

FFT Monthly Summary: August 2026



Grassendale Medical Practice
Code: N82009

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	2	0	0	3	0	0	0	0	42	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:
Responses:

183
42

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	2	0	0	3	0	42
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	2	0	0	3	0	42
Total (%)	88%	5%	0%	0%	7%	0%	100%

Summary Scores

93% 7% -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:

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: 93%

Percentile Rank: 60TH

0%50%100%

0% Score

Lower

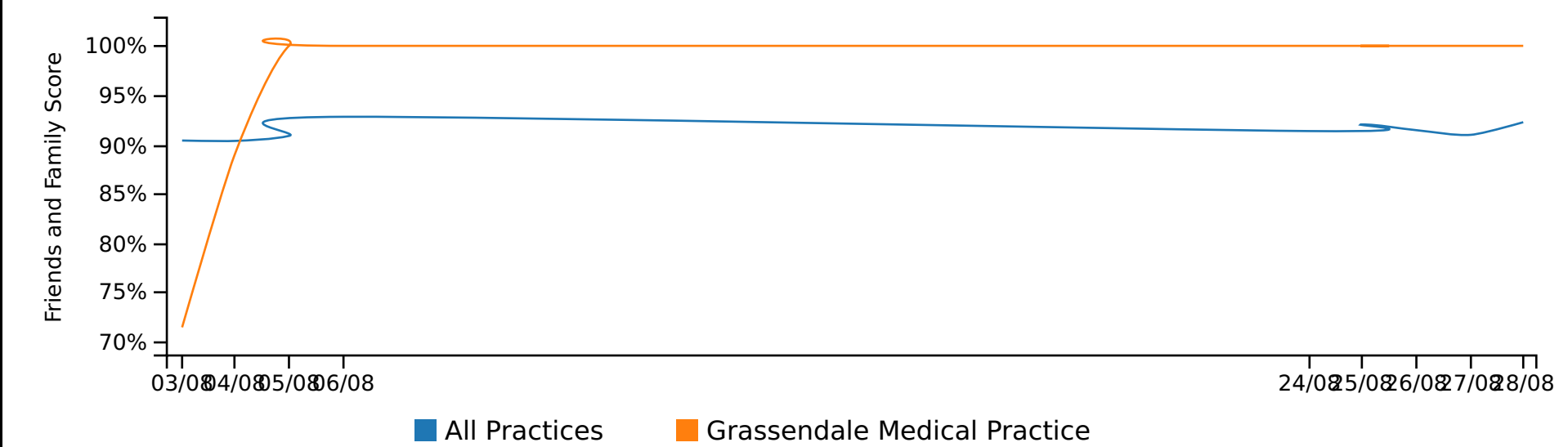
Mid

93%

100% 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 60th percentile means your practice scored above 60% 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%	90%	94%
Grassendale Medical Practice	100%	75%	100%

Gender

All Practices

91%

91%

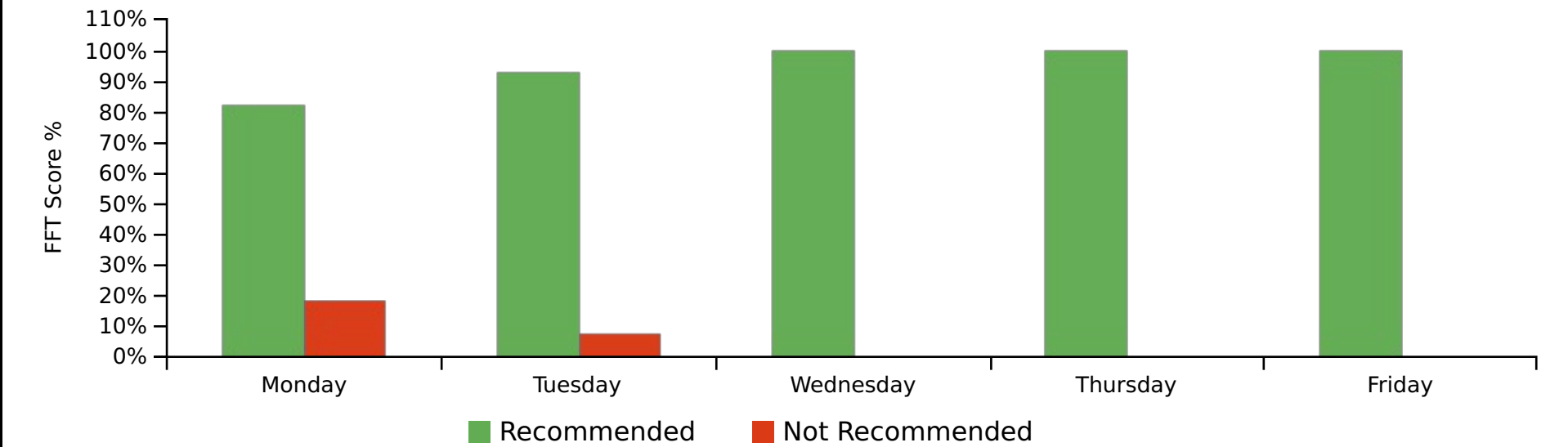
Grassendale Medical Practice

100%

88%

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

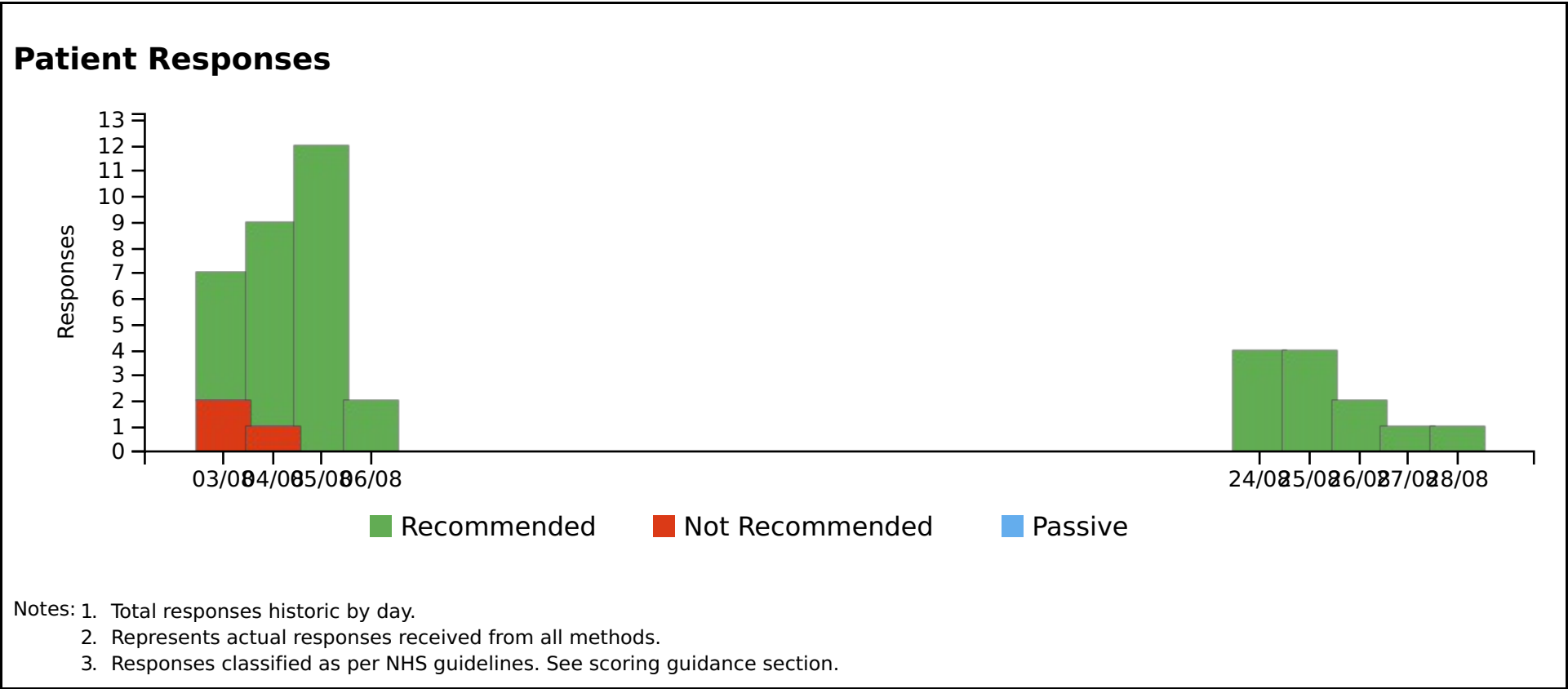
Practice Score: Day of the Week Analysis



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



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	2
Arrangement of Appointment	3
Reference to Clinician	14

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

- ✓ Prompt appointment, everything was fully explained. Friendly, relaxed manner.
- ✓ *Very pleasant staff and efficient*
- ✓ Doctor was so approachable felt at ease asking any questions regarding my visit
- ✓ *The service and assistance received was and is excellent.*
- ✓ Straight forward efficient call and friendly doctor
- ✓ *Service was quick and punctual. Ms White was courteous, gave good explanations for her diagnosis and provided exercises to try and help with my issue.*
- ✓ Prompt attention. Clear and informative advice from Ms Michelle White.
- ✓ *Because I was treated very professionally and sympathetically.*
- ✓ Dr very helpful and understanding with my daughters
- ✓ *GP friendly, efficient. Not kept waiting. Gave advice and was able to find my hospital reports online.*
- ✓ Got an appointment quickly, good service, good practitioner
- ✓ *Good efficient service*
- ✓ I found the GP to be very helpful and understanding
- ✓ *Dr Bowns is always very helpful and efficient*
- ✓ Dr was very informative and caring
- ✓ *Jack is very polite, professional and helpful*
- ✓ Because the doctor was very pleasant and the treatment was quick
- ✓ *Doctor was good but problem not solved yet.*
- ✓ I have a disability, the nurses were very helpful and made sure I understood everything was said to me and listens to my symptoms.
- ✓ *Because the COPD nurse was very precise and spoke with compassion and very professional*
- ✓ Dr Patel is brilliant and has made sure she checks in with me regularly while I go through chemotherapy .
- ✓ *Called me at exactly the time specified jack was extremely polite,very professional and explained everything very clearly.Faultless service very happy*
- ✓ I had a thorough examination I was happy with the service and advice. Also the reception staff are very helpful too .
- ✓ *Friendly and expert competence*
- ✓ Informative and helpful consultation.
- ✗ *Because the doctor was extremely helpful and explained what would happen next and advised me that they would keep in touch with me*

Not Recommended

- ✓ Doctor was lovely very understanding , call back was quick and an appointment made same day
- ✓ *Took there time no rushing*

Passive