

# FFT Monthly Summary: June 2025



Grassendale Medical Practice  
Code: N82009

## SECTION 1 CQRS Reporting

**CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	6	1	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:**

**145**  
**50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	6	1	0	1	0	<b>50</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>42</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>84%</b>	<b>12%</b>	<b>2%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

**Summary Scores**  

96% 2% 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:

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:96%

Percentile Rank:80TH

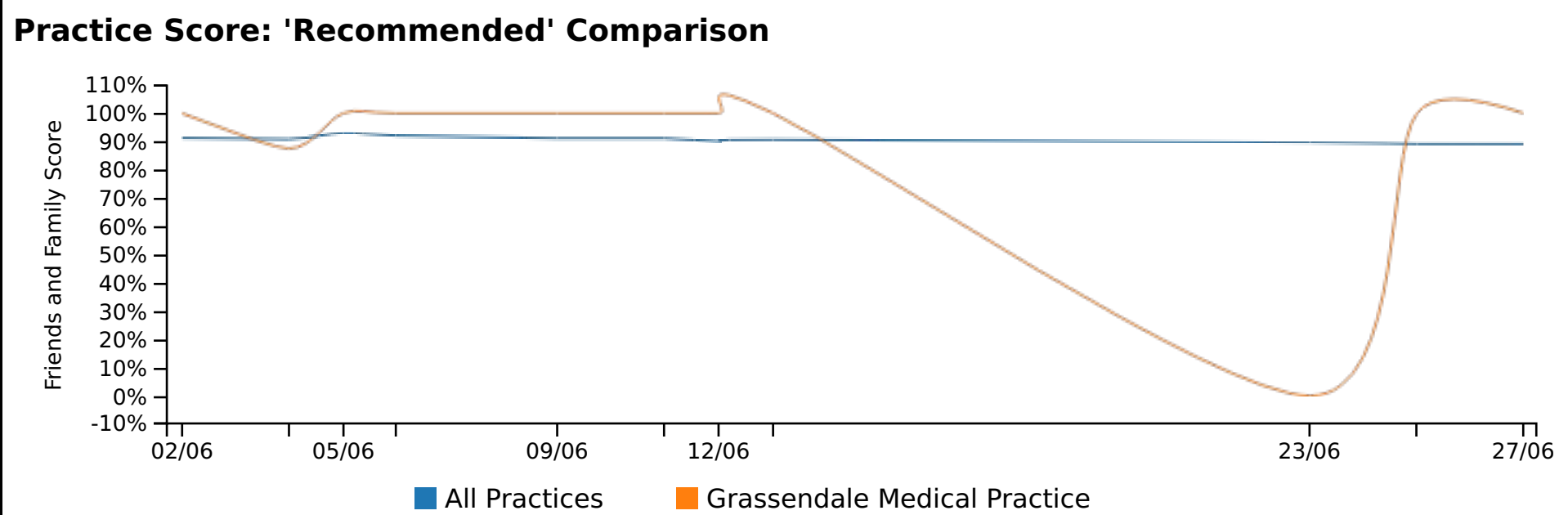
0%50%100%

LowerMid

69%96%100%

Low ScoreHigh 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	86%	91%	93%
Grassendale Medical Practice	100%	96%	96%

Gender

All Practices

91%

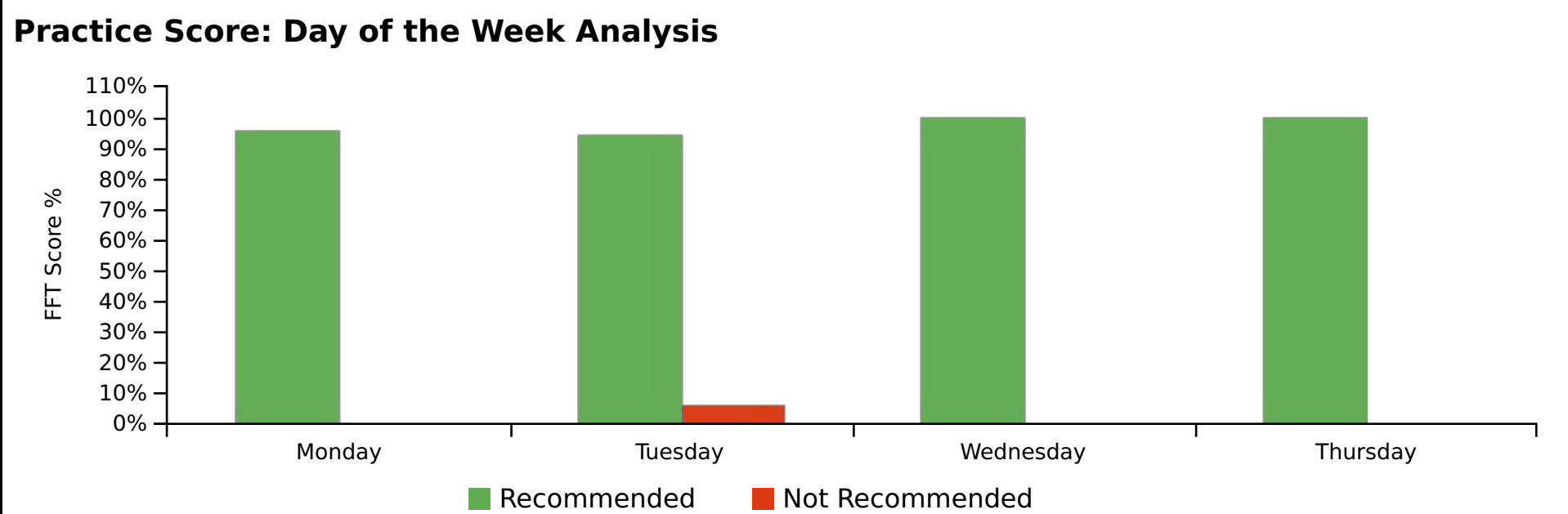
91%

Grassendale Medical Practice

95%

97%

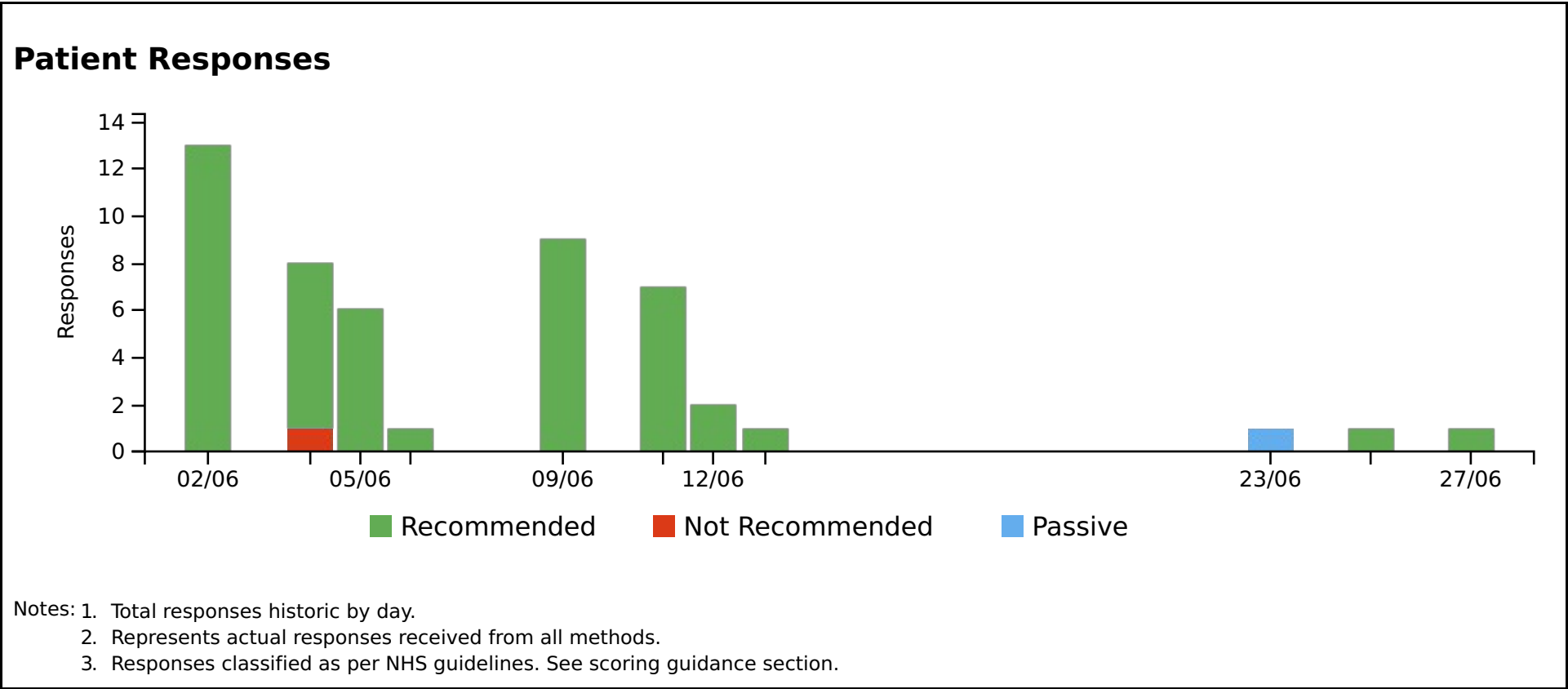
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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	4
Arrangement of Appointment	7
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

- ✓ Quick appointment and everything explained.
- ✓ *Because the physiotherapist listened to me and gave me his advice and I felt a lot better and more positive now.*
- ✓ Because, excellent staff but have to wait a week for Dr appointment and even longer to see a nurse. Good people but limited resource
- ✓ *Nurse Hawking, was very helpful answered all my questions. She was very thorough with all the tests she did, put me at ease.*
- ✓ Yes because nurse Val was very good and she explained everything she was doing and said
- ✓ *The service provided by the practice nurses is outstanding. They are friendly, professional and helpful. However, I have found lately that it is a nightmare trying to get through to reception to make an appointment and when you do finally get through appointments may only be available weeks away. Please could you employ more receptionists and practice nurses.*
- ✓ I'm very happy with everything concerning the practice
- ✓ *Quick appointment given for same day by receptionist, friendly efficient doctor who seemed to know what she was doing. Calm atmosphere in the waiting room.*
- ✓ My overall experience with Dr. Baxter was really good. He explained things to my satisfaction and left me feeling happy with his explanations
- ✓ *The whole experience was GREAT!*
- ✓ On time, professional, understanding. And providing the next steps.
- ✓ *Friendly supportive*
- ✓ It very hard to get an appointment but Wen u do doctors are really good especially Dr c hows
- ✓ *Dr Brookes was kind, patient and knowledgeable. Good patient manner with child and parent.*
- ✓ I was pleased with the service from start to finish
- ✓ *My appointment was on time very friendly and personable from moment I walked in*
- ✓ Prompt service , doctor friendly and professional manner
- ✓ *Everyone who had contact with today was very professional, helpful and made me feel at ease. The new call back system is brilliant, and Dr Widnall was very thorough. She took her time to explain things to me and I didn't feel like I was bugging her when asking questions.*
- ✓ Appreciate right on time and so good to be able to see doctor face to face
- ✓ *Valerie as always friendly and helpful*
- ✓ Very helpful and understanding
- ✓ *Got to see dr same day , and was made to feel welcome and relaxed, dr was not in rush to get me out , thanks*
- ✓ Experienced nurse Ms Hawkins
- ✓ *It would have been very good, if not for the difficulty getting appointments.*
- ✓ Val is very kind and professional. She performs thorough reviews whilst looking at patients holistically. She's an asset to the practice.
- ✓ *Excellent service from the reception team to the Dr I seen.*
- ✓ Reassuring and purely for seeing me the same day which is greatly appreciated
- ✓ *The doctor was supportive and thorough. Although she wasn't sure what has caused it she gave reassurance and confirmed what it wasn't.*
- ✓ I couldn't fault the way I was treated.
- ✓ *Clear information by phone*

## Not Recommended

- ✓ Nothing was to much trouble

## Passive

- ✓ I have been waiting for an 8 30 call it us 10.41