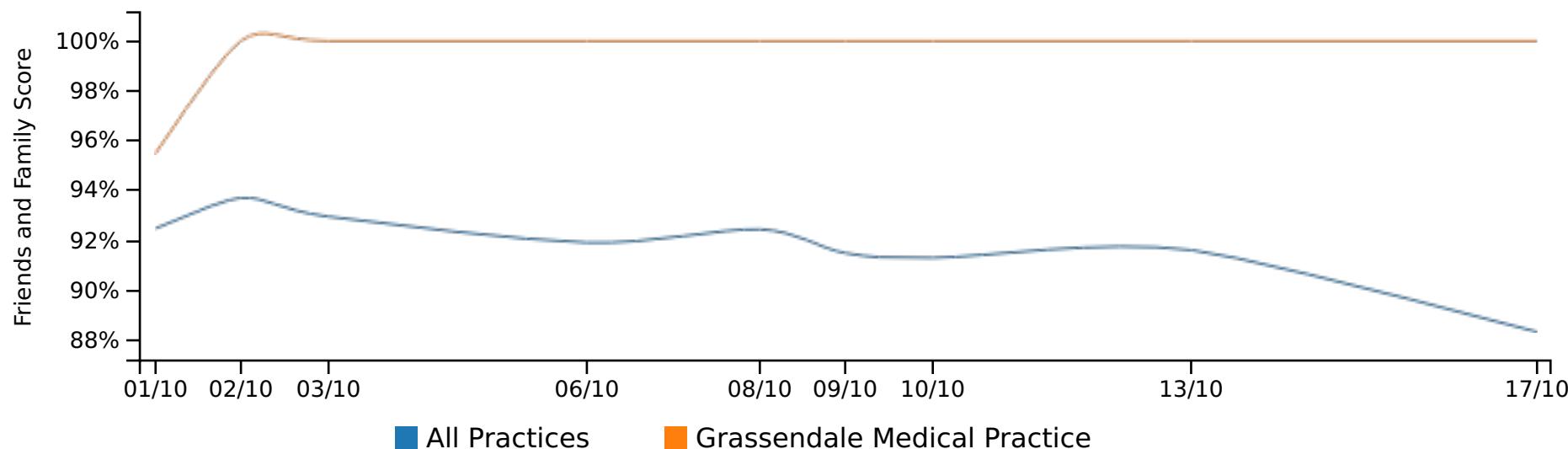


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 95th percentile means your practice scored above 95% of all practices.

Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

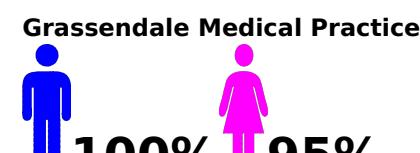
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	86%	91%	94%
Grassendale Medical Practice	83%	100%	100%

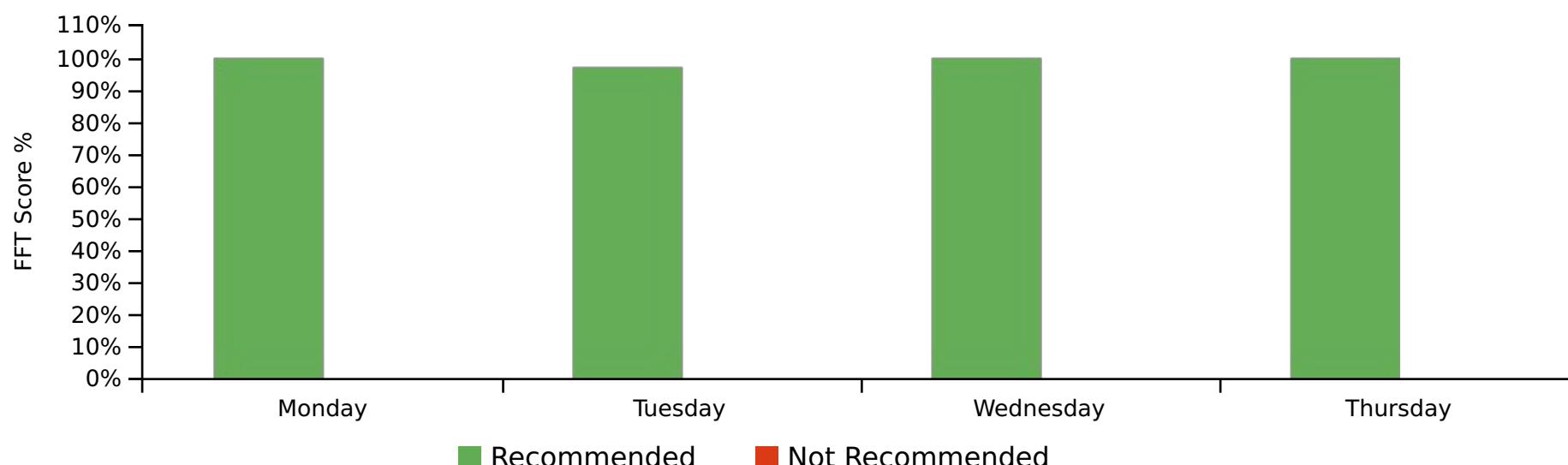
Gender



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



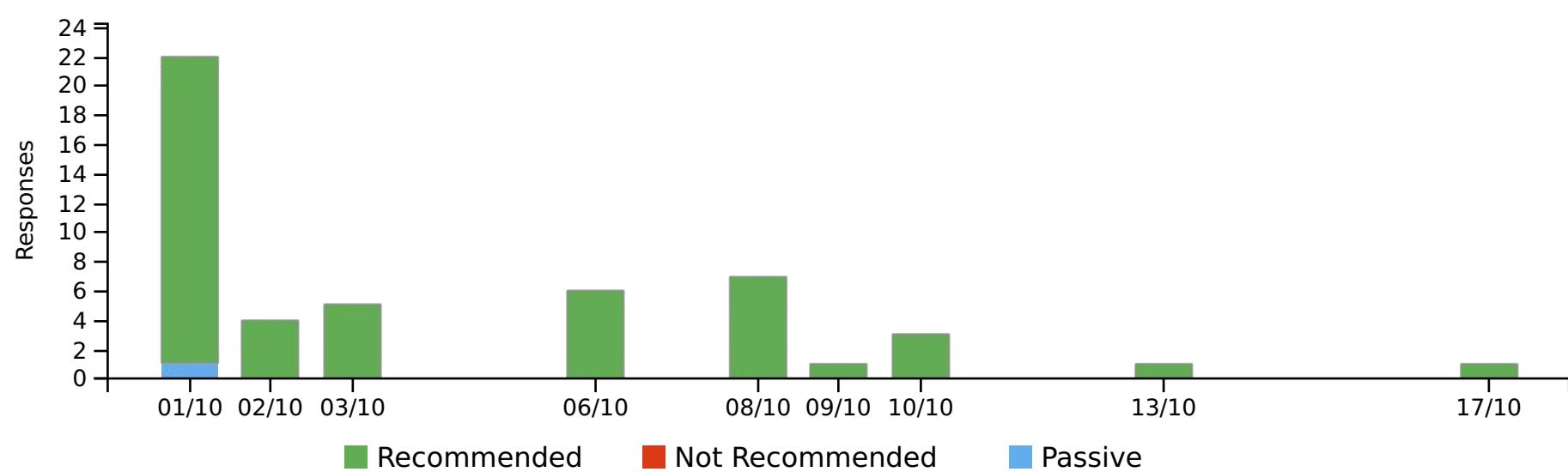
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis

Patient Responses



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.

SECTION 5

Patient Free Text Comments: Summary

Thematic	
Reception Experience	6
Arrangement of Appointment	7
Reference to Clinician	10

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 verb, 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

- ✓ Excellent patient care from receptionist staff and nurse who carried out my examination and opening hours
- ✓ *We got seen on time and Jack was lovely with my toddler who was getting the flu vaccine. He has a really good manner for dealing with children and explained everything clearly to me.*
- ✓ I went for my flu vaccination, went in bang on time. Ella was so lovely, checked if I had allergies or was on blood thinner, didn't even notice when she put the needle in.
- ✓ *Promptly seen*
- ✓ The person who gave my flu injection was very professional
- ✓ *The doctor answered all my questions and was very informative and polite.*
- ✓ My appointment for a flu jab was on time and Ella was so pleasant as always. Very good service.
- ✓ *Easy to book same day appointment, thoughtful and knowledgeable doctor who listened and explained his thinking. Always a brilliant experience with this practice, GPs, nurses and receptionists really care.*
- ✓ Good service
- ✓ *Helpful receptionist. Nurse was great with my child and put him at ease. Appointment was nice and quick, and not too much waiting around.*
- ✓ Seen on time, efficient friendly jab in the arm
- ✓ *Flu jab quick and easy well organised and executed*
- ✓ The nurse was professional at all times and created a friendly atmosphere throughout the appointment.
- ✓ *Good service all round from Dr's and staff*
- ✓ No matter how many times i visit or speak to the staff at the practice I'm treated with the same respect and humility I'm truly lucky to have such a caring medical centre
- ✓ *Friendly, efficient and knew what she was doing. Reception was also very helpful.*
- ✓ Doctor was very efficient, attentive and caring.
- ✓ *The service was very quick and efficient*
- ✓ All very efficient and with helpful feedback. Had flu jab at the same time saving return visit next week.
- ✓ *? to 'Please can you tell us why you gave your answer?'*
- ✓ For his listening and concern about my problem and make an urgent referral to the hospital
- ✓ *The nurse was pleasant, informative and had a lovely nature. I was seen on time and overall the experience was very good.*
- ✓ Seen to immensely no waiting
- ✓ *I gave this score based on the service I received, which was as always, pleasant, thorough, informative, encouraging, and I felt I was listened to, it was, for me, perfect.*
- ✓ I have been with the practice for a year now. I was always able to get an appointment for myself and my children on the same day. Also, I am happy with the timing of the test results and reminders on test bookings.
- ✓ *Professional polite and prompt service throughout.*
- ✓ Have always managed to get the medical attention I needed
- ✓ *Easy to make appointment. Seen on time and nurse was very good*
- ✓ *you have vary good to me*
- ✗ *Expertise*

Not Recommended

Passive

✓ Uncomfortable with implementation of AI scribe into GP appointments.