

FFT Monthly Summary: September 2025



Grassendale Medical Practice
Code: N82009

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	5	1	0	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:

115

Responses:

50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	5	1	0	0	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	5	1	0	0	1	50
Total (%)	86%	10%	2%	0%	0%	2%	100%

Summary Scores

96%

0%

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:96%

Percentile Rank:85TH

0%50%100%

0% Score

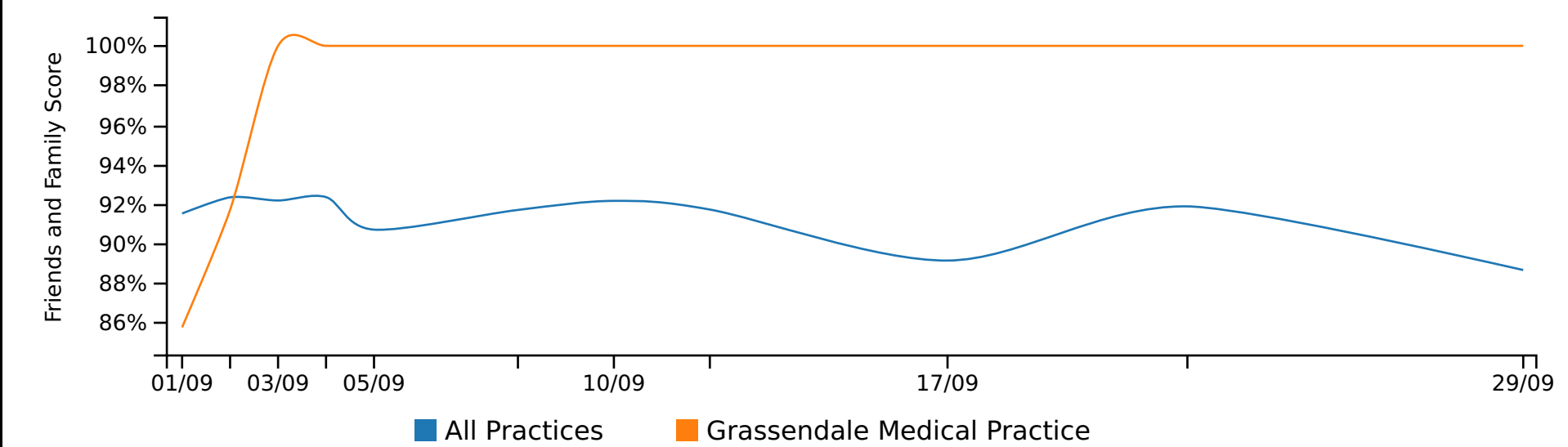
LowerMidHigh Score

96%

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 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	87%	91%	93%
Grassendale Medical Practice	100%	97%	95%

Gender

All Practices

92%

91%

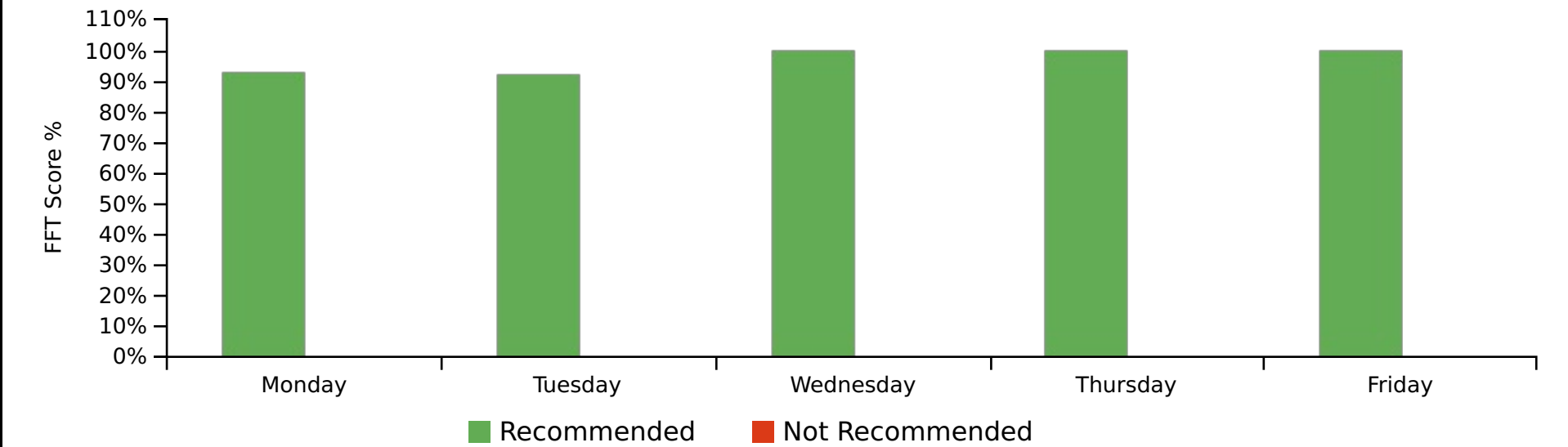
Grassendale Medical Practice

95%

97%

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

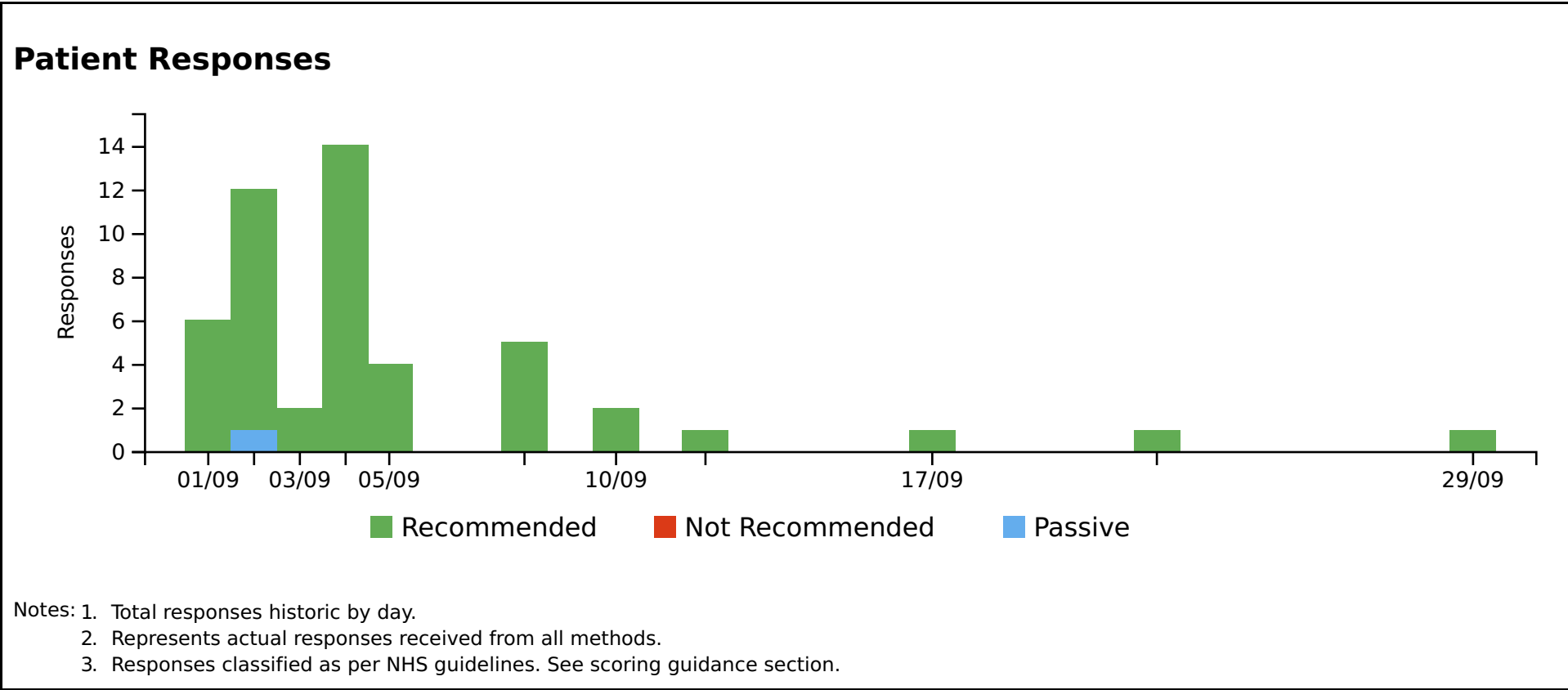
Practice Score: Day of the Week Analysis



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	2
Arrangement of Appointment	4
Reference to Clinician	9

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

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

- ✓Thorough with information and gentle with treatment.
- ✓Called into surgery on the off chance of seeing a doctor to discuss my medication....and was given an appointment for that afternoon.
- ✓Very helpful.
- ✓Because I was treated on time professionly and cheerfully and I felt fully at ease.
- ✓Ella was professional from start to finish
- ✓Prompt good attention but nurse little hesitant
- ✓I would like to thank Dr. Brooks for the treatment and time he spent with me once again thank Dr Brooks
- ✓Great service from the telephone call at 8am to seeing the lovely doctor xxx
- ✓Everything was clearly explained to me and how it would be followed up if necessary. I was able to ask questions if I wanted to have anything clarified.
- ✓Sister Val is very friendly and knowledgeable and always a pleasure to go and see
- ✓Treated so nice from receptionist to doctors thank you
- ✓I thought that everything about my appointments were faultless very pleased
- ✓Timely appointment and helpful
- ✓Appointment started on time and the conversation covered all I expected
- ✓The message from the surgery that I was eligible for a shingles vaccine was very poor in explaining the ramifications whereas the excellent medic giving me the jab explained in detail. It means that in making my decision to have the jab I didn't have enough information
- ✓Efficient and courteous as a practice and the consultation was very thorough and professional...5 stars
- ✓Lovely doctor, quick service and easy experience
- ✓Very helpful and kind
- ✓Simple. , It was a V/G experience
- ✓Nurse was kind and all was good with my b12 booster
- ✓The nurse who vaccinated me was very pleasant, knowledgeable and professional
- ✓Sister Hawkins is excellent and has a lovely friendly manner and
- ✓Swift service, kind and caring staff. Nathan is very helpful, enthusiastic and kind
- ✓Quick service and nurse was knowledgeable
- ✓Dear g.p.s. because always cheerful and willing to help. Never not enough time for me to speak about health issues. Very patient and listen carefully.
- ✓Because I always receive caring support and understanding and am always given great information
- ✓It was straight forward and efficient

Not Recommended

Passive