

FFT Monthly Summary: March 2025

Grassendale Medical Practice
Code: N82009

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	6	1	1	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: 126

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	6	1	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	6	1	1	0	0	50
Total (%)	84%	12%	2%	2%	0%	0%	100%

Summary Scores

👍 96% 🗑️ 2% ➡️ 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:

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

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

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

Practice Score: 'Recommended' Rank

Your Score: 96%

Percentile Rank: 85TH

0%50%100%

0%100%

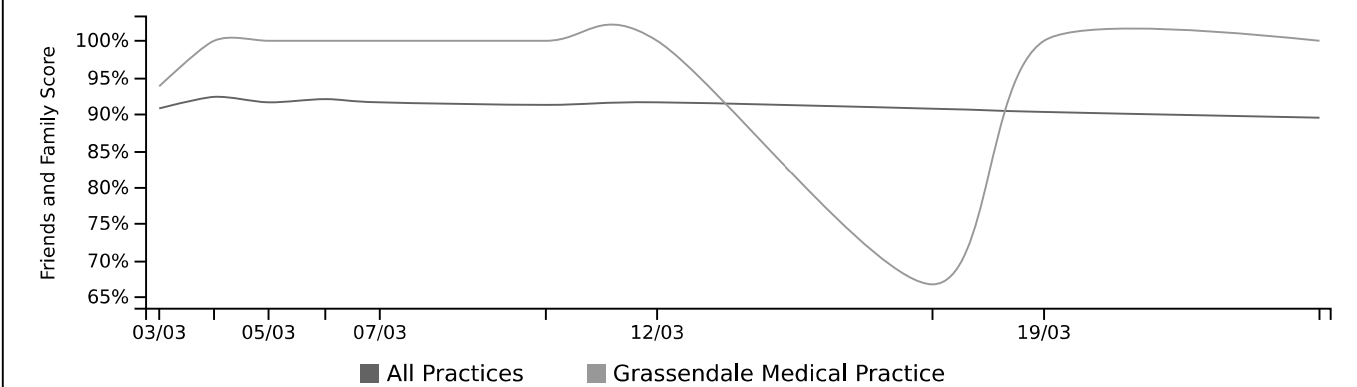
LowerMidHigh

Score

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 85th percentile means your practice scored above 85% 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%	96%

Gender

All Practices

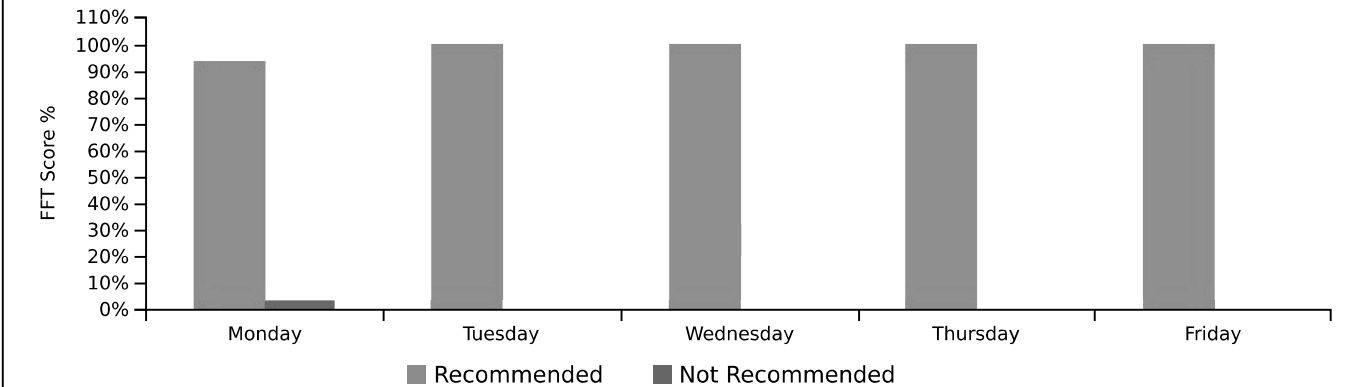
91%91%

Grassendale Medical Practice

88%100%

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

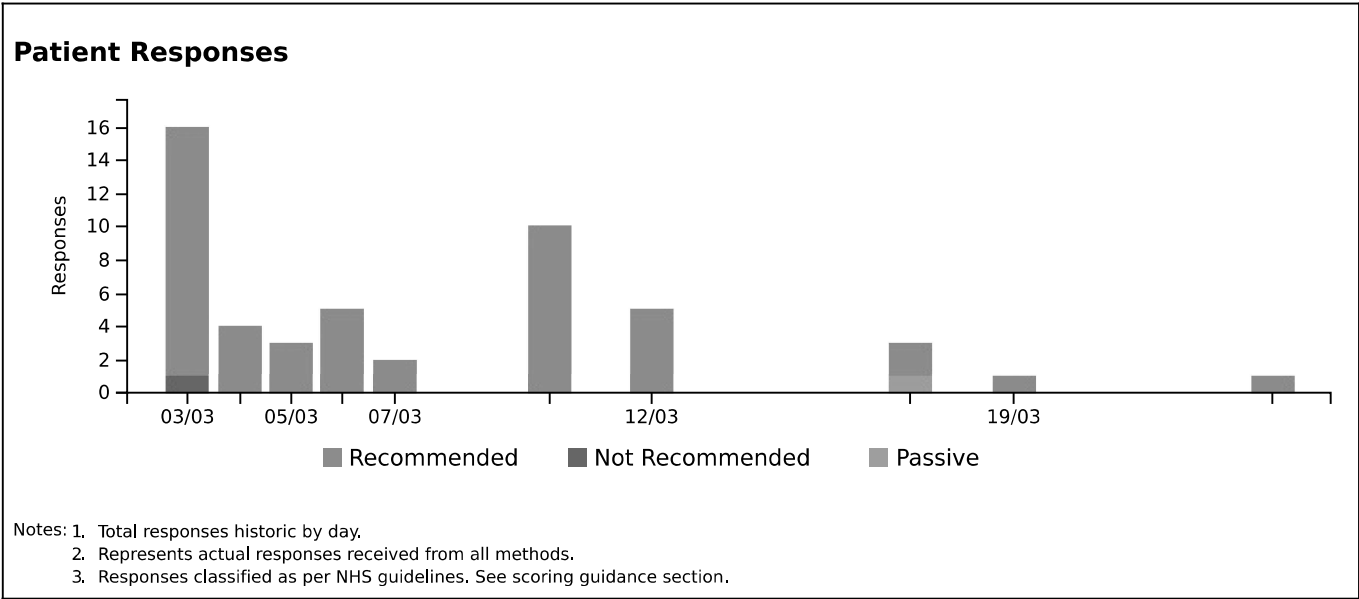
Practice Score: Day of the Week Analysis



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

Thematic
Reception Experience 1
Arrangement of Appointment 5
Reference to Clinician 15
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
helpful, good, friendly, professional, quick, waiting, short, informative, excellent, nice, attentive, really, overall, promptly, exceptional, considerate, always, amazing, particularly, long, willing, glad, fast, thoughtful, physically, grateful, straight, knowledgeable, efficiently, reassuring, aware, thorough, making, great, efficient

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

- ✓Very helpful, friendly, considerate and concerned.
- ✓ Prompt, no waiting
- ✓ Doctor was very thorough, not rushed and thoughtful
- ✓ I have confidence in the professional ability of all the doctors I've consulted at Grassendale. Some of the 'Care Navigators' are particularly helpful and friendly. Overall I think we have a very good service from the practice
- ✓ I gave that answer because I walked straight into my appointment and didn't have to wait for ages.
- ✓ I was able to get an appointment at short notice- The doctor was reassuring and informative - thank you
- ✓ Once I got through on the phone this morning the service was great.
- ✓ Quick appointment and helpful advice
- ✓ I found Doctor Ellis very attentive and willing to listen , also made me aware of a pneumonia vaccine that I will be glad to have,
- ✓ The GP has reviewed my request and I can get my blood tests. Very efficient service.
- ✓ The doctor gave me time to explain how I was feeling and u felt she really listened to me.
- ✓ The physiotherapist was very professional and informative.
- ✓ Lana went above and beyond to accommodate me and dr howes has been amazing with my situation
- ✓ Nurse was very good, detailed in explanation
- ✓ A good explanation of problem was given by PN.
- ✓ Dr Widnall diagnosed my condition and her treatment plan has been exceptional I feel so incredibly better in a short space of time. My treatment is under review and I have been treated with the upmost kindness and respect
- ✓ First class service
- ✓ I waited more than 7 mins.
- ✓ On time appointment, Doctor dealt with my problem efficiently.
- ✓ Listened too, physically examined. Explained too
- ✓ Not kept waiting to long, nice staff
- ✓ Everybody helpful seen promptly given the help i needed
- ✓ Everyone was friendly, fast and helpful
- ✓ Dr's all very good quick action when required
- ✓ Doctors always very nice and listen to what you have to say
- ✓ Ease of making an appointment and time to be seen. Doctor excellent, very knowledgeable and friendly and went above and beyond in terms of advice and referral
- ✓ Right thing to do
- ✓ Dr Howes was so kind and understanding. I feel like I have some hope with my issues and this is something I didn't think would be the case so I am very grateful
- ✓ Satisfied?

Not Recommended

- ✓ Was referred to pharmacist who cannot help and then to Garston walk in centre waited 3 hours no doctor available. Rang surgery again to book see doctor

Passive

- ✓ Excellent result from treatment