

# FFT Monthly Summary: November 2025

Grassendale Medical Practice  
Code: N82009

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	9	0	0	1	0	0	0	0	49	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: 136**

**Responses: 49**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	9	0	0	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>39</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>49</b>
<b>Total (%)</b>	<b>80%</b>	<b>18%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 98% 👎 2% ➡ 0%

## 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:

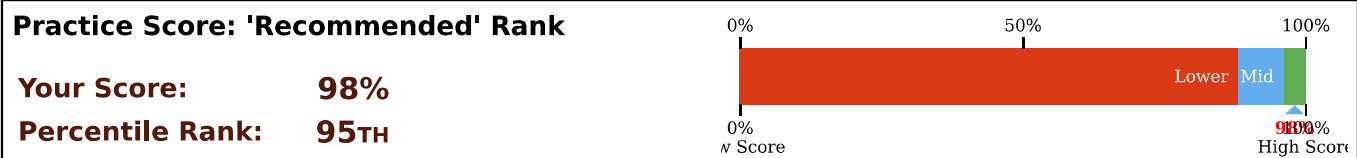
$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

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

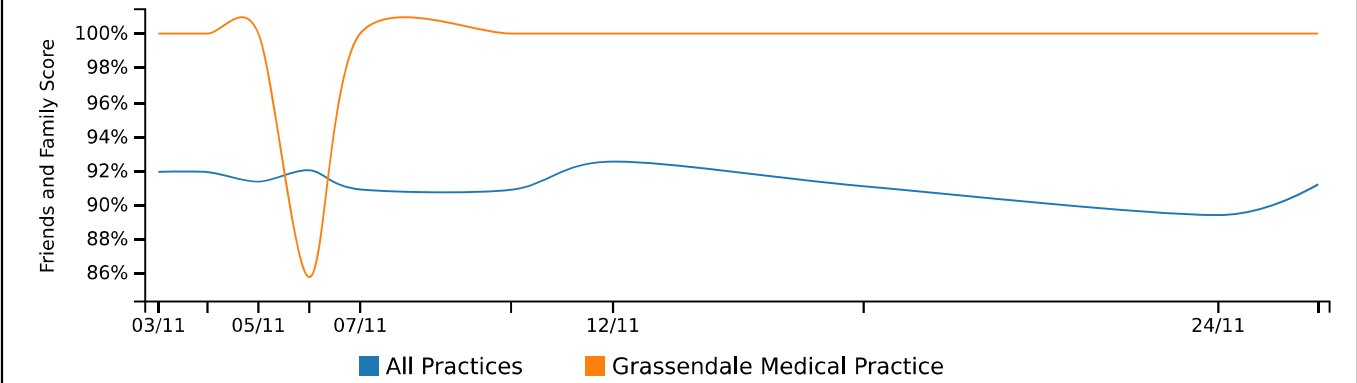
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

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 95th percentile means your practice scored above 95% of all practices.

Practice Score: 'Recommended' Comparison



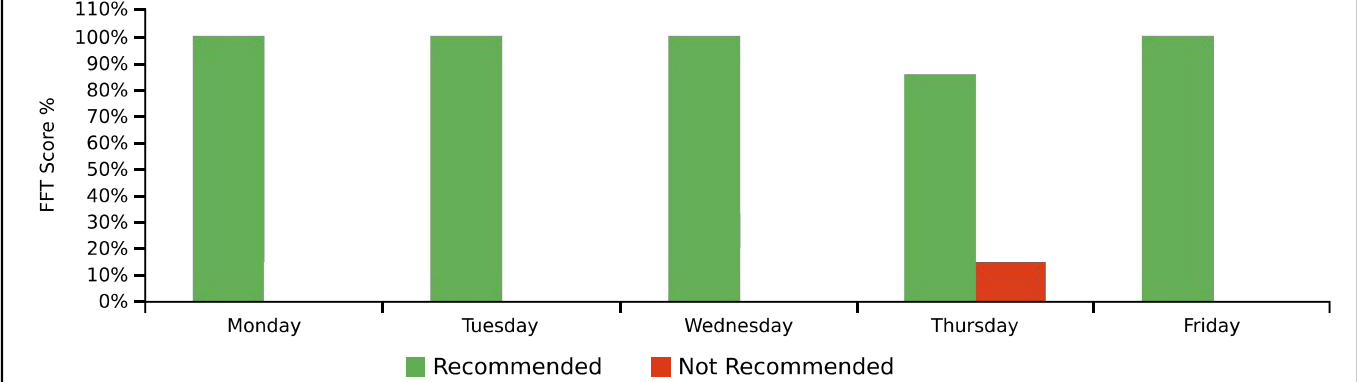
Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



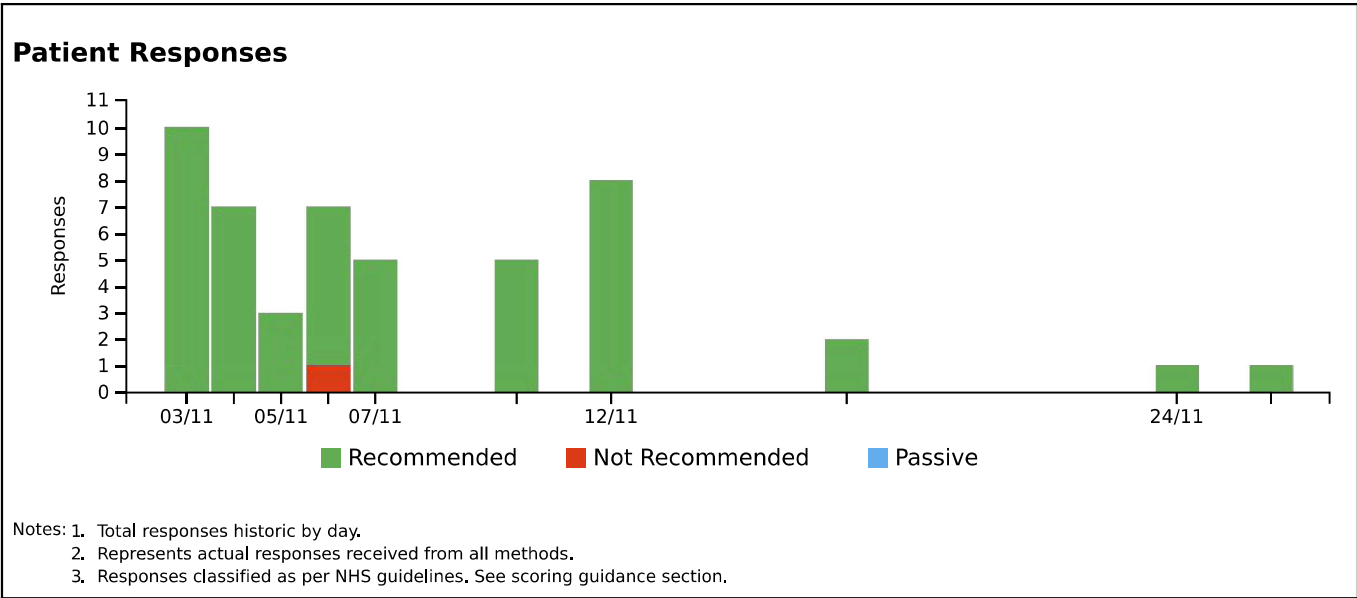
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

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 Tag Cloud

Reception Experience	3
Arrangement of Appointment	5
Reference to Clinician	10

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.

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

- ✓The nurse was very pleasant and efficient
- ✓Dr Brookes was very attentive and gave me valuable information concerning my problem
- ✓Really good explanation of symptoms
- ✓Clear considered explanations through appointment
- ✓Valerie was very professional and make me feel calm and relaxed from the start with her warm and personable manner. She gave me very clear information which enabled me to make an informed decision. I was very impressed with the support I received.
- ✓Professional, friendly and competent staff member.
- ✓I can't believe my treatment after being with my previous practice for over 80 years you are much more caring and listen to me.
- ✓Professional manner and also very friendly
- ✓Only waited a couple of minutesNice, caring, friendly Doctor
- ✓Check in process was easy, I did not have a long wait. Ella was very clear and did a great job explaining my blood results.
- ✓I've been to the surgery this morning for a B12 injection, I found the nurse very pleasant and friendly
- ✓Amazing service, very efficient and helpful
- ✓Listening
- ✓The doctor was very polite, helpful and checked everything properly.
- ✓Very efficient.
- ✓Good service
- ✓Fine when you get to see them or get advice . Find it much easier to actually go and ask for an appointment at the reception . Fortunately we live close by and pass often
- ✓I was seen same day and the Dr was very thorough.
- ✓Easy access and first class attention.
- ✓Was fine but nothing exceptional. :)
- ✓All the Drs are excellent in the practice and I always get an appointment for my children or myself when needed on the day I ring up and much appreciate our surgery and practice Grassendale 10/10 always thank you
- ✓Rang up yesterday with my query and Nathan said he would message a Dr and get back to me which he did the following day with an appointment booked for me.
- ✓Very good service
- ✓Ella was v. pleasant and friendly, and v. easy to talk to
- ✓Just overall great service, and good advice
- ✓Doctor was lovely and made me feel very comfortable
- ✗It was great getting a same day app. My Dr was very nice and gave good clear advice.
- ✗GP wonderful, 1 mark deducted for difficulty of getting appointment. Receptionists are not helpful even when you are trying to comply with their requirements.

Not Recommended

- ✓Easy to talk to didn't rush me happy with my results

Passive