

FFT Monthly Summary: April 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	2	2	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: 110

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	45	2	2	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	45	2	2	0	1	0	50
Total (%)	90%	4%	4%	0%	2%	0%	100%

Summary Scores

👍 94% 🐼 2% ➡ 4%

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:

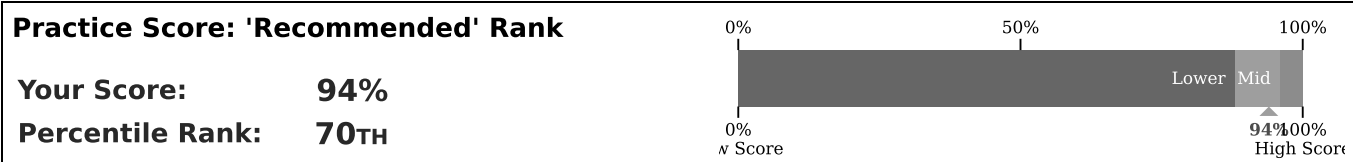
$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

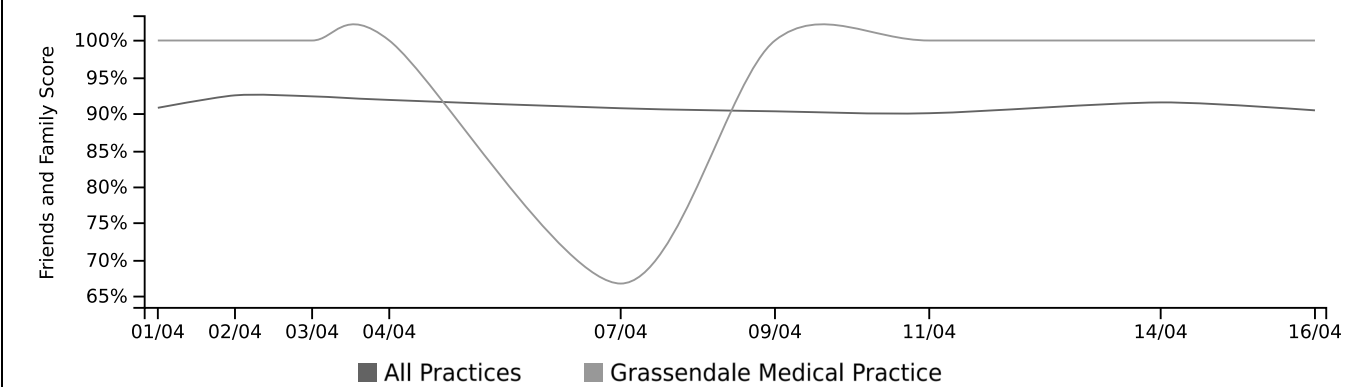
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3
Practice Scoring



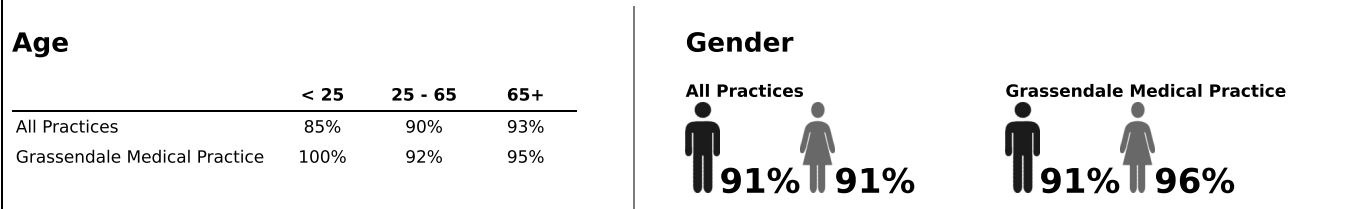
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison



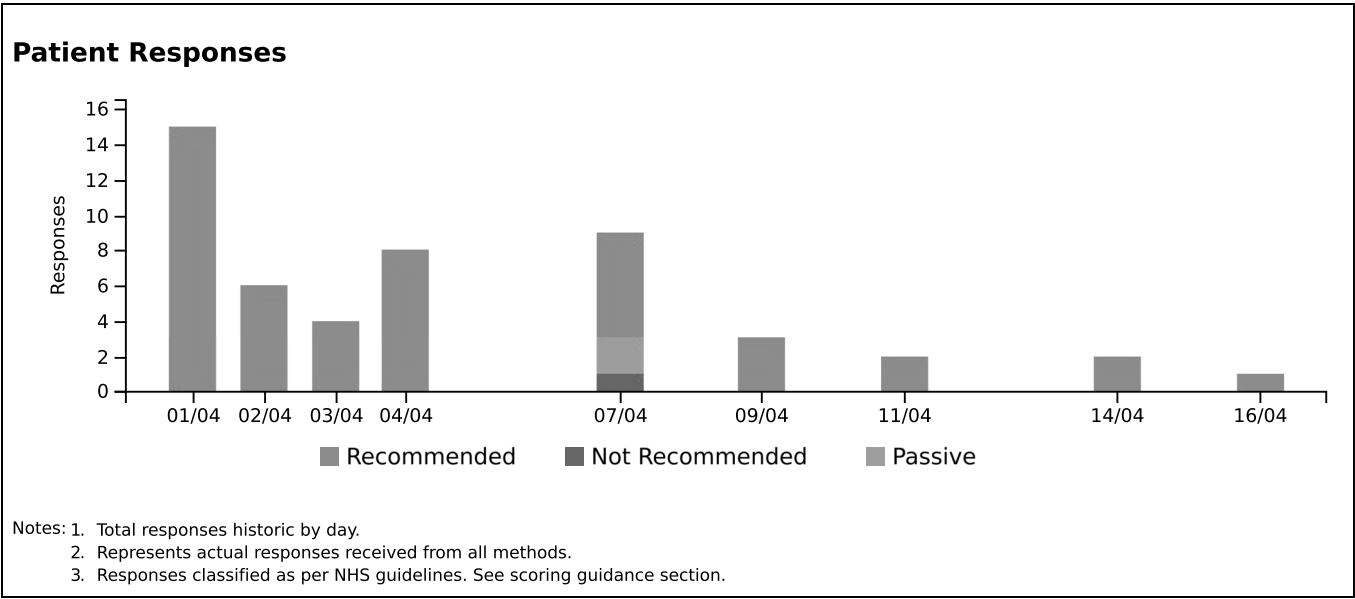
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



SECTION 4

Patient Response Analysis



SECTION 5
Patient Free Text Comments: Summary

Thematic Tag Cloud

Reception Experience	7
Arrangement of Appointment	7
Reference to Clinician	18

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence framgements 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.

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

- ✓ Great service and on time
- ✓ A professional, friendly experience. I was listened to and my concerns given a full understanding
- ✓ Once I explained my symptoms I was able to access a same day appointment.Felt listened to and heard throughout the consultation and was given a thorough examination. Was then referred for further tests.An excellent GP!
- ✓ The doctors , the nurses and reception are very approachable and understanding. I really feel like they care about me and my health. I feel more confident about telling people about my health at this doctors and at my last doctors I didn't like attending
- ✓ Very helpful
- ✓ Michelle was very helpful. ✗
- ✓ Very punctual, and doctor answered my questions in a pleasant and informed manner
- ✓ As always Sr Hawkins was very welcoming whilst being very precise in her questioning. Her advice was very helpful and overall the visit was very positive
- ✓ The nurse was very thorough
- ✓ Both Dr Williams and Sister Hawkins were very helpful and understanding in dealing with neurodivergent patients.
- ✓ Dr was very kind and understanding
- ✓ He was as concerned about my mental health as well as physical
- ✓ Val was kind, thorough and knowledgeable
- ✓ The practice nurse, doctor and other nurse have all been very reassuring and helpful about resolving blips in blood tests. You have an excellent practice our contact has always been positive and helpful
- ✓ Excellent , sympathetic service
- ✓ My appointment was 9 and I was seen at 9
- ✓ Dr Brookes is really friendly and is always very thorough. We feel confident that hes giving us good advice
- ✓ Phoned for an appointment/advice for my elderly Dad on Monday, received GP call and face to face appointment the same morning, followed by a referral to Garston for X-ray, and further advice over the phone on Wednesday (today). Very pleased, really couldn't have asked for better treatment.
- ✓ Pleasant and professional staff.
- ✓ Good communication, and the procedure was comfortable
- ✓ Jack at reception was very friendly and efficient. He booked my daughter in with female dr as requested Doctor Williams put my little girl 8years at ease when she could tell she was nervous.
- ✓ The lady on reception was very helpful , Sandra is very helpful and Dr Baxter is pleasant and efficient
- ✓ Once into the system practice delivers good service, but still takes far too long to get appointments
- ✓ Quick easy servicing and no waiting times Receptionist polite and curtious
- ✓ There were no problems and nurse was helpful
- ✓ Very professional
- ✓ Always well organised and lovely caring staff
- ✓ Dr was excellent. Very reassuring and gave great advice
- ✓ Speed of response to my appointment request and very detailed explanation of reason why no further action deemed necessary for my condition and I was pleased
- ✓ All the doctors and staff are friendly.
- ✓ Professional friendly free service no waiting quick appointment and some useful information
- ✓ The nurse Valerie Hawkins was very professional and friendly.
- ✓ I did not wait long and felt at easy with the doctor I saw.
- ✓ Nathan your Care Navigator was highly personable and very efficient while Dr.Brookes was the model GP. Very well done!
- ✓ Dr Lina is especially lovely

Not Recommended

- ✓ Oh the guy explained things to me well and if he didn't know he said he'd look into it and get back to me. Made me feel respected and herd :)

Passive

- ✓ Hard to get an appointment