

FFT Monthly Summary: May 2026

Matrix Medical Centre
Code: G82719



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	9	3	2	1	0	0	0	0	58	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:	221						
Responses:	58						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	9	3	2	1	0	58
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	9	3	2	1	0	58
Total (%)	74%	16%	5%	3%	2%	0%	100%

Summary Scores

90% 5% 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:

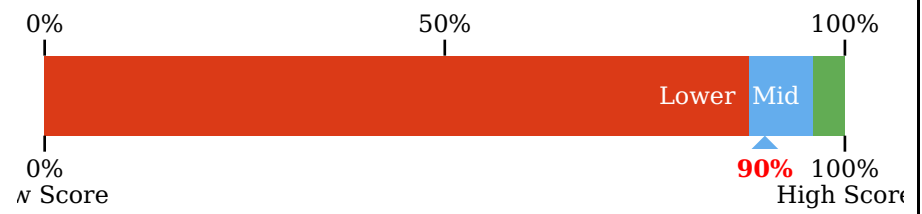
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

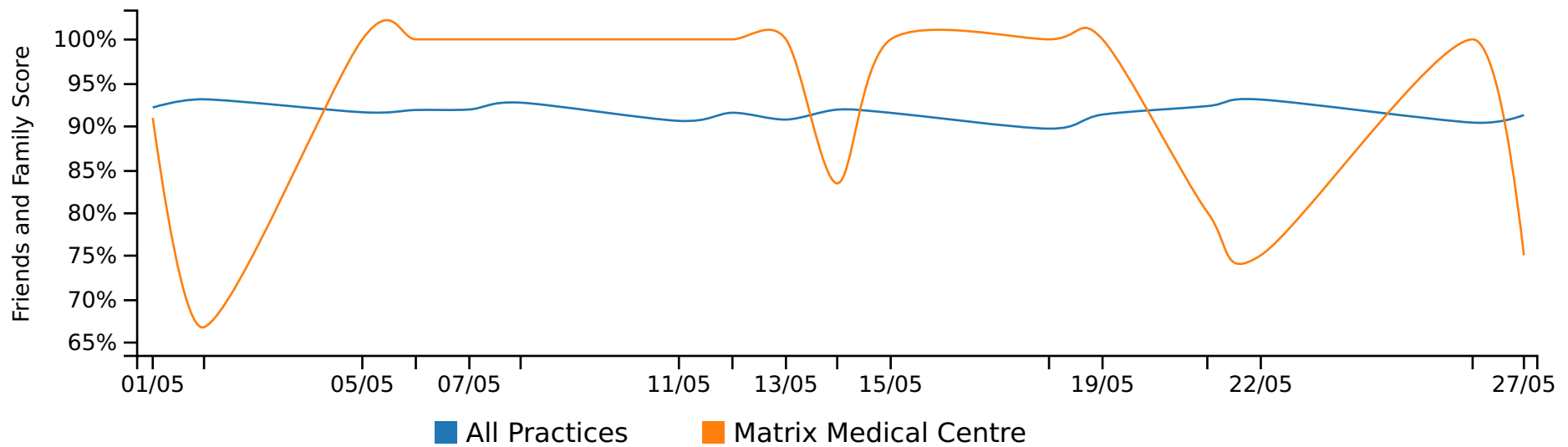
Your Score: 90%

Percentile Rank: 40TH



- 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 40th percentile means your practice scored above 40% of all practices.

Practice Score: 'Recommended' Comparison



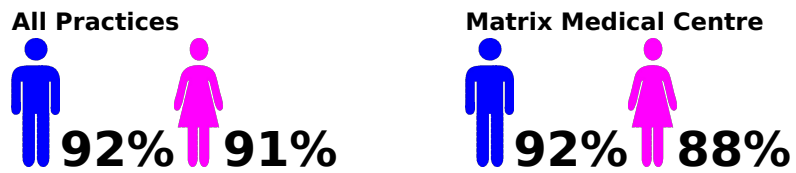
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

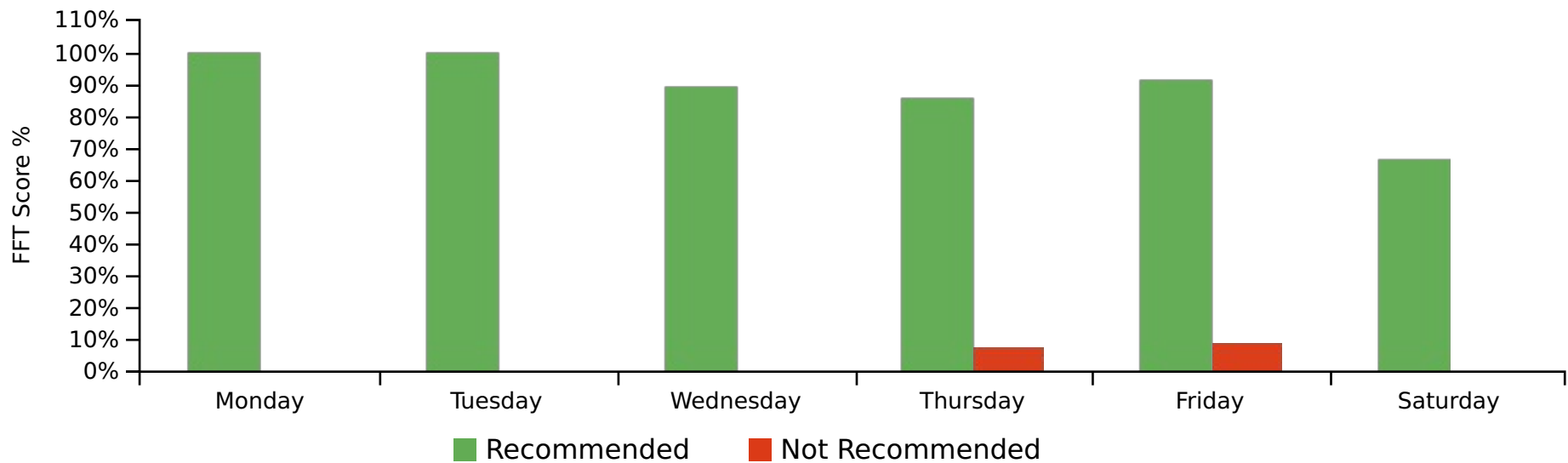
	< 25	25 - 65	65+
All Practices	86%	91%	94%
Matrix Medical Centre	100%	94%	83%

Gender



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

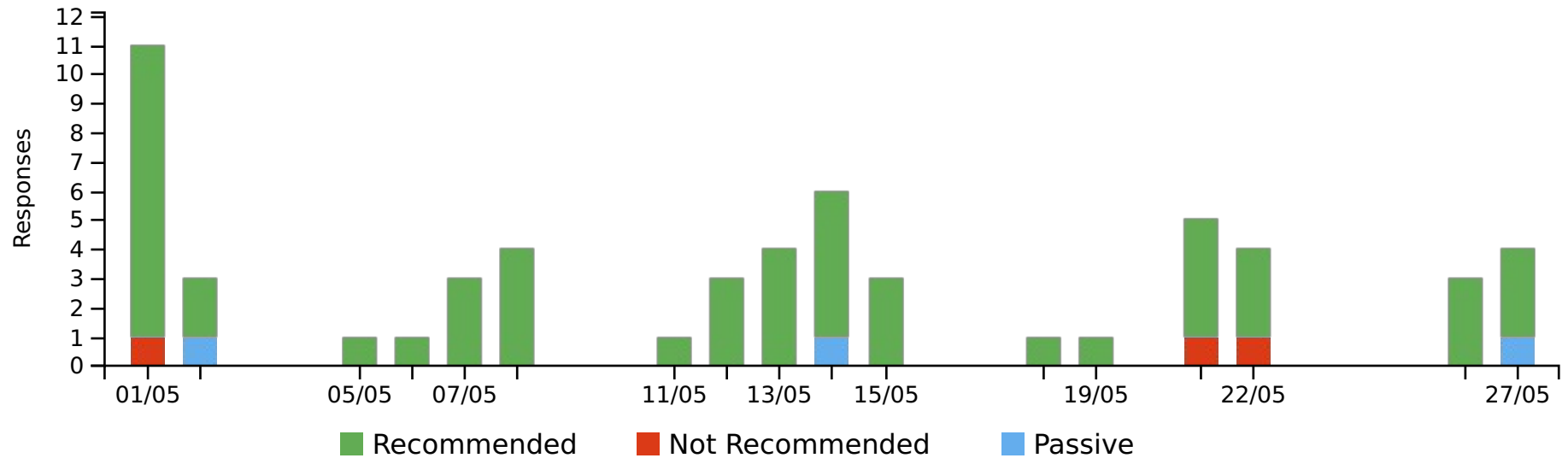
Practice Score: Day of the Week Analysis



- 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.

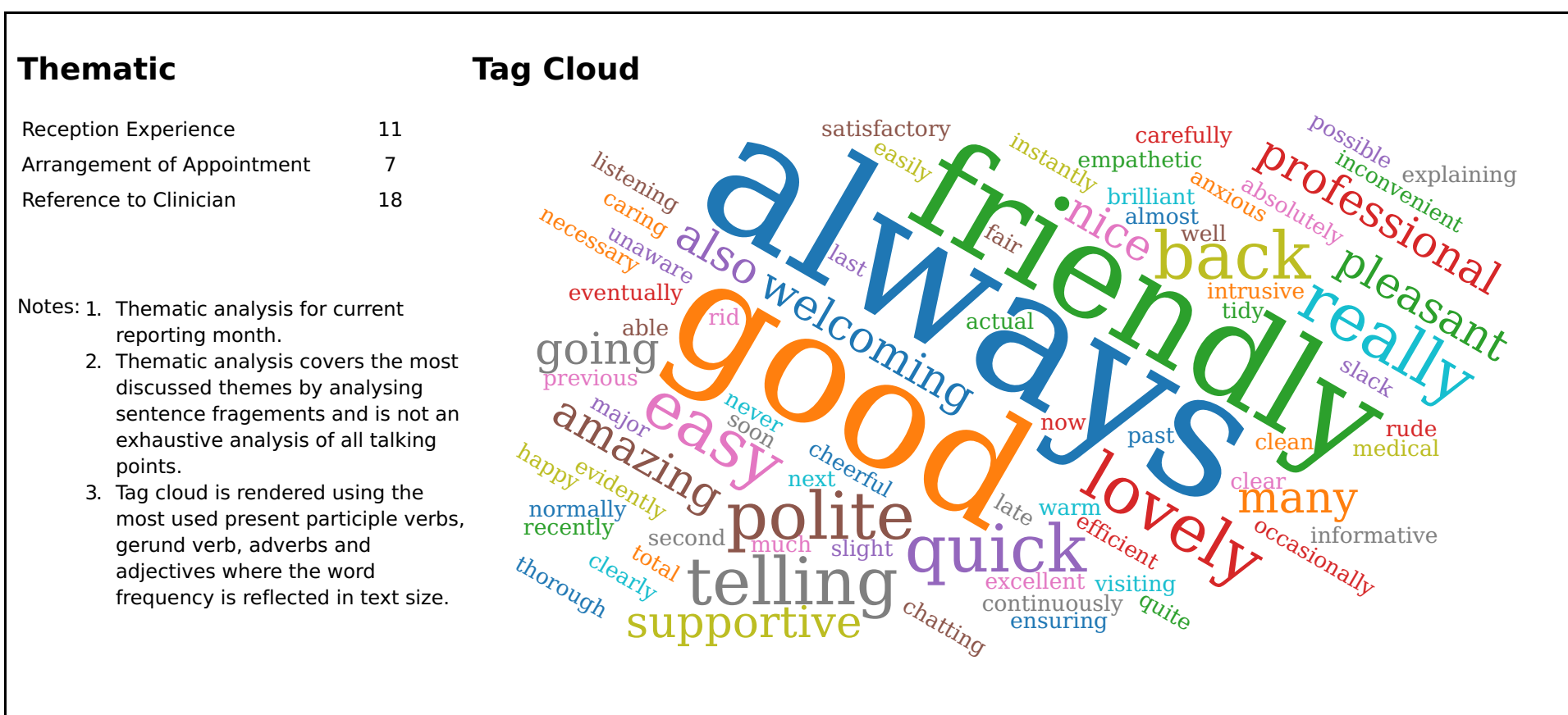
SECTION 4 Patient Response Analysis

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



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

- ✓ Very helpful
- ✓ *Very helpful and can't fault any staff members. A credit to doctors and nurses thank you*
- ✓ *Mr Aditya Khamar, was a lovely doctor, he checked my injury, was quick and gave me physio, polite and asked if I had any questions*
- ✓ *The nurse provided a warm and welcoming atmosphere*
- ✓ *Because whenever I deal with the practice I am very satisfied with the response from all the staff, always cheerful and helpful. Thank you.*
- ✓ *The nurse was lovely and the surgery was clean, tidy and on time*
- ✓ *Efficient service*
- ✓ *Simon was very polite and listened to me when we had a conversation about future treatment of my cholesterol*
- ✓ *Communication was good and explained*
- ✓ *Over the last week I have spoken to two doctors and two receptionists. All of which were very helpful and made me feel that I wasn't being a problem. The lady doctor I spoke to today was very good. She spent a while chatting to me and was very helpful.*
- ✓ *Excellent care*
- ✓ *Interview was easy to understand. Seemed concerned about my welfare. All good.*
- ✓ *Because I am grateful for the way I am being looked after. My care is always second to none thank you all.?*
- ✓ *Very kind, professional advice, prompt care and attention. Also booked for follow on to appointment with nurse, liaising with doctor on my behalf.*
- ✓ *Always helpful and quick with service*
- ✓ *Staff are always helpful, polite and helpful. I saw Maria today and she was absolutely amazing. As soon as Maria opened the door to call me through she had a welcoming smile on her face which instantly put me at ease. I always find everything about the surgery brilliant.*
- ✓ *Helpful and friendly service*
- ✓ *The person I deal with was very nice and really helpful I am normally anxious but when I see that it's Jacqueline*
- ✓ *I had a text telling me I had a phone call appointment then the day before the appointment I had another text telling me who the appointment was with but also a time and a place. So I arranged to take half a day off work, turned up to Balmoral only to be told it's a telephone appointment. Everyone was very nice and apologetic but neither the less very inconvenient to myself*
- ✓ *To the point and easy to talk to*
- ✓ *Always receive a call from Doctor when told so by the receptionist.*
- ✓ *All good*
- ✓ *I was helped*
- ✓ *Appointments was book yesterday to see diabetes specialist*
- ✓ *Done econsult late morning, receptionist phoned and I got appointment with physiotherapist 2pm same day, really happy with the speed of my appointment*
- ✓ *Nurse was helpful and friendly. Got good advice and encouragement. Next steps explained and I feel I know what's going on*
- ✓ *Friendly helpful reception staff, lead practice nurse Jackie amazing as always for babies immunisations, experience with GPs always helpful*
- ✓ *All the staff are very helpful*
- ✓ *The nurses are very supportive monitoring my type 2 diabetes and ensuring i get necessary vaccinations. The doctor was recently very prompt with authorising treatment for a finger infection. I have managed my diabetes for over 10 years with diet and plenty of activity and i control cholesterol with Plant Sterols. Occasionally there is a slight increase but there needs to be an understanding that i monitor and take the required correction.*
- ✓ *The Paramedic who took my Blood Sample was very kind & knowledgeable person. He's the kind of person you really want & fun to be with!*
- ✓ *Cause the lady was very professional, helpful and friendly*
- ✓ *The nurse I saw was, pleasant, friendly, informative and knowledgeable. No one likes going to see a medical practitioner but she put me at ease and explained everything clearly.*
- ✓ *Helpful staff*
- ✓ *They were very helpful*
- ✓ *Friendly staff, seen on time, thorough consultation*
- ✓ *Caring and empathetic practitioner*
- ✓ *Listen carefully to me and advise the best possible care for my problems.*
- ✓ *Maria was very understanding and supportive while listening to me explain my issues, she was very clear explaining the usage of the recommended medication and very apologetic for the length of time before my appointment*
- ✗ *Easy to access the e-consult. Got given an appt to see a physio which was within a very quick time frame. I couldn't attend so had to rearrange which was done easily by visiting my surgery. Physio appt was on time and the physio was lovely and very helpful. No complaints from me. Many thanks.*
- ✗ *Nothing was too much trouble for her*

Not Recommended

- ✓ The receptionist that I spoke to today was very pleasant. But I can't say the same for most of the others I have spoken to in the past, they are dismissive, intrusive and quite disrespectful and rude. The nurse I spoke to today asked me what I needed and claimed she was unaware of why I requested a call and when I advised her that all the information was written in detail on my e consult as well as the previous times she then read it to me word for word and asked me to go into more detail n when I did she continuously laughed while I was telling her and evidently hung up on me and never phoned me back
- ✓ *In many ways Matrix is a good service but my bone of contention is the almost total inability to see an actual Doctor from the practice. I haven't seen a practice Doctor since before COVID, the only face I have is Dr Stacey who is now retired but I haven't seen him since before COVID. My wife for instance since the end 2020 has had some major issues but not once has she been able to see a Doctor from the practice.*
- ✓ Better system required for appointments, more face to face contact with doctors needed, get rid of the call back/texting system.

Passive

- ✓ Had a urine test for an infection, they got results back but didn't contact me to tell me I needed another antibiotic. Eventually I phoned surgery when they told me that information. So lost a week when I could have been on a course of antibiotics. I thought it was a bit slack to be fair.
- ✓ *Nurse appointment today was good. Dr appointment on Monday was satisfactory. What do you have to do to be seen by a Dr face to face?*