

FFT Monthly Summary: January 2025

Matrix Medical Centre
Code: G82719



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
57	16	4	2	4	0	0	0	0	83	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:	259						
Responses:	83						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	57	16	4	2	4	0	83
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	57	16	4	2	4	0	83
Total (%)	69%	19%	5%	2%	5%	0%	100%

Summary Scores

👍 88% 👎 7% 🙅 5%

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:

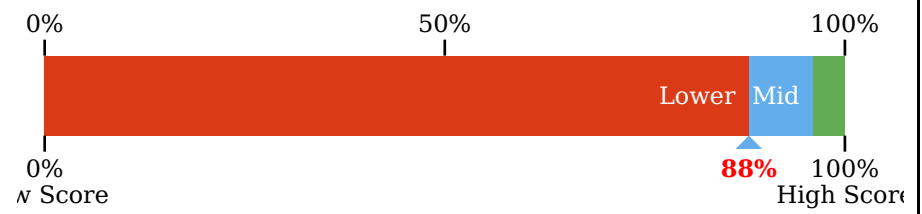
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

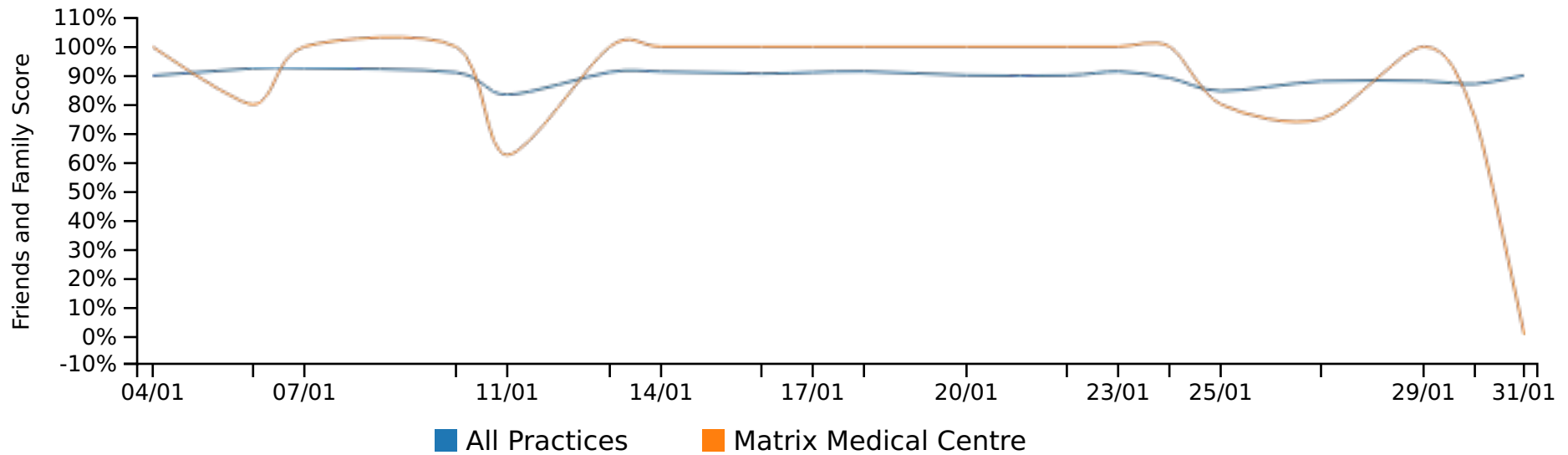
Your Score: 88%

Percentile Rank: 30TH



- 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 30th percentile means your practice scored above 30% of all practices.

Practice Score: 'Recommended' Comparison



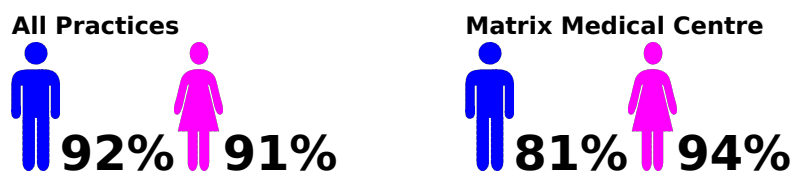
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

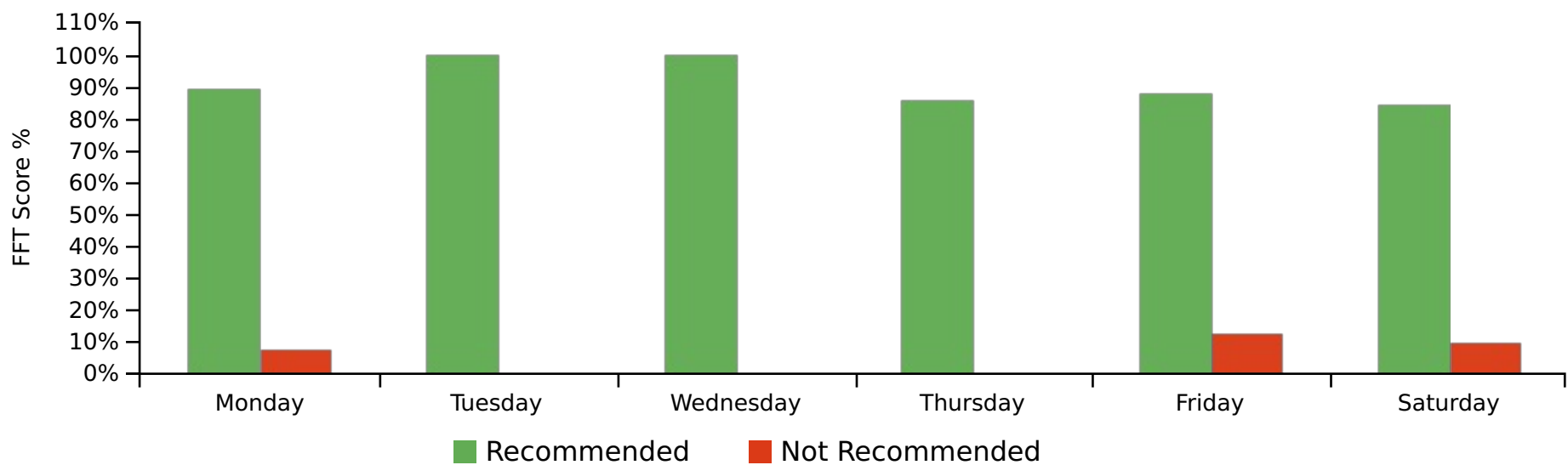
	< 25	25 - 65	65+
All Practices	86%	91%	94%
Matrix Medical Centre	83%	89%	88%

Gender



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

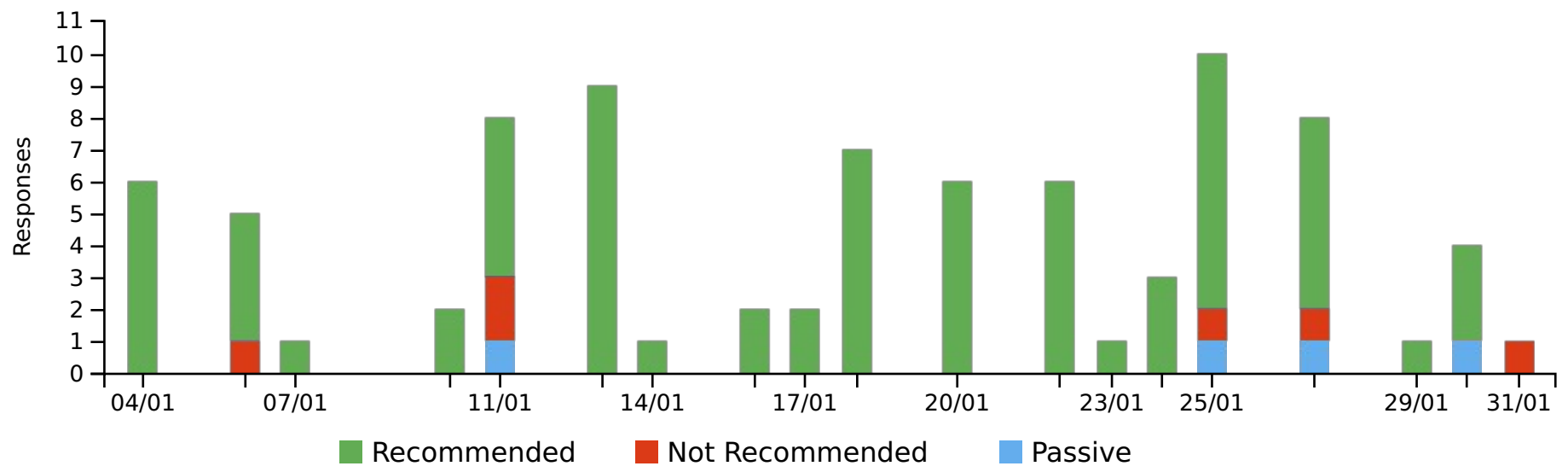
Practice Score: Day of the Week Analysis



- 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

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.

- ✓ She was very professional
- ✓ *Excellent doctor, kind and understanding*
- ✓ Appointment was running late
- ✓ *Excellent service by reception and doctors.*
- ✓ Accommodated all requests as I was unsure of procedure. Doctor listened and understood issues

Not Recommended

- ✓ Never received any call
- ✓ *I feel about being fobbed off all time wen u no thats motherntuition are right and you no wen ur daughter is getting tonsilis as her sister has had them out after 3 years of waiting and s turned septic at end and she had lots ear infections swelling und tonsils too and snores a lot and sound like shes gasping foreath while sleep*
- ✓ As my appointment was cancelled, I was asked to call the surgery to rearrange. I have tried multiple times but not been able to get any answer, just an unending ringing.
- ✓ *Well I place orders with reception girls turn up not right then my carer goes back again as my stoma bags and xl elastic tape which I urgently need not delivered now near out so what do I do can't get infected or be without any bag on,was easy when I phoned fillterworth myself atleast I got what I needed so now if I get ill it's down to surgery what do u suggest when I run out completely ay*
- ✓ I have not been able to make an appointment to see a doctor in over 3 years, there's a 90 second window to facilitate an appointment, a few seconds before 8.30am the receptionist refuses to make appointments, immediately phone back, you're in a long queue & end up without an appointment, I have a inguinal hernia for over 2 years, I eventually went to A&E in Ashford in March 2024, I on a waiting list now & hopefully will have an operation this year privately at a Kyms hospital in Maidstone.

Passive

- ✓ Neither good nor poor
- ✓ *Ok but nothing special.*