

FFT Monthly Summary: December 2025

Matrix Medical Centre
Code: G82719



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
72	9	3	2	5	0	0	0	0	91	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: 308

Responses: 91

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	72	9	3	2	5	0	91
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	72	9	3	2	5	0	91
Total (%)	79%	10%	3%	2%	5%	0%	100%

Summary Scores

👍 89% 🚫 8% 🤝 3%

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/>

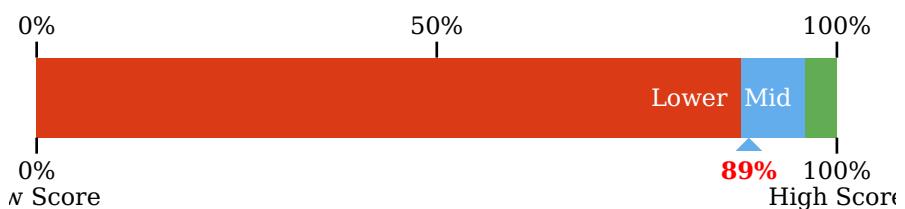
SECTION 3

Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **89%**

Percentile Rank: **30TH**

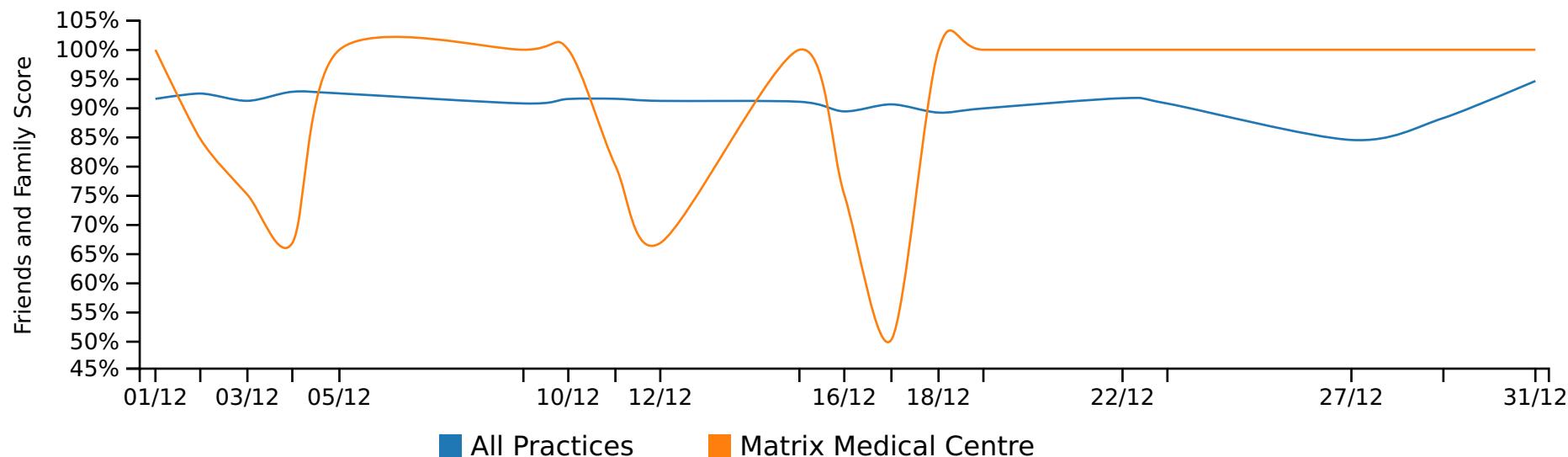


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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.

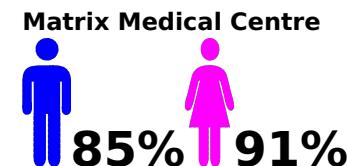
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	91%	94%
Matrix Medical Centre	86%	92%	84%

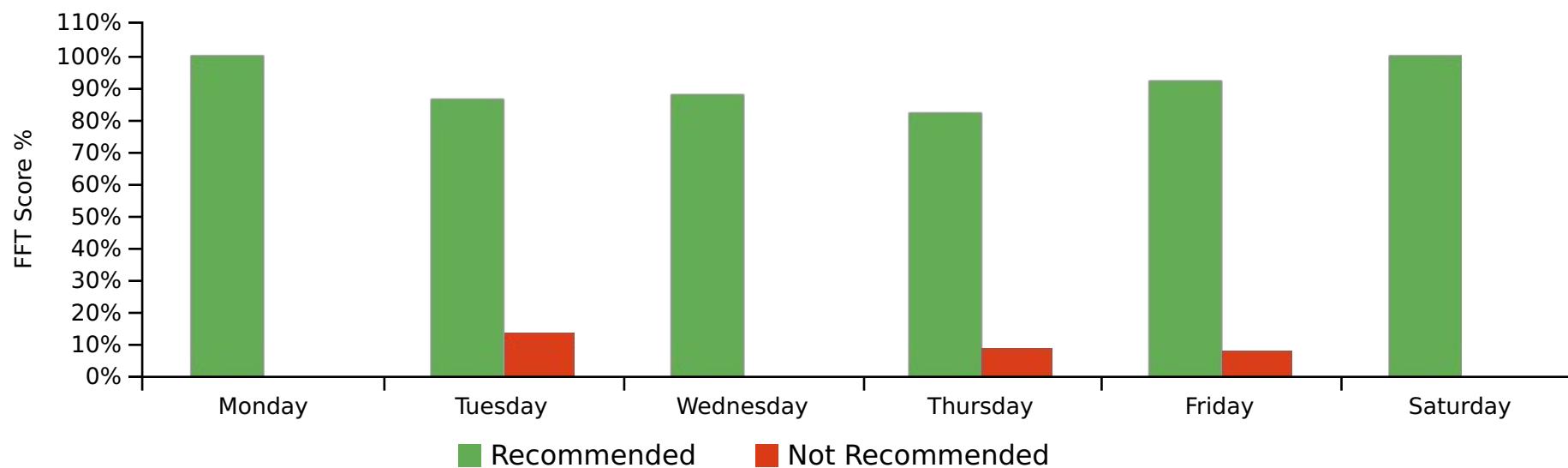
Gender



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



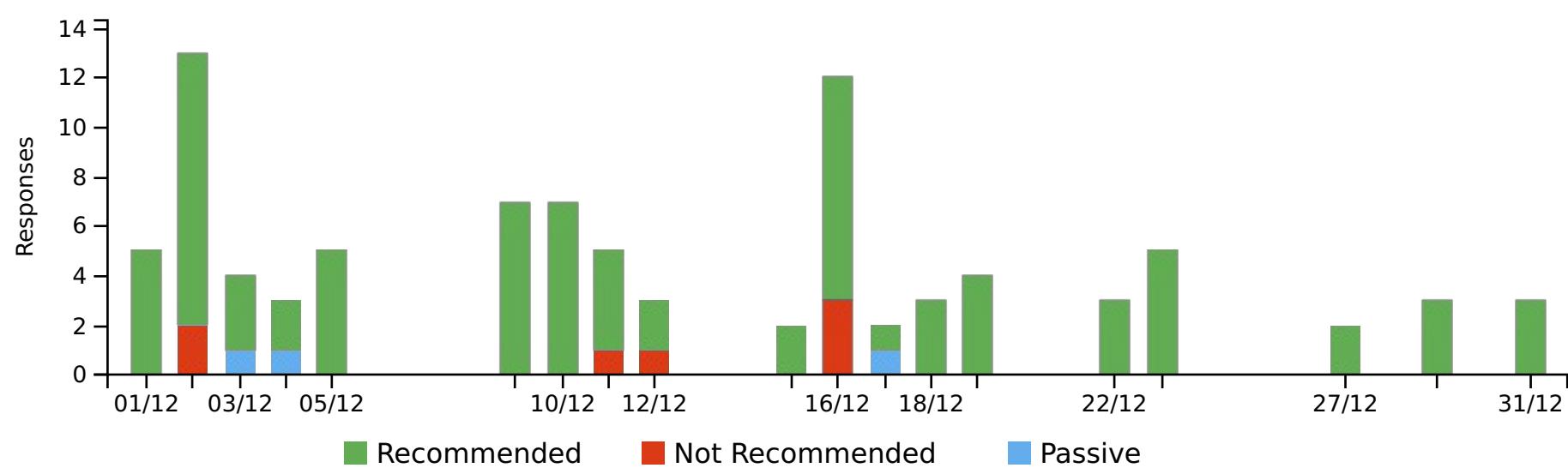
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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.

SECTION 5

Patient Free Text Comments: Summary

The thematic

Reception Experience	7
Arrangement of Appointment	8
Reference to Clinician	26

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

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

- ✓ The receptionist was most helpful , very polite and efficient.
- ✓ Nurse appointment for vaccinations was good, she explained everything and all on time. So very good experience as usual
- ✓ Service was good
- ✓ Econsult at 7.30am, phone call to offer an appt at 8am with the physio the following week. Seen the physio today who was very knowledgeable and has diagnosed and put in a manageable treatment plan with follow up. Very pleased with the service.
- ✓ Good comms, pleasant staff
- ✓ Coz very good
- ✓ Very caring and professional service during my appointment
- ✓ Was help with all my questions felt the person was listening to my problems I was having
- ✓ Jackie Is a amazing nurse
- ✓ You asked for it
- ✓ Easy to use online, GP texted back the same day and blood requested, follow up appointment sorted, very good service
- ✓ The staff are extremely helpful. helping me and understanding the online booking and any issues I have. And the doctor Klim is wonderful.
- ✓ I had good advice and a demonstration of exercises to perform explained very well
- ✓ All Staff really helpful and friendly making it comfortable to discuss concerns
- ✓ Stuart is always very willing to explain things until I understand and is very polite and chatty .
- ✓ Polite, timely, quick.
- ✓ Excellent patient care
- ✓ Maria the Mental Health Nurse was kind, understanding and didn't make me feel judged
- ✓ Always when either phoning or attending the surgery the team are cheerful and helpful and if you have any questions the medical team explain fully
- ✓ I was seen on time and enjoyed meeting the nurse, Jackie. Wishing you a happy Christmas.
- ✓ Nurse was lovely
- ✓ I had a pleasant appointment about physio, very helpful and informal
- ✓ The person that attended to me was nice
- ✓ Nice and polite therapist
- ✓ Staff and friendly GP is good and nurses are lovely
- ✓ Prompt response
- ✓ I felt listened to, and clear on the plan of action
- ✓ Physio was extremely helpful.
- ✓ Today's experience at tunbry avenue
- ✓ I went to gun lane stood this time and Marie was amazing, the best dr/nurse I've ever had, she listened, took her time, was kind and helped me. Wasn't rushed like I often am.
- ✓ Nice nurse no waiting In & out
- ✓ The system worked as expected
- ✓ Request made and sorted within 24hrs
- ✓ Staff are lovely and friendly, and waiting time is not too long. Overall good experience
- ✓ Easy new booking process and quick doctors appointments
- ✓ The doctor I saw was brilliant. She listened to everything I said and took me seriously. She gave me the time I need for my and my son's 6 weeks check and I feel like it was done properly and was not dismissive as it has been in the past
- ✓ Was quick and easy.
- ✓ Jackie is fabulous....very friendly helpful and great at her job
- ✓ Maria Fonte was very patient, professional, helpful, kind, caring and compassionate in helping me deal with my mental health
- ✓ Very understanding, helpful caring doctor.
- ✓ As always was dealt with very promptly and very understanding to my condition along with being very helpful
- ✓ Very helpful and understanding
- ✓ The dr was very clear with his words Made me understand why I am in such pain And gave me understanding of what is going to help me feel less painful in time
- ✓ Seen promptly, the doctor was very thorough assessing the baby
- ✓ The physio was very nice and listened to me carefully. He explained everything simply and was very kind.

- ✓ 1 very good
- ✓ Everyone involved were very helpful with my needs. It takes time to get used to the new system.
- ✓ I had brilliant experience and nothing was to much trouble
- ✓ Doctors called me back very quickly after I sent issues on line . Recent medical incident. And a decent conversation with Doctor and sign posting to Mental Health team . Maria, although I had to go to Strood . She was very helpful
- ✓ I've had a lot of dealings with the surgery, the doctors nurses and ladies on reception, everyone has been so helpful and kind , there seems to be a better atmosphere in both timbers and Luton ,
- ✓ Always help me out
- ✓ The doctor was good in listening, asking questions and giving advice.
- ✓ Dr S was really helpful !!
- ✓ Results were good
- ✓ The Nurse we saw today was fabulous
- ✓ Surgery arranged the Physiotherapy for which I had an appointment today and after seeing the physiotherapist I am hopeful that my hip is now going to get better
- ✗ Everything thing I needed to know was dealt with.

Not Recommended

- ✓ Nurse was very professional and efficient.
- ✓ I get different advice everytime I speak to a different doctor. I've been prescribed and paid for the prescription for something which I am then told is not for the condition I have. This has been an ongoing issue for a while and I never get answers.
- ✓ 1. The receptionist can be really rude....(apart from one lady who was very helpful and kind)2. I do not agree with the receptionist asking me what my issues is. I'm phoning to speak to the doctor, so would like to talk to the doctor. 3. The surgery is always empty when I attend but can never get a face-to-face appointment. 4. I have quite a few issues that needs looking at and would like to discuss this with the doctor in one sitting. Rather than booking so many appointments. Because I am not being seen for weeks and weeks on ends. And it's concerning at my age and with my ill health5. The lack of disability bays means I cannot park when the school parking is there.6. I feel like the doctor fob me off and not willing to discuss alternative treatment and give proper advise this is against my human rights!
- ✓ I have been in pain in my leg for over 6 months I have not had any help from the practice this week after a lot of bother you are getting me an ultrasound but will it be cancelled like the other one you booked and if it's not how long have I got to wait the pain is getting me down I feel that you have really let me down
- ✓ In July I had a very serious motorcycle accident that resulted in several severe injuries. I was airlifted from the scene to King's College Hospital where I was kept for 2 weeks for various surgeries. I was then released and expected to continue care with my local medical services. I have tried on 5 SEPERATE OCCASIONS since October to get a face to face appointment with my GP and still havnt been able to. The best I got, eventually was an appointment with a physiotherapist. (He was good). I need follow ups regarding the care of my injuries, that a phone call in the evening from a GP will not help and that is all I can get.
- ✗ Poor management

Passive

- ✓ The doctors response did not address my concerns and was passive.