

FFT Monthly Summary: August 2025

Grassendale Medical Practice
Code: N82009



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
46	2	2	0	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: 113

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	46	2	2	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	46	2	2	0	0	0	50
Total (%)	92%	4%	4%	0%	0%	0%	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:

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

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

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

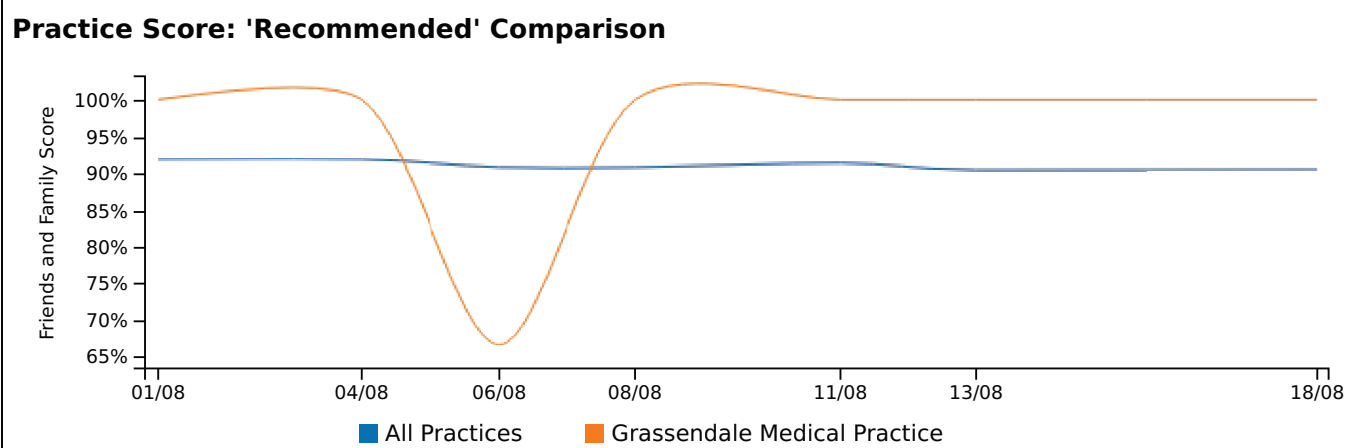
0%50%100%

0%100%

LowerMidHigh Score

96%

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.



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	85%	90%	93%
Grassendale Medical Practice	100%	100%	92%

Gender

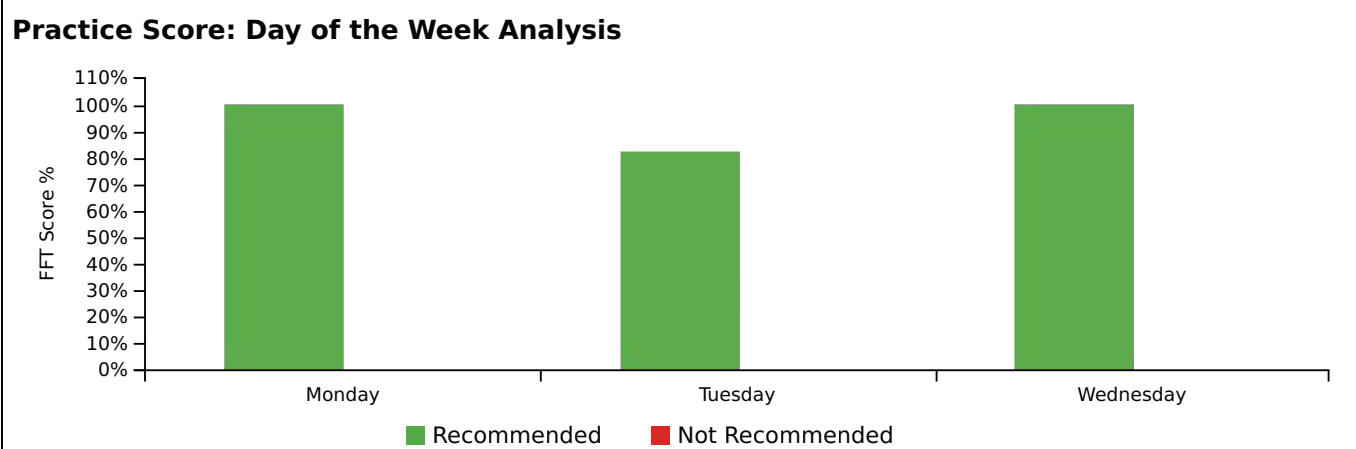
All Practices

91%91%

Grassendale Medical Practice

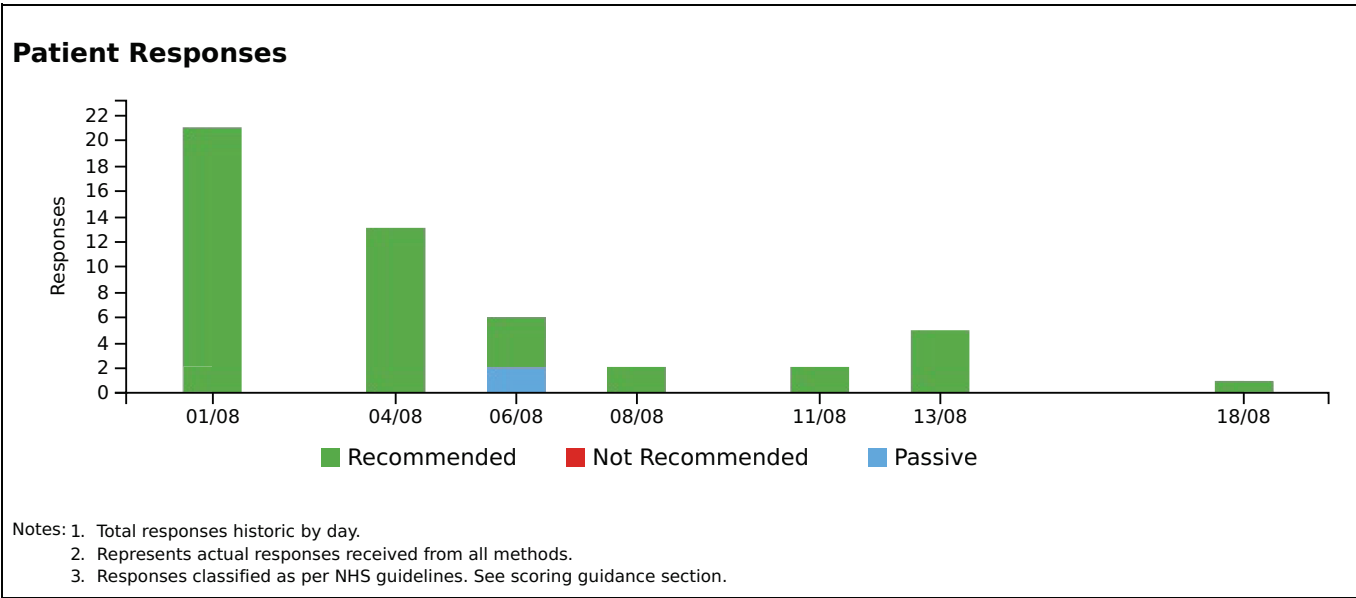
94%97%

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



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



Patient Free Text Comments: Summary

Tag Cloud

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

- ✓ Ella is a very personable and pleasant young nurse, as always.
- ✓ Rang at 8 appointment at 9.45, seen on time . Very efficient. GP very informative, advising of condition in a clear manner .
- ✓ Very attentive and clear explanations
- ✓ Phoned at 8am - telephone queuing system is much improved. Got appointment with Dr Williams this morning. Got prescription easily. All very smooth and more than satisfactory. The system works well.
- ✓ Saw Valerie Hawkins (Nurse) for a review and as always very professional in every way
- ✓ Receptionist is always very helpful and friendly. The Gp who we saw offered antibiotic for currant UTI. Also listened to our cocerns re other health matters and did appropriate checks ie bloodpressure / temperature checks. We didnt feel rushed or under pressure. Also warm and aproachable.
- ✓ Saw Nurse Val Hawkins regarding my Diabetes she is excellent makes me feel safe ,she is so considerate and caring .The receptionist was helpful and efficient ,lovely girl .
- ✓ Usually get good service , no complaints up to now
- ✓ I gave your survey no.1 as I am happy with the service I have experienced recently from all the staff I have met in the Practice ,from Dr.Baxter and other doctors ,as well as nurses and physio. I am grateful too for your forwarding X ray and blood tests results on to me .
- ✓ Dr Williams really listened...it makes a difference
- ✓ Staff are always pleasent and knowledgable
- ✓ Always an appointment when you want it and good follow up/ referrals.
- ✓ Great response time and friendly staff
- ✓ Excellent GP
- ✓ Polite reception, informative phone call from nurse.
- ✓ The dr was very competent, and reassuring, and kind , xx
- ✓ My treatment has always been good.
- ✓ Dr was very thorough and had a pleasant manner.
- ✓ Always good service
- ✓ The receptionist was excellent and so helpful The doctor took her time and the consultation felt thorough
- ✓ Easy booking. Doctor was great
- ✓ Easy to book appointment, nice and friendly reception and doctors
- ✓ Dan Dandas was very helpful and informative with the consultation needed. Thank you.
- ✓ I have no problem getting appointment, I'm seen fairly quickly and listened to with my problem
- ✓ Very little waiting. Electronic log-in very simple and appt took place as scheduled, no delay. Doctor Harvey was absolutely brilliant as she has always been in any contact I've had. She takes time to listen and is ver clear in her questioning and explanations. I have had some confusion when I'll at the moment and she takes time to check I understand next steps etc. Kind and patient. A wonderful doctor.
- ✓ Jack was very friendly, helpful, & sorted my concerns
- ✓ The doctor was helpful and clear about what I needed to do.
- ✓ The nurse Jack Ellis was personable and professional
- ✓ Yes I have had a back pain for about 5 weeks, which is persisting I have had 2 visits to Physio attached to surgery, I had an appointment today with Sister Hawkins who suggested I have a telephone appointment with my doctor today, to try and sort something to ease my pain at night, I am 83 years of age and usually very fit, and do not bother my doctors unless there is a real problem, I have found that when that happens, all staff from Reception to doctors are excellent.
- ✓ Every time I use the practice for doctors, nurses etc, staff always helpful, including reception too
- ✓ Seen before appointment time. Professional and calm environment. Clear explanation from clinician
- ✓ Getting appointed was good experience and treatment efficient and friendly
- ✓ Dr Brookes, once again, was very professional and reassuring.
- ✓ Dr Brookes was very empathetic listened to my issues and concerns I felt I could speak to hime about anything he made me feel so comfortable and loved which is a feeli g I e not had in a lo g time and has signalled a number of tests which when results are known can put me on a path to mo e forward I am so very grateful to him for putting me in hospital eye li e to get me better x
- ✓ Leila the midwife is so relatable and warm at all her appointments and the staff behind the desk are always so helpful
- ✓ Lovely friendly professional and talked through my problem which i totally understood
- ✓ Jack Ellis who I saw was very nice and knowledgeable.
- ✓ My appointment went well and was given all the information I needed.

Not Recommended

Passive

✓Physio -he is outstanding.Easy to get an appointment and he is very good.In general GP practice,not happy.I get very stressed trying to get an appointment and on the phone at 8am.There must be a better way.Also I do repeat prescription on the NHS App .Every month I ask for a 2 month supply of Levothyroxine .Every month am prescribed 56 tablets .I take 2 per morning so they only last a month .My request is ignored.