

FFT Monthly Summary: April 2026



Grassendale Medical Practice
Code: N82009

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
34	12	3	0	0	1	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: 115

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	34	12	3	0	0	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	34	12	3	0	0	1	50
Total (%)	68%	24%	6%	0%	0%	2%	100%

Summary Scores

92%

0%

8%

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: 92%

Percentile Rank: 55TH

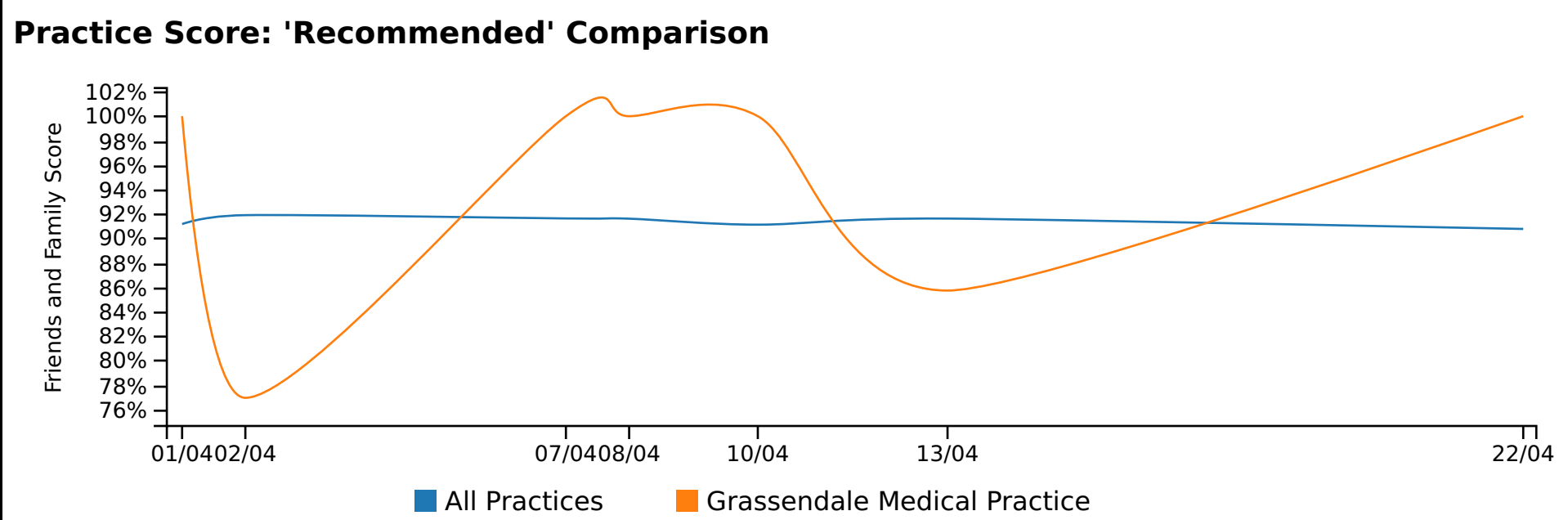
0%50%100%

0% Score

LowerMidHigh Score

92%100%

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 55th percentile means your practice scored above 55% 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	87%	90%	93%
Grassendale Medical Practice	100%	91%	96%

Gender

All Practices

91%

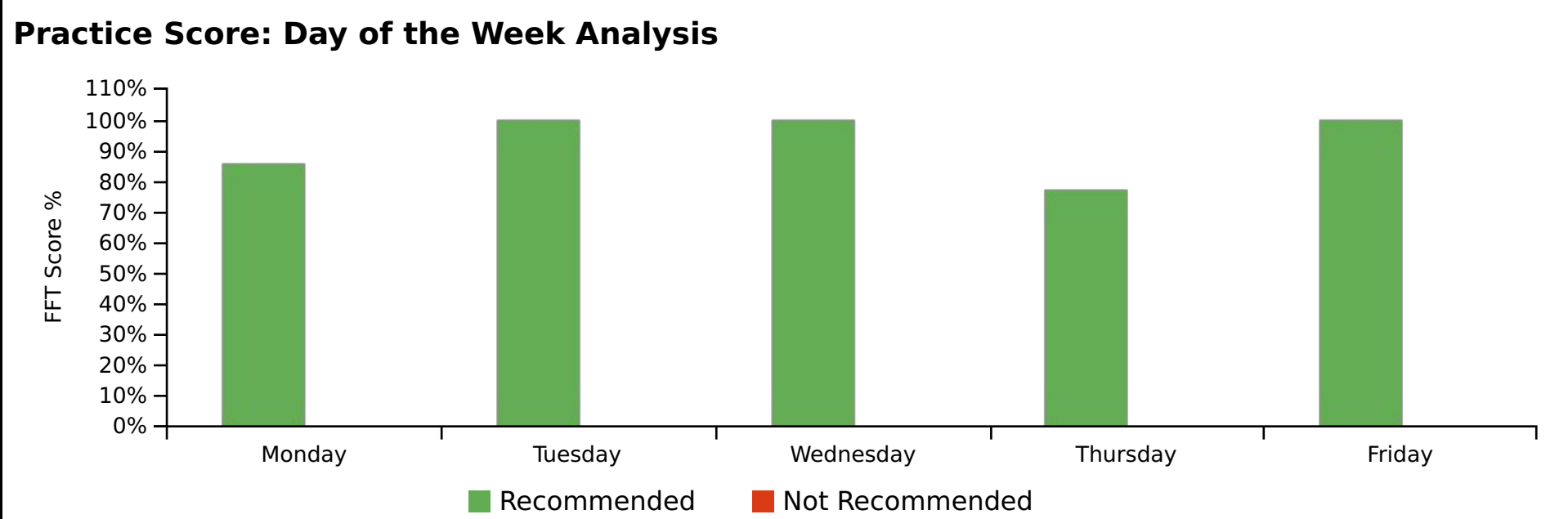
91%

Grassendale Medical Practice

94%

91%

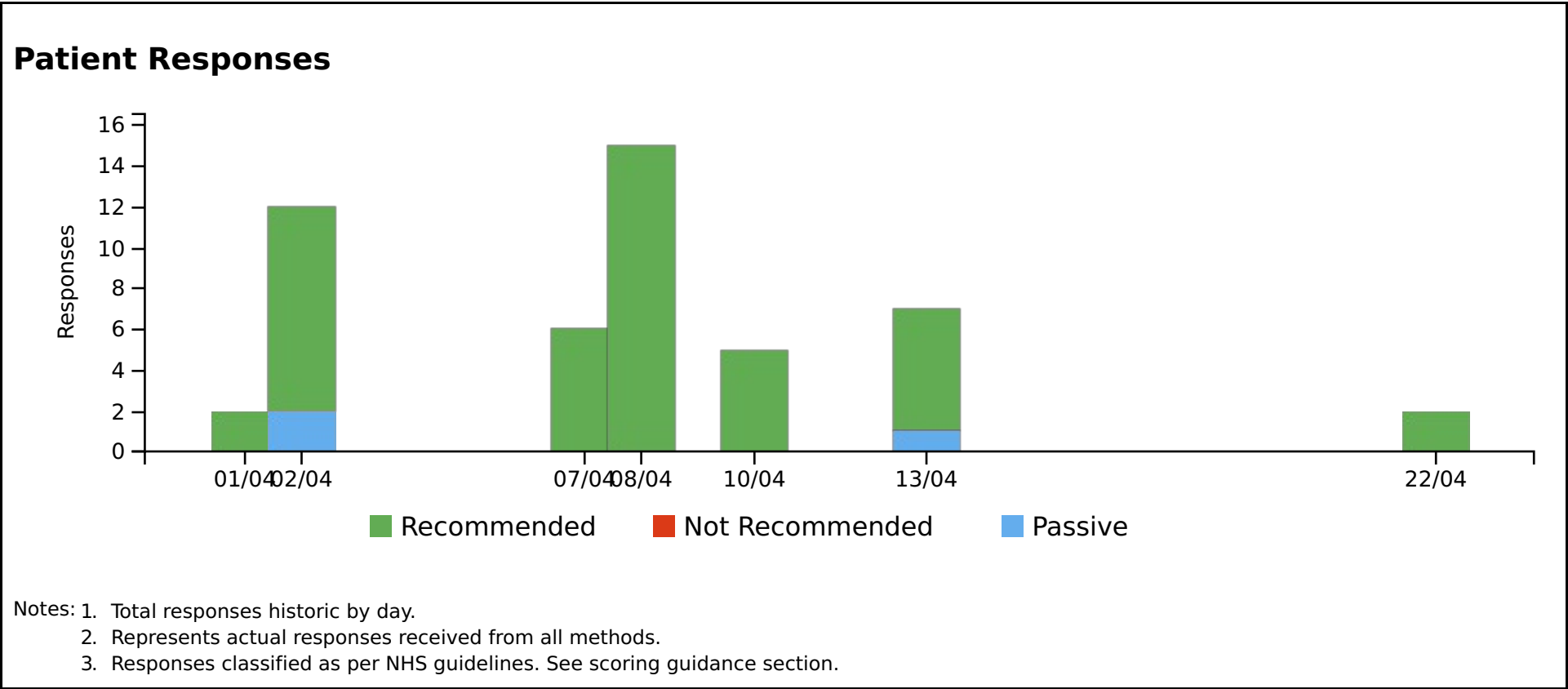
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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

[illegible]

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

- ✓ Service was good
- ✓ *I've never had problems with surgery I've always been treated with respect off all staff valarie the nurse is brilliant*
- ✓ Understanding sympathetic to what was going on
- ✓ *Staff and GP where very helpful also very good with my late husband*
- ✓ Sister Hawkins as always was knowledgeable and caring .
- ✓ *Val is an incredible asset to the surgery*
- ✓ Dr Patel listened to me! Hopefully she will stay on in the practice!
- ✓ *Friendly, helpful consultation*
- ✓ The service was very professional & friendly!
- ✓ *Doctor first class*
- ✓ Prompt, welcoming and helpful
- ✓ *My person to person experience with staff is generally very good. Sometimes I've had problems getting an appointment. The phone system has definitely improved and to be honest I've not tried to get an appointment with a GP recently. Very impressed by a phone call from Dr Baxter re my husband's medication last month, Dr Bowns was very helpful with referring him to optometry at the hospital, and I've had brilliant help from Sister Hawkins with managing diabetes over the last 11 years.*
- ✓ Dr Harvey is so calming and I feel thorough and very professional which makes me feel relaxed.
- ✓ *Good service, felt listened to, good experience*
- ✓ Val was so very good explains everything I needed to know about checking my blood sugar levels, she and Ella were both really good at listening to and answering my questions about my levels and checking them.
- ✓ *On time and very efficient*
- ✓ Found Doctor listened to my problem and why I had come to surgery, looked at problem and examined it, answered any questions I had and decided on treatment.
- ✓ *Pleasant environment and appointment was on time*
- ✓ Dr Harvey very professional and has cured my migraines
- ✓ *Always responsive and supportive*
- ✓ Friendly and helpful care navigator, professional, reassuring doctor who put me at ease and offered treatment.
- ✓ *Was listend to and cheked over*
- ✓ It was a good service
- ✓ *Dr Baxter was very friendly considerate and concerned, took his time to make he covered everything.*
- ✓ Im satisfied with the service
- ✓ *Friendly and efficient people and excellent staff*
- ✓ Overall service was good but waited a while to be called in for my appointment.
- ✓ *Helpful*
- ✓ Got an appointment when I needed it and only short wait at the practice
- ✓ *Because in my opinion it was good.*
- ✓ Doctor listened and acted on our discussion and subsequent examination.
- ✓ *Because very professional and very kind*
- ✓ Always helpful and understanding.
- ✗ *Very good when you get an appointment. Frustrating when you ring at 8am and no appointments left.*

Not Recommended

Passive

- ✓ The nurse was lovely and explained everything, but nobody called us to say the clinic was running late so we had a wasted trip to the GP. Mistakes happen but would have appreciated a call as getting out the house with a newborn is so hard anyway
- ✓ *The Practitioner we saw was very good and in the end did everything effectively, but she hadn't been briefed well on the purpose of the appointment.*
- ✗ Dr Patel was lovely and kind.