

FFT Monthly Summary: July 2026



Grassendale Medical Practice
Code: N82009

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	5	3	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 108

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	5	3	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	5	3	0	1	0	50
Total (%)	82%	10%	6%	0%	2%	0%	100%

Summary Scores

92%

2%

6%

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

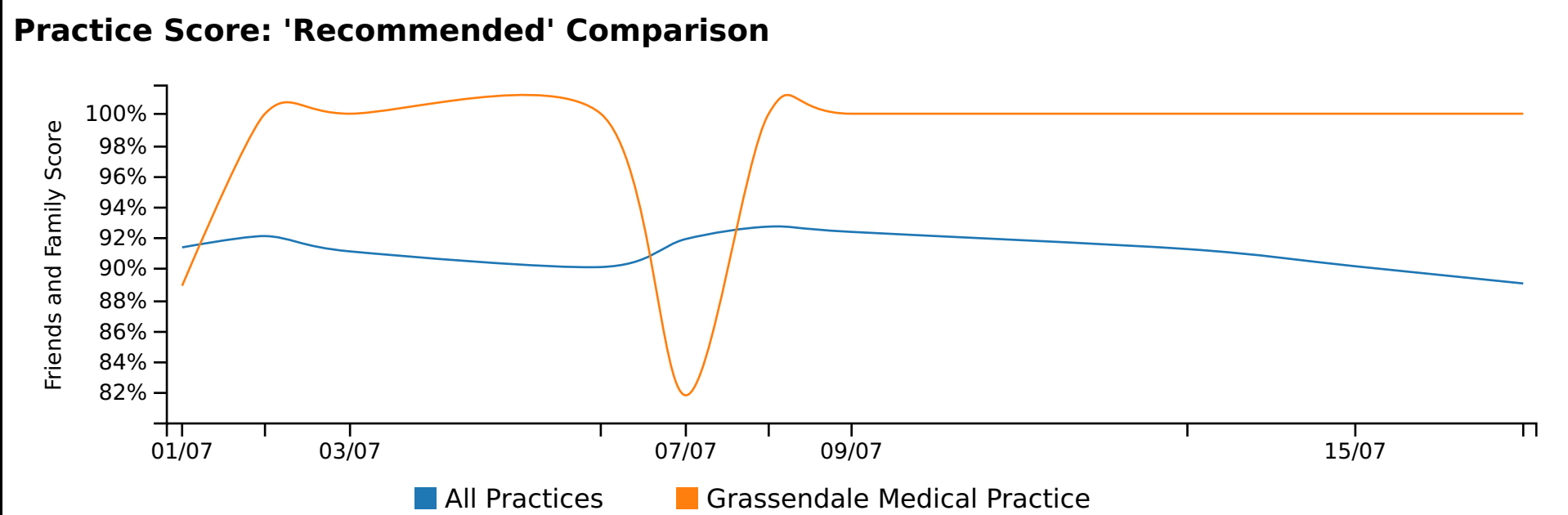
0%50%100%

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	85%	90%	94%
Grassendale Medical Practice	0%	95%	89%

Gender

All Practices

91%

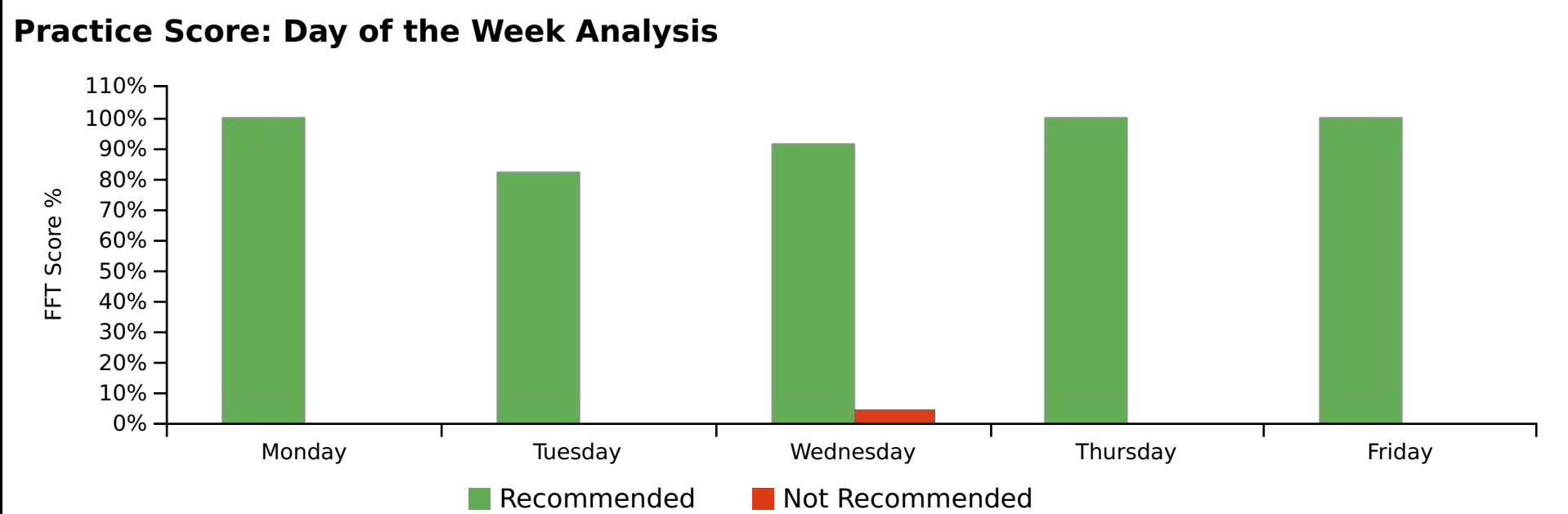
91%

Grassendale Medical Practice

88%

96%

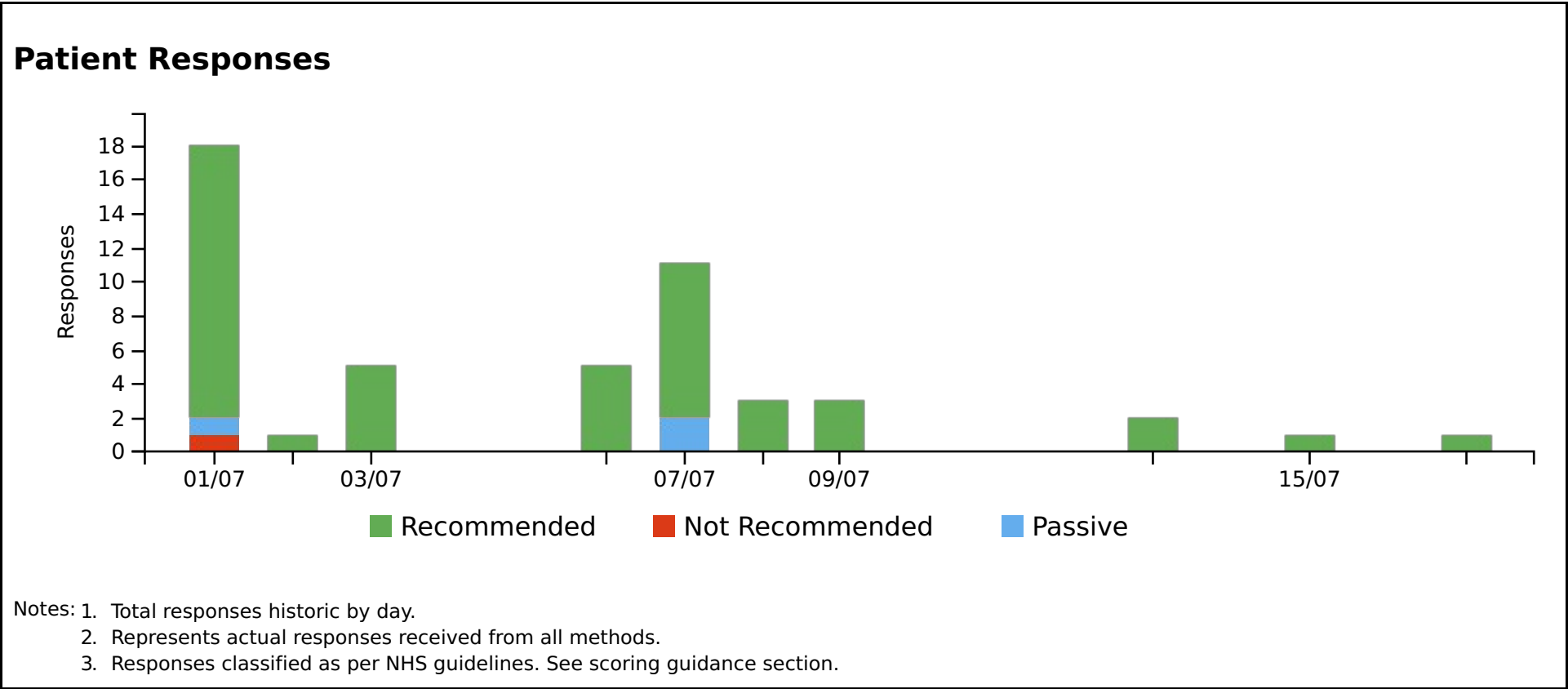
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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 8
Arrangement of Appointment 6
Reference to Clinician 16
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
sympathetic excellent just
thoughtful due receiving
positive sorry wonderful
persistent away calling happy
clear thus initial
back taking general articulate poor usual different able
asking exceptionally cheerful full warm past
unfortunately convenient lovely old medical instigating brilliant dealing efficient
always professional caring well
approachable really

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

- ✓ Mr. Jack Ellis is so articulate, I had a clearer picture of what the vaccinations were for. He was not only so professional but also warm and caring. Thank you.
- ✓ Because of the very caring and patient treatment I received From every one at the endoscopy department.
- ✓ it was on time - done well
- ✓ Easy to access services. Nice and friendly staff in general and GPs in particular
- ✓ Explaining everything very clear and well was good experience
- ✓ Because the staff are very helpful, and if they can't answer your query they find someone who can, and will call you back, thus taking away any worries you may have
- ✓ Because I always receive great service whenever I attend. Yesterday the Phlebotomist was cheerful and answered all my questions. Then, Jack the Pharmacist rang me and was exceptionally good at explaining all the changes to my medication. Not only that, he has sorted out the syncrinization of my medications. I must also mention the improvement in your Reception staffJohn
- ✓ Your Physio was very efficient, he gave me a full examination, lots of good advice and sent me for an Xray to check incase my back was fractured, due to being fractured in the past.
- ✓ All staff very professional my condition explained clearly and steps to rectify clearly set out, very positive experience
- ✓ Telephone service good staff friendly and nurse Va very efficient ?
- ✓ Quick response to enquiry
- ✓ The nurse was professional, kind and thoughtful
- ✓ Because Dr Nancarrow has persevered with my persistent medical problem, instigating tests that have ruled out a serious underlying cause.
- ✓ Appointment went as planned and on time. GP listened to my concerns.
- ✓ Had good service today from the physio , generally good service from doctors as well
- ✓ Appointment, diagnosis and referral in one day. Excellent service
- ✓ I thought doctor was very good and caring
- ✓ I seen Sister Valerie. She gave me some good advice and treated me with courtesy
- ✓ Services from staff where very good, The phone call at 8am is why I only rated it good, that system of calling at 8am for a appointment is not good at all
- ✓ Excellent consultatio. Doctor listened and exanined, appointment at convenient time
- ✓ Knowlegable Doctor Who was sympathetic and answered my questions in a sympathetic and patient manner .
- ✓ Was able to see a GP with in 2 hours of the initial phone call ! Unfortunately there was 30 minute delay ,never the less I was more than happy with my treatment on this occasion !
- ✓ I have been with the same practice/and in Garston Old Road before since 1989 and only have brilliant treatment from GPs Practice Nurses, staff dealing with bloods etc and receptionists..lovely..
- ✓ Same day appointment after referral from dentist due to an emotional meltdown whilst being treated today. Thank you practice.
- ✓ The doctors and staff are always really helpful. I always feel listened to and that my opinions on my own health matter.
- ✓ Excellent care, very thorough, very professional, very approachable. Wonderful practice.
- ✓ A quick and helpful telephone response to an email asking for advice on different treatments being offered by the hospital.
- ✓ Because I have not had any problems or issues.
- ✓ Dr Baxter understood my problems and gave me advice if they continue
- ✓ Excellent service delivery
- ✓ Dr was very pleasant and explained what my problem was and what my options were to deal with it. She was most helpful
- ✓ Karen was professional and friendly and put me at ease, she also explained everything clearly to me and set my expectations for receiving my results and what could happen
- ✓ Dr Padel very helpful and informative
- ✓ sorry just realized i thought i was giving 1 for very good as did nt have glasses on just only seen 1 was very poor my anwnses is very good
- ✓ Doctor was very helpful
- ✗ Very personable

Not Recommended

Passive

- ✓ It was just the usual appointment!
- ✓ Because you asked me to...