FFT Monthly Summary: April 2025

Matrix Medical Centre
Code: G82719

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
31	9	3	1	1	0	0	0	0	45	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: **154**

Responses: **45**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	31	9	3	1	1	0	**45**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**31**	**9**	**3**	**1**	**1**	**0**	**45**
Total (%)	*69%*	*20%*	*7%*	*2%*	*2%*	*0%*	*100%*

Summary Scores

👍 89%   👎 4%   ☛ 7%

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:

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

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

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: **89%**

Percentile Rank: **35TH**

0%	50%	100%

Lower Mid

0%   **89%** 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 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison

■ All Practices ■ Matrix Medical Centre

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%
Matrix Medical Centre	75%	95%	88%

Gender

All Practices

91% 91%

Matrix Medical Centre

79% 96%

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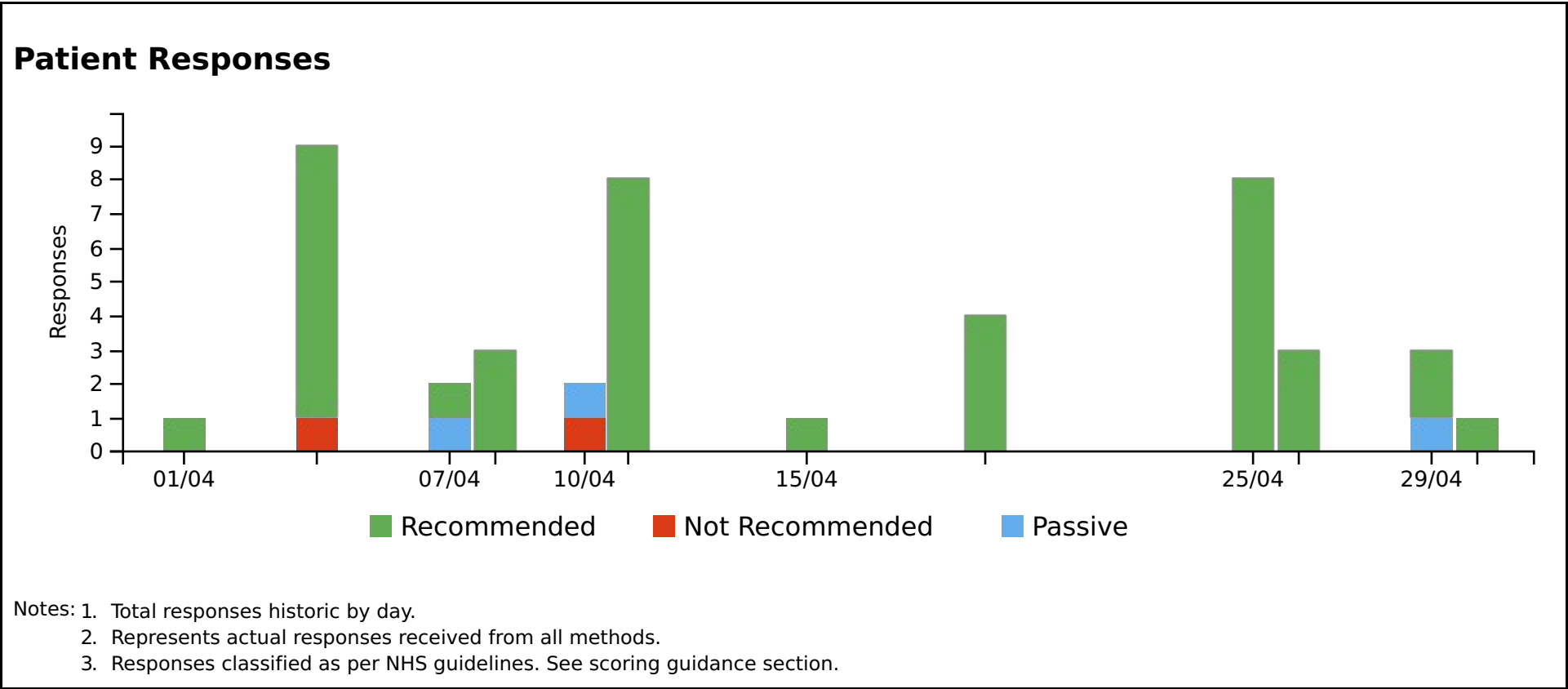2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

■ 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.

Thematic

Reception Experience	4
Arrangement of Appointment	4
Reference to Clinician	6

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

✓Generally ok service. Some improvements needed

✓*I was highly impressed*

✓Nurse was amazing, very flexible in the service she was providing and very knowledgeable about everything I needed help with women's health wise. Ensured follow up procedures were booked in and all information was passed on

✓*Everything was okay, except that it took a little longer to get an appointment.*

✓Any issues are dealt with promptly by reception staff and Vicky is amazing... haven't seen a GP in ages so unable to comment . Stuart was very thorough today.

✓*There is always room for improvement, personally, never give outstanding rate*

✓Sorry I should have said 1 not 5. Stuart Calder put me at my ease and took my blood with no problem.

✓*Quick booking and nurse was so lovely and gentle*

✓All went smoothly

✓*Hey answered quite quickly and gave us the answer we needed.*

✓I'm a biomedical scientist and he was very curious to learn about sample collection. We had a conversation that made us familiar. Also my veins are not superficial but he was able to get it right from the first needle pierce. Unlike my other experiences. Thanks to him. I didn't get his name but he said he is a new staff.

✓*Thorough review of meds. Listened well. Asked lots of questions. Reassured me and offered advice relevant to my needs.*

✓My appointment was easy to book but more important the nurse that did my test was lovely, totally put my mind at rest and made me comfortable

✓*Receptionist was helpful, seen promptly by a helpful practitioner.*

✓Because Jackie spotted many things and referred me to the appropriate clinics.

✓*The nurse that I saw was very helpful and knowledgable.*

✓The lady i spoke to was very very helpful

✓*Very pleasant*

✓Mr Stuart Calder was very helpful and answered questions

✓*Very good on time and polite*

✓Very friendly and helpful staff

✓*I found the person to be very interested in my problem.*

✓Seen on time and Jacqueline is always very friendly

✓*It was good.*

✓Very thorough with good communication

Not Recommended

✓Too difficult to get a doctors appointment.

Passive

✓I don't know

✓*Because I'm not happy with the way your appointment system works*