FFT Monthly Summary: December 2025

Grassendale Medical Practice
Code: N82009

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	2	1	2	0	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. 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	44	2	1	2	0	0	**49**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**44**	**2**	**1**	**2**	**0**	**0**	**49**
Total (%)	*90%*	*4%*	*2%*	*4%*	*0%*	*0%*	*100%*

Summary Scores

👍 94% 👎 4% ✍ 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:

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

$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$
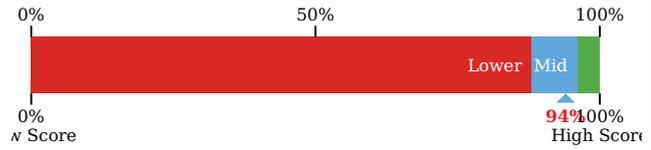
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Practice Score: 'Recommended' Rank

Your Score: **94%**

Percentile Rank: **65TH**

0%	50%	100%

Lower | Mid

0% **94%** 100%
N 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 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score

- ■ All Practices
- ■ Grassendale Medical Practice
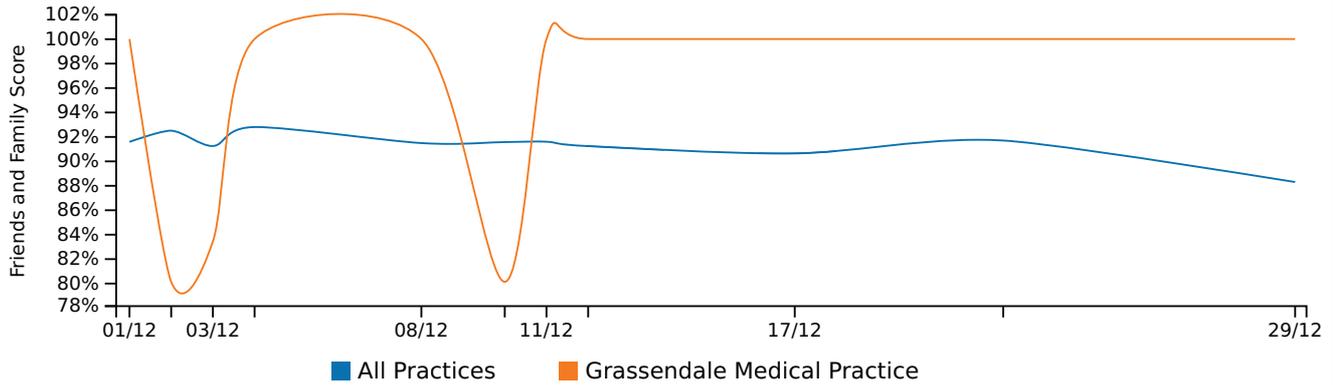
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	91%	94%
Grassendale Medical Practice	75%	100%	88%

Gender

All Practices

92% 91%

Grassendale Medical Practice

95% 93%

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

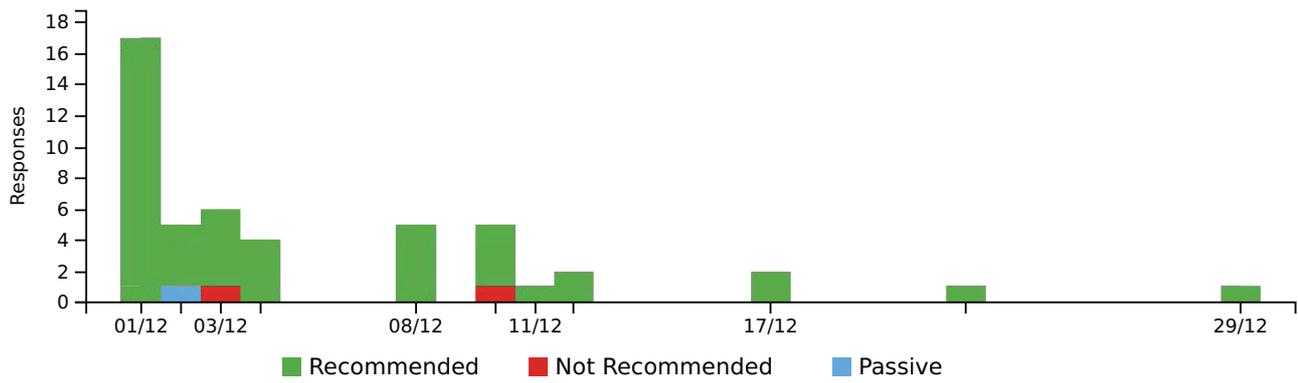### Practice Score: Day of the Week Analysis

FFT Score %

Monday | Tuesday | Wednesday | Thursday | Friday

- ■ Recommended
- ■ Not Recommended
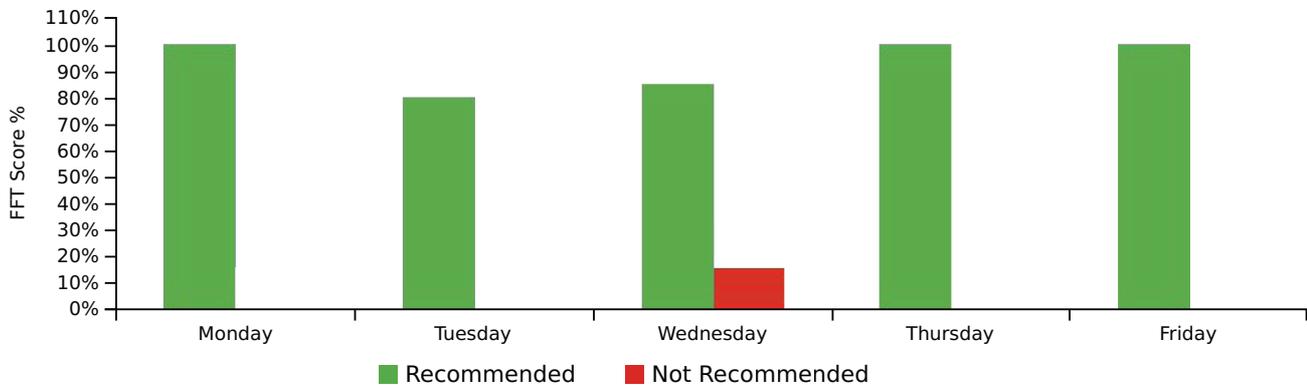
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

Patient Responses

Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Patient Free Text Comments: Summary

Thematic

Reception Experience	7
Arrangement of Appointment	6
Reference to Clinician	13

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

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

✓ Lovely manner, understanding and efficient. It was the nurse Elle.

✓ *Personally up to now I haven't had a problem*

✓ Always very friendly in there and efficient

✓ *The GP was very pleasant, explained what was wrong and is referring me to specialist. I felt very reassured.*

✓ My appointment was on time, I felt like I was listened to, not rushed and recieved the outcome I was happy with.

✓ *Both Dr Harvey and Dr Baxter were very kind and informative and took the time to explain. I came away feeling I understood my symptoms more and I had been listened to. Thank you*

✓ As always the staff here give excellent medical care

✓ *Dr Howes was very personable and very accommodating with the appointment when I was in a rush.*

✓ Dr Lucy was very pleasant, and efficient. Made me feel listened to and at ease. Prompt blood test at surgery 20 minutes after my appointment. All appointments were on time.

✓ *Very professional and comforting experience*

✓ Nathan on reception was so understanding and caring, arranged for call and DR called as arranged, extremely satisfied with the service

✓ *It was a really good service and staff very pleasant and helpful*

✓ Friendly assurance

✓ *Good customer service from receptionist and doctor*

✓ Doctor explained everything to me which I appreciate

✓ *Nice staff*

✓ It can be v good but appointments are hard to get and prescriptions at times have been very slow to process despite being in time

✓ Dr Widnall has a lovely way about her, very caring, and she's extremely knowledgeable and able to answer all my questions. Also the reception staff are very kind and helpful.

✓ Service and advice

✓ *Very reassurring and great with the baby*

✓ Excellent service and Ella really took the time to explain everything and any questions and advice. She was great.

✓ *Doctor is very efficient, explains things well and has friendly manner.*

✓ Super friendly and put me at ease.

✓ *Dr Brookes was kind, patient and just generally lovely with my son. I couldn't have asked for a nicer dr to treat him today.*

✓ I was seen very quickly, appointment was on time, and i got helpful advice

✓ *Very helpful and efficient*

✓ Receptionist very polite and my mum was seen to and the nurse and doctors were lovely

✓ *Excellent service very friendly, very informative*

✓ Mrs Valerie Hawkins was great, extremely knowledgeable and kind. She is an asset to the surgery and made me feel at ease during all times. Thanks

✓ *Becouse i appreciated the dedication of the new generation*

Not Recommended

✓ I thought my physio appointment was at 1-40. It was 1-20. I got there about before 1:30. I wasn't allowed to sign in for appointment. I realise I got the time wrong but I have sat for nearly 50 mins after my appointment time waiting to be seen before today. I am in a lot of pain with my back and hip. I've been given an appointment for a weeks time. I feel very upset about not seeing physio. I have waited 4 weeks for this appointment.

Passive

✓ Feel like I get brushed off everytime I visit