

# FFT Monthly Summary: May 2025



Grassendale Medical Practice  
Code: N82009

## SECTION 1 CQRS Reporting

**CQRS Reporting**

|        |        |        |        |        |        |        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
| 40     | 6      | 1      | 2      | 0      | 1      | 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:**

**109**  
**50**

|                      | Very good  | Good       | Neither good nor poor | Poor      | Very poor | Don't know | Total       |
|----------------------|------------|------------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll       | 40         | 6          | 1                     | 2         | 0         | 1          | <b>50</b>   |
| SMS - User Initiated |            |            |                       |           |           |            |             |
| Tablet/App           |            |            |                       |           |           |            |             |
| Web/E-mail           |            |            |                       |           |           |            |             |
| Manual Upload        |            |            |                       |           |           |            |             |
| <b>Total</b>         | <b>40</b>  | <b>6</b>   | <b>1</b>              | <b>2</b>  | <b>0</b>  | <b>1</b>   | <b>50</b>   |
| <b>Total (%)</b>     | <b>80%</b> | <b>12%</b> | <b>2%</b>             | <b>4%</b> | <b>0%</b> | <b>2%</b>  | <b>100%</b> |

**Summary Scores**  

92% 4% 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:

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: 50TH

0%50%100%

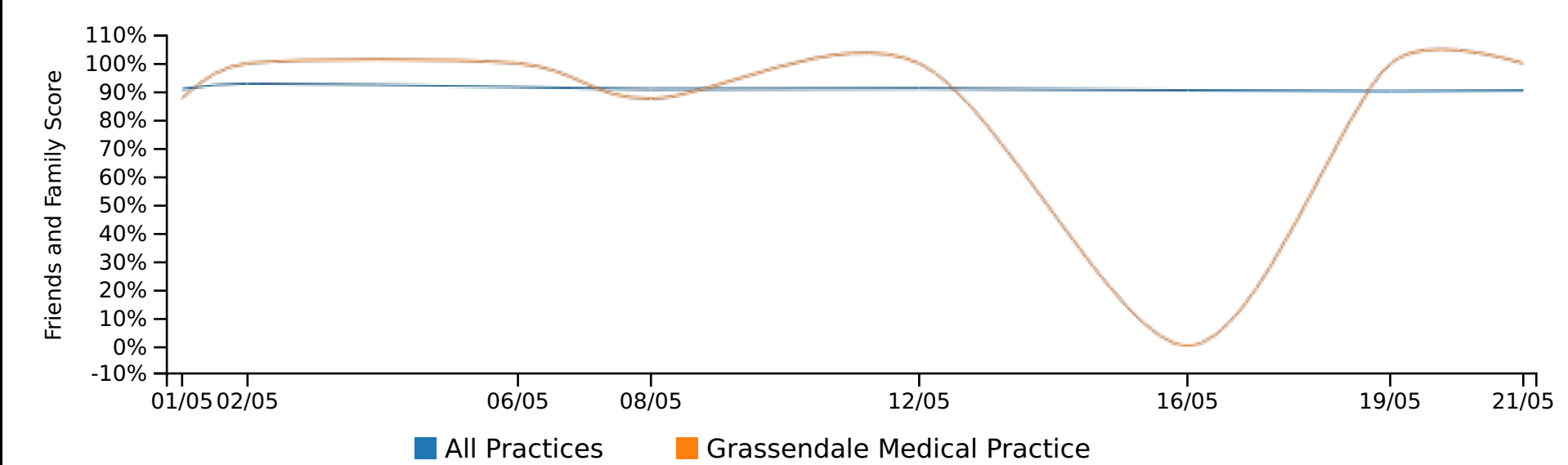
0% Score

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 50th percentile means your practice scored above 50% 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% | 88%     | 100% |

Gender

All Practices

91%

91%

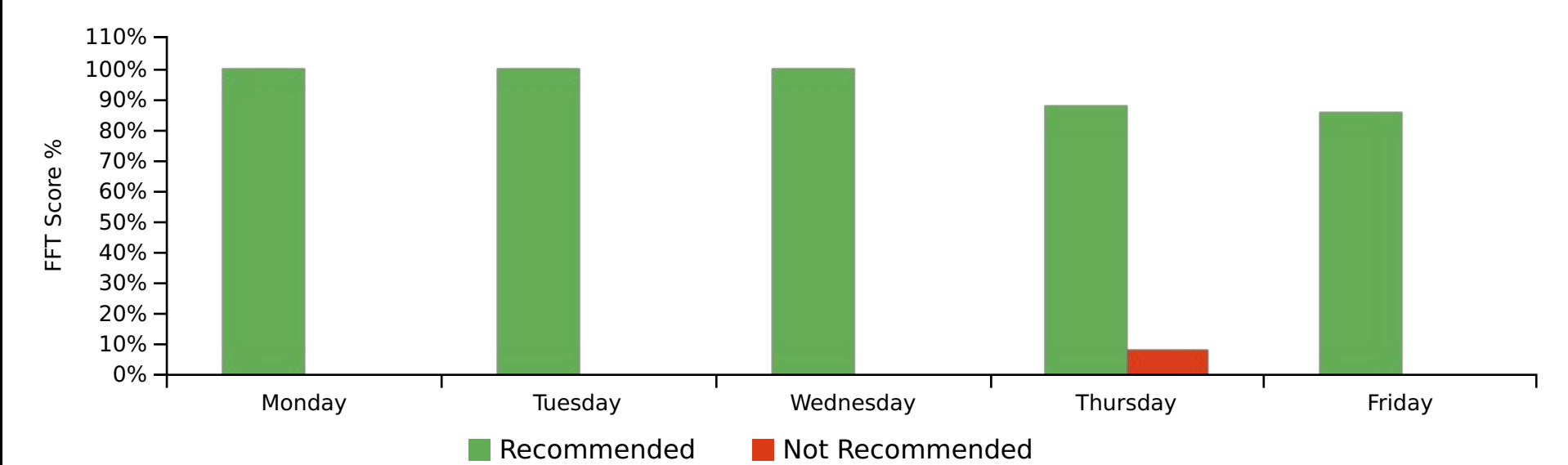
Grassendale Medical Practice

84%

97%

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

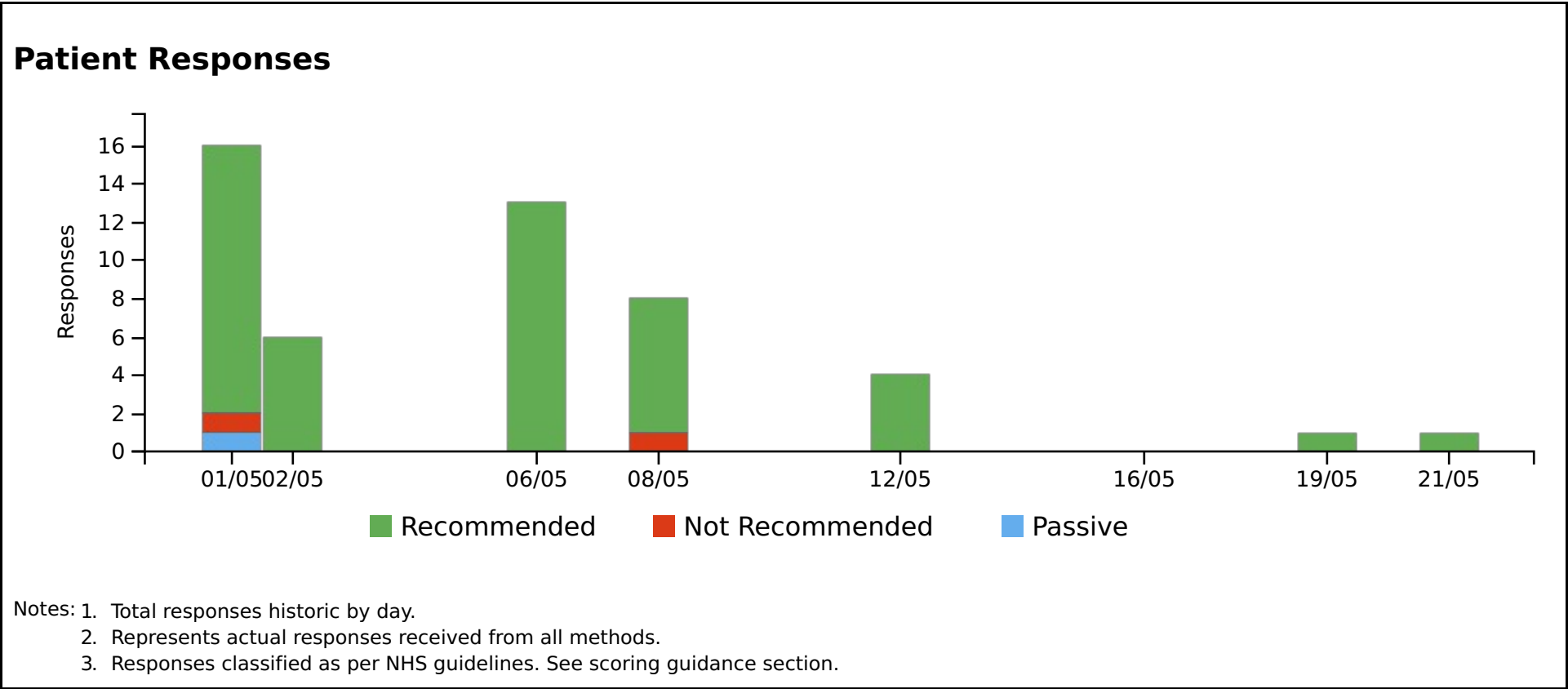
Practice Score: Day of the Week Analysis



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       | 6  |
| Arrangement of Appointment | 7  |
| Reference to Clinician     | 16 |

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

- ✓ Dr Howes was efficient and thorough. She addressed all the questions/issues I raised in a professional, empathetic way.
- ✓ *Doctor gave me a detailed examination. Polite.*
- ✓ Dr is very supportive and listens and gives the advice needed one of the nicest drs at the practice thank you
- ✓ *Friendly and courteous receptionist, very helpful. Surgery was clean and had various helpful information posters.*
- ✓ Sorry I meant to put 1 the dtrs are very good and pleasant always good service
- ✓ *She allowed me time to inform here of my problem and was quick to understand and help to eventually resolve it as well as putting me at ease*
- ✓ Very attentive and good at putting me at ease Thorough and clear explanation of things
- ✓ *Appointment on time and excellent service from the nurse*
- ✓ I always see brilliant medical professionals.
- ✓ *Great and efficient consultancy with a very caring and capable nurse. Five stars*
- ✓ I have never had any problems getting to see the doctor or any phone consultation with a doctor
- ✓ *Whilst staff are always very good, accessibility is poor. Always struggle to get mum in wheelchair into and around the premises. No auto doors and narrow doorways.*
- ✓ All proffetional
- ✓ *Very prompt polite appointment*
- ✓ Very good communication, listened and gave detailed explanations. Careful and detailed assessment/examination and treatment plan.
- ✓ *Everyone has been kind, I received an early appointment, the doctor was very thorough, friendly and professional*
- ✓ Staff are lovely and supportive
- ✓ *she was very helpful and listened*
- ✓ Yes The receptionist was excellent from his call handling and th GP was very thorough in her medical evaluation.
- ✓ *Faultless*
- ✓ Apart from not being able to get an appointment easily I'm otherwise happy with medical staff and care advisors at the surgery .
- ✓ *Reception staff were really welcoming. Dr was very kind and reassuring*
- ✓ Phone call answered quickly I was no 25 in the queue. Selected call back which happened within the hour and given an appointment for the afternoon. GP consultation was on time thorough and I felt listened to and was given advice and options explained
- ✓ *I think Grassendale are very lucky to have Nurse Valerie Hawkins - she does her job in a proffesional but caring manner and very down to earth and helpful with info and advice*
- ✓ The nurse was very thorough during my appointment, explaining everything clearly and making me feel very comfortable.
- ✓ *Doctor was personable, helpful & thorough*
- ✓ Seen the nurse very nice puts you at ease
- ✓ *Seen promptly by Ella for BP check and as usual she was pleasant, polite and efficient.*
- ✓ Caring, professional and comprehensive
- ✓ *Got an appointment the same day I rang and doctor dealt with my issue efficiently*
- ✓ Always helpful
- ✓ *Excellent service*
- ✓ Ella is wonderful and so helpful and efficient. She is approachable and down to earth and I really feel listened to with her.

## Not Recommended

- ✓ I asked for a blood form and explained why I needed it ,and was told no,so very poor service
- ✓ *No communication with patients over results , especially with patients with serious illness. Lost or misplaced results and unable to get appts . Appts made with walk in and walk in unable to deal with or change medication.*

## Passive

- ✓ Because I seemed to be neglected and wrongly diagnosed even though specialists in their field have documented it prior