

FFT Monthly Summary: July 2025



Grassendale Medical Practice
Code: N82009

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
45	4	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:
Responses:

113
50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	45	4	1	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	45	4	1	0	0	0	50
Total (%)	90%	8%	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:

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: 98%

Percentile Rank: 95TH

0%50%100%

0% Score

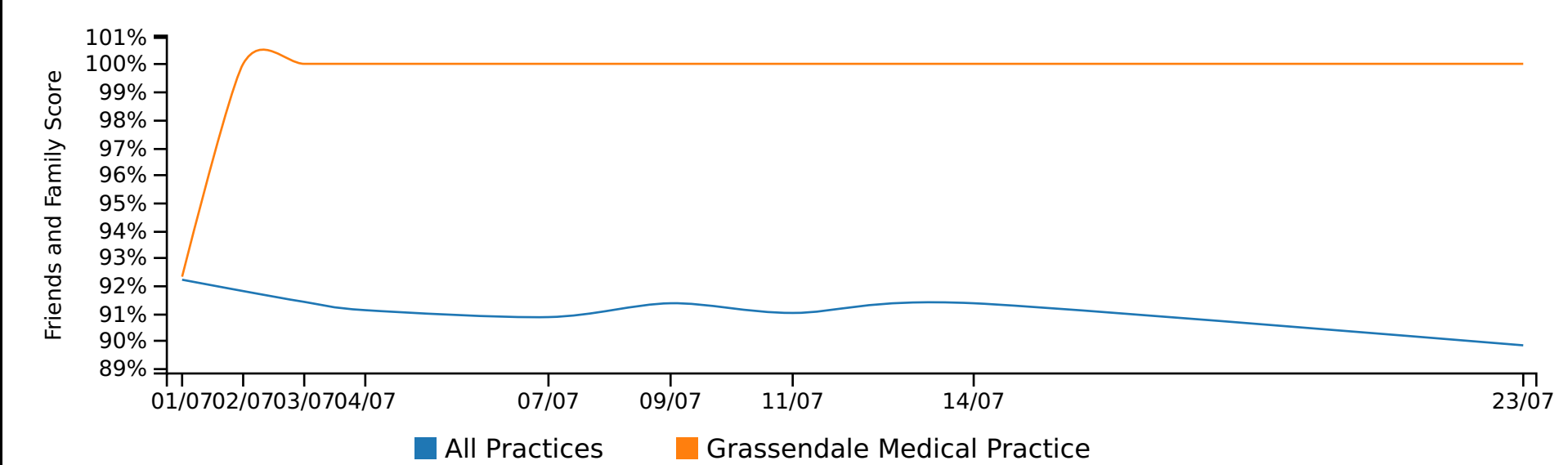
LowerMid

High Score

98%

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%	90%	93%
Grassendale Medical Practice	100%	95%	100%

Gender

All Practices

91%

91%

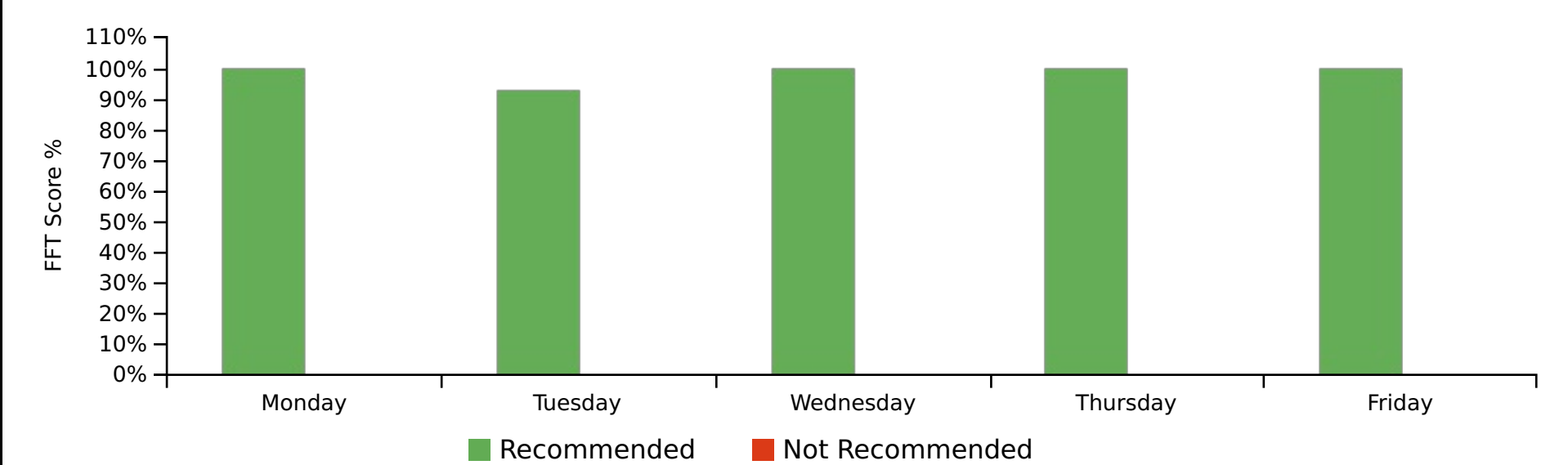
Grassendale Medical Practice

96%

100%

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

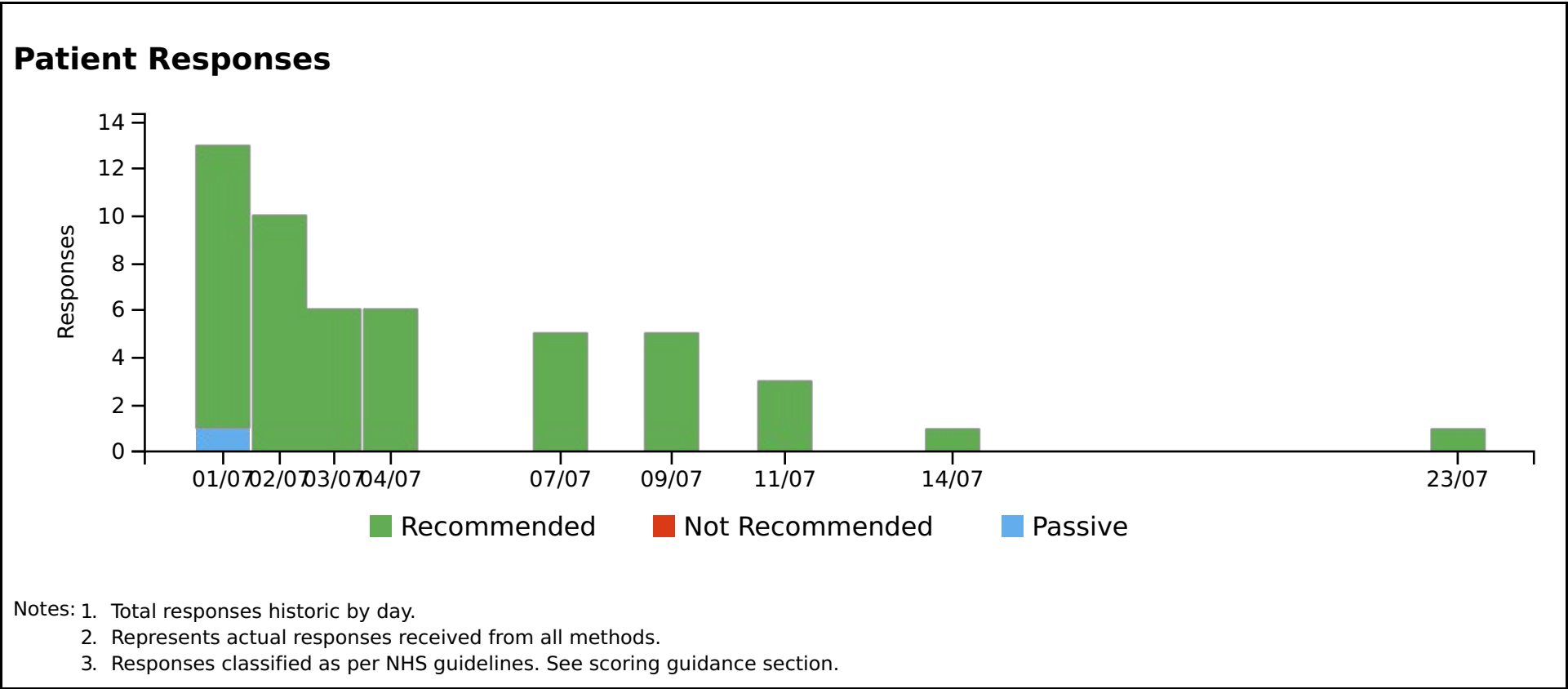
Practice Score: Day of the Week Analysis



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.

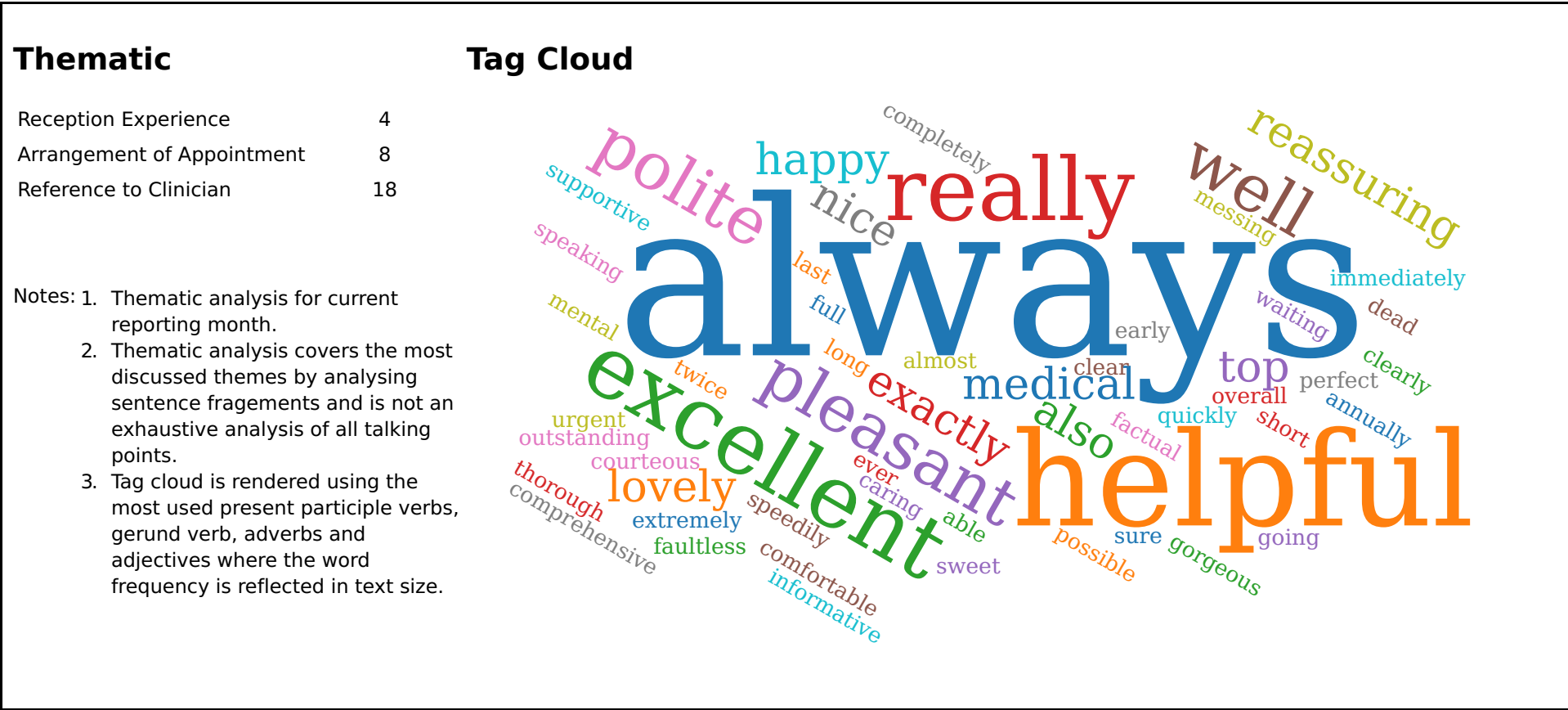
SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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

- ✓Mrs. Hawkins was very professional and very nice
- ✓Pleasant & professional nurse. Appointment on time.
- ✓Excellent service. Appointment made speedily after speaking to GP. Range of exercises emailed within hours. Orthotics on order.
- ✓I said the service is good.
- ✓The service was as in the score very good . Thank you
- ✓Arrived early, logged in on the screen, sat down and was almost immediately called in to be seen by the nurse
- ✓I was looked after very well, as always!
- ✓I have always found doctors, practice nurses and reception staff very patient, kind and reassuring. I have always been extremely satisfied with all treatments I have received. As long as I have rung the surgery close to 8.am I have always been able to make an appointment. Overall very happy with Grassendale Medical Practice. Thank-you.
- ✓Dr Howes is really caring and helpful.
- ✓Felt comfortable and secure in my procedure. Doctor Baxter explained everything and was very reassuring
- ✓Polite and factual
- ✓I completely messed out appointments this morning and the receptionist was so lovely, helpful and understanding. Managed to get me in today after messing it up. The doctors are always so helpful and polite as well. Can't fault the surgery.
- ✓Treated quickly,efficiently, and all my questions answed.
- ✓Very helpful nurse
- ✓Doctor was friendly and lots of information
- ✓I experienced a relaxed, friendly, and informed session with the sister. I was given a full, detailed overview of the injection and possible side effects also what to do if they occur. faultless throughout. Thank you
- ✓Receptionist did exactly what she said she would and was nice
- ✓Appointment booking procedure worked well. Short waiting time in surgery and friendly patient consultation with clear diagnosis and explanation.
- ✓Always courteous and helpful, people always have time to listen to you.
- ✓Dr. Browns was
- ✓Pleasant, Organised,professional.
- ✓Very comprehensive explanation from your practitioner. Friendly and professional
- ✓Excellent mental health practitioner called Chris. He's been very supportive. Also I've always found the GPs to be very good. I've always got an appointment when I've called in.
- ✓My doctor i think her name if dr harvey aint sure av seen her twice.dr harvey are shes really lovely dr wow she really cares am made up av got a top doctor an the guy who took my blood at 7.4o hes gorgeous dont ever let them go to top people an winall shes sweet to baby.she dead happy winall.thank you to grassendale doctor
- ✓I gave 1 very good
- ✓Dr St John is a really good ambassador for how GP should be. She had looked at my notes before my appointment. She took time to listen to my history and my concerns. She gave me a action plan as to what stages we will go through to manage the issue
- ✓Excellent service staff outstanding
- ✓Got an appointment and felt the doctor listened and did her best to help me
- ✓Dr Understood the need an urgency for myself after this hospital admission, communication with the nurse was perfect to get my urgent bloods done to aid in my recovery
- ✓Excellent service
- ✓Dr Howes was very helpful and very informative
- ✓I find the doctors very good but I feel we need a review of our medical history and medication at least annually,I can't remember when we last had one.
- ✓Very polite and explained every thing to me clearly
- ✓Pleasant Doctor who was very thorough with my concerns.
- ✓Because the nurse as always explains exactly what is going on with meds and blood tests etc

Not Recommended

Passive