

FFT Monthly Summary: September 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	6	0	2	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: 107

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	6	0	2	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	6	0	2	1	0	50
Total (%)	82%	12%	0%	4%	2%	0%	100%

Summary Scores

94%

6%

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:

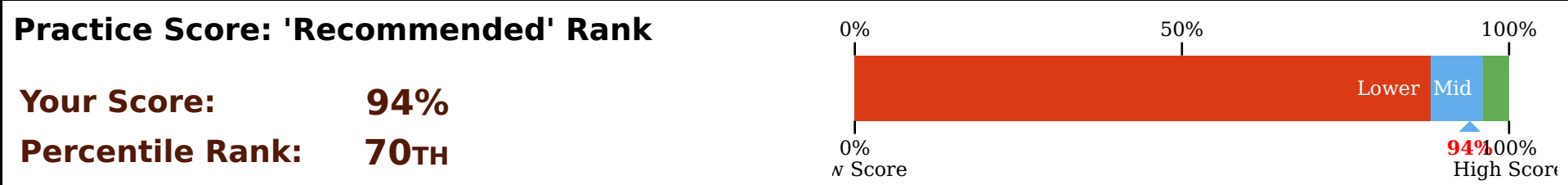
Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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:

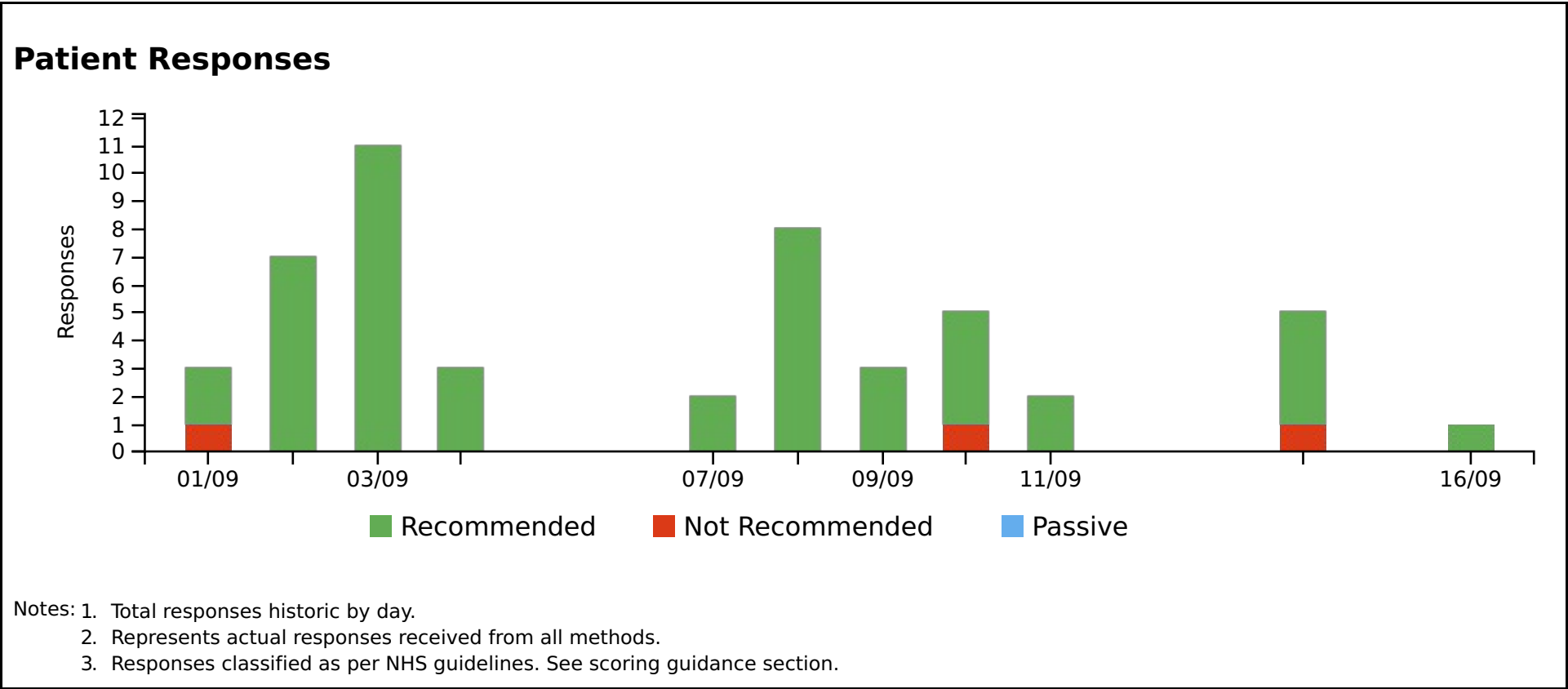
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3
Practice Scoring



SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary

Thematic

Theme	Frequency
Reception Experience	3
Arrangement of Appointment	1
Reference to Clinician	10

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

The tag cloud displays a variety of words related to patient experiences, with 'excellent', 'good', 'helpful', and 'professional' being the largest and most prominent. Other notable words include 'easy', 'friendly', 'informative', 'back', 'early', 'lovely', 'thorough', 'great', 'long', 'busy', 'little', 'forth', 'yet', 'knowledgeable', 'professionally', 'promptly', 'generally', 'quickly', 'small', 'useful', 'trying', 'interactive', 'possibly', 'going', 'fantastic', 'regarding', 'clear', 'well', 'now', 'reassuring', 'regular', 'polite', 'calling', 'speaking', 'considerate', 'already', 'supportive', 'poor', 'initial', 'important', 'waiting', and 'courteous'. The words are arranged in a circular pattern, with some overlapping.

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

- ✓ I did already. It was very good.
- ✓ *Asked many questions and was thorough with checking meds .*
- ✓ You have been very good to me
- ✓ *Good follow up prompt appointment and jack was very informative and reassuring.*
- ✓ Seen almost on time and Doctor was really, really lovely.
- ✓ *Good clear explanation and very supportive*
- ✓ The physio I saw was very helpful
- ✓ *The Nurse explained everything really clearly and the procedure was pretty painless*
- ✓ Good service, understanding, that sort of thing!
- ✓ *Always helpful*
- ✓ I didn't have long to wait. The GP was pleasant, thorough and understanding.
- ✓ *Personalised and interactive consultation, considered my expectations and ideas, made a quick yet thorough consultation given a busy practice*
- ✓ Jack is great at his job, lovely personable manner and very professional . A great asset to the practice.
- ✓ *On time, professional, knowledgeable and friendly.*
- ✓ I had an excellent telephone consultation with GP today. She took time to listen and resolve situation
- ✓ *The Dr was fantastic with my son*
- ✓ I experienced good care and respect.
- ✓ *Very helpful clinician. Very efficient admin staff. No waiting.*
- ✓ I got in to see the dr this morning after calling the surgery at 8am. He listened, was understanding, advised on treatment and timescales, took a photo for records and reassured that I could go back if I needed more help after treatment. He also helped me with one other small issue, which took only a minute but was really helpful.
- ✓ *It was good and on time*
- ✓ Mr Dandas was excellent and has Dealt with my Ailment Professionally
- ✓ *Quick n easy*
- ✓ Because receptionists was pleasant and jack Ellis very efficient and explained everything
- ✓ *Because I feel well cared for with regular health checks generally and Jack was very easy to talk to on my review and sorted out my medication promptly.*
- ✓ In early and out early
- ✓ *Jack has a lovely manner, polite, considerate, and courteous*
- ✓ Dr.Nancarrow is an excellent doctor and explains everything which is so easy to understand. She makes time to listen to you and sorts your problems out. Excellent doctor
- ✗ *Learnt alot about my asthma medication*
- ✗ The initial conversation with the receptionist felt awkward at first but I got to discuss my issue with the doctor in the end which is why I called in the first place and he referred me to where I needed to go next which was possibly what the receptionist was trying to make me do without speaking to the doctor but I thought it was important to speak in more detail so when the doctor referred me he could add the details in his notes so very useful for me to have those comments in the referral so not to start a long process of again and may be move on to the next step more quickly

Not Recommended

- ✓ Phone consultation regarding blood tests should not have to wait two weeks. I missed phone call because my phone signal was poor rang at 8.00am to apologise and now have to wait a further two weeks
- ✗ *Feel like I can't get to the bottom of my little girls cough feel like I'm going round in circles back and forth to gp and been about her skin no creams have worked and came home with out anything for it no referrals about her skin.*

Passive