# **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 (%)	<b>69</b> %	<b>19%</b>	5%	2%	5%	0%	100%

## **Summary Scores**

#### **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.

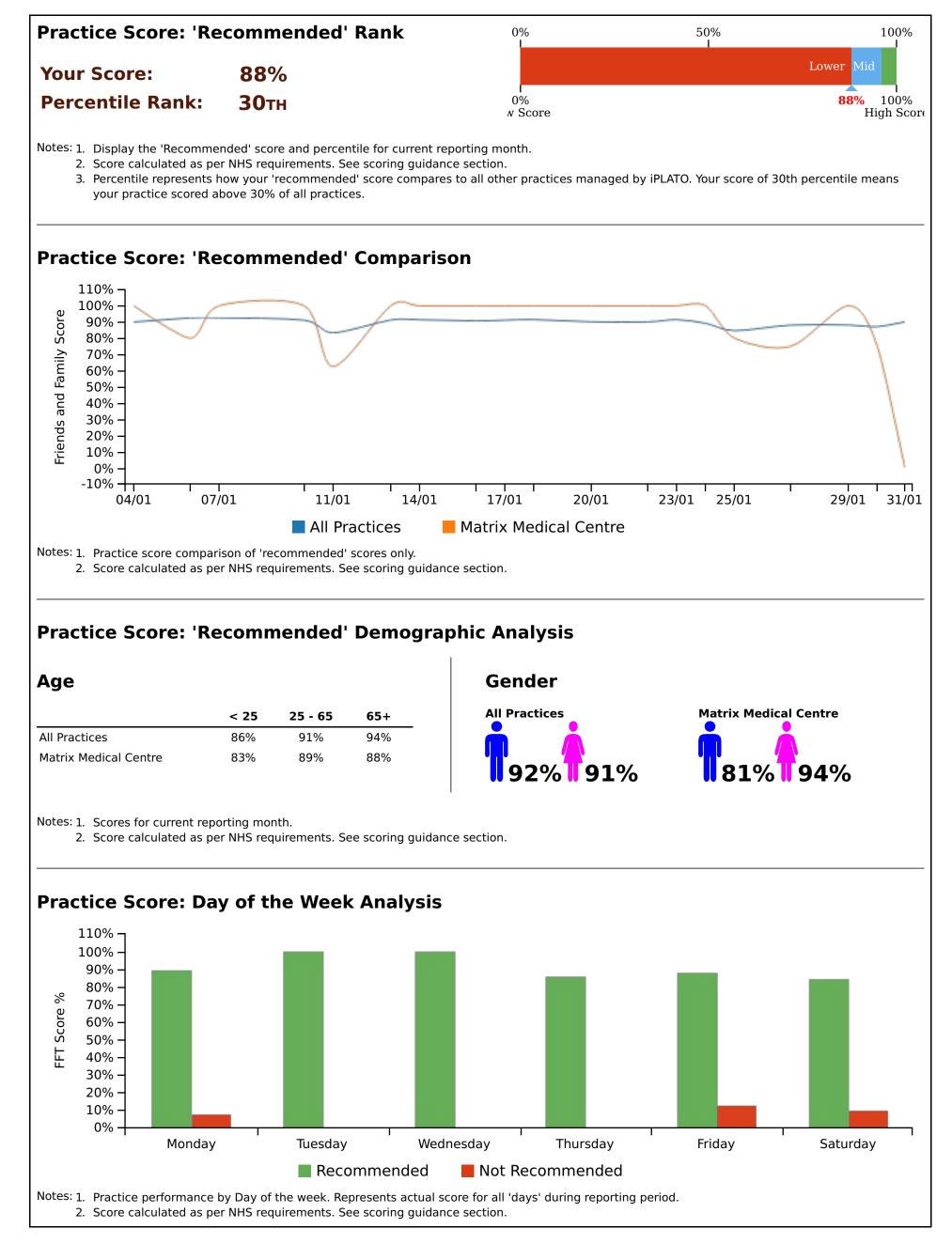
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know × 100				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

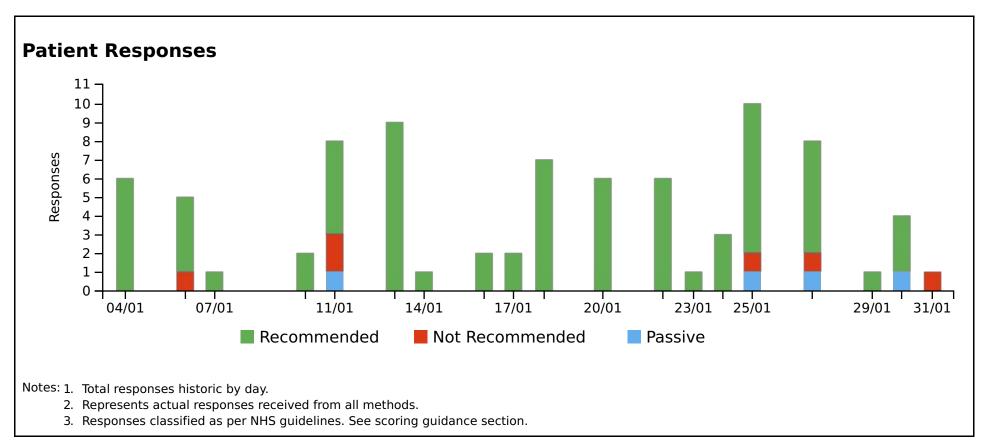
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

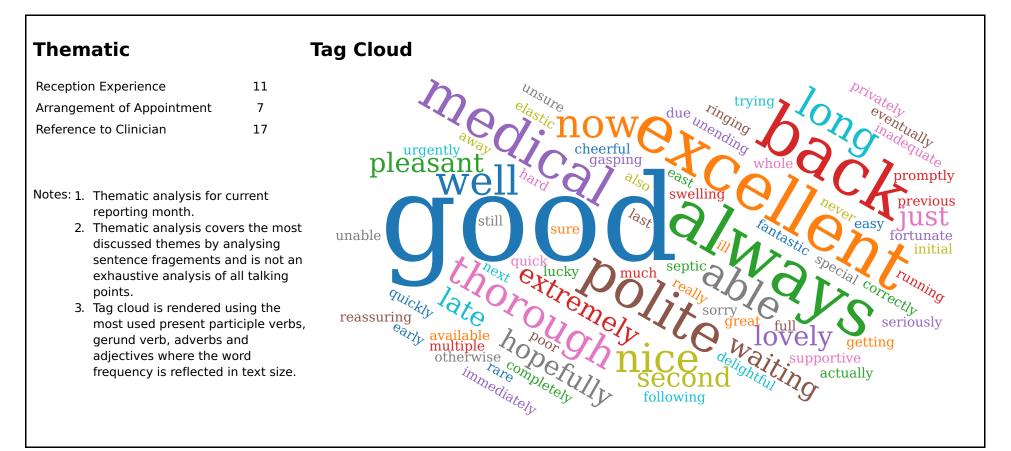
### SECTION 3 Practice Scoring



### SECTION 4 Patient Response Analysis



### **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 / X No consent to publish comment

#### Recommended

✓ Very good

- ✓ There was no problems with the sevice
- ✓I'm in a lot of pain and Mr Simon w did his best for me.
- ✓ Service was fantastic, time was taken not feeling rushedAppointment on time
- Excellent surgery, you can always speak to a Dr if Dr Stacey isn't available (so lucky to have him for a GP) The receptionists are so pleasant and helpful nothing to much trouble. Feel fortunate to belong to Matrix Medical Centre.
- I because I have phoned 3 ti.es this week and each time I was a mess but I was put at ease and answered my questions and put my mind at ease.
- ✓ Only rang the surgery yesterday & managed to get a phone call from the Dr today, the Dr was very thorough & helpful
- ✓ Everyone was extremely lovely and supportive
- Efficient , helpful and put at ease. Explained the process
- ✓ Very good service from the moment I entered the medical centre. Very friendly staff.
- ✓I was able to see a nurse today and arrange an appt for next week
- ✓ Professional and nice people what more can you ask for.

✓ Very friendly

- ✓ Efficient and provided patient -centre care when needed.
- ✓ Seen quickly, very efficient, nurse very thorough. All staff friendly and excellent
- ✓ Always prepared to support and listen to the patient's needs.
- It he reception was very lovely and helpful and the nurse was very polite and informed me every step on the way to my treatment keep up the good work
- Because doctor was good
- ✓ Nurse makes you feel at ease and relaxed
- ✓ Your phone booking for appointments in the morning is just a long process
- ✓ I saw two nurses at Tunbury Avenue today, Kelly for an MMR job and lackie for a blood test. They were both extremely kind, reassuring and professional and made the whole experience stressfree. The receptionist (sorry I don't know her name) was also delightful and very well organised. I have nothing but praise for all three of them, thank you .
- ✓ Very good
- ✓ Didn't have to long to be seen, treatment went well, staff were friendly and offered vaccinations.
- ✓ Very good with my children & my self
- Excellent help and advice. Thank you.
- ✓ Kelly gave first class service.
- 'Was seen on time

✓ Polite, cheerful and really nice

Doctor actually listened to me

✓ Very polite and the nurse was very helpful and made me fill at ease

✓ Would have been a 1 but for a 10 minute wait

✓ Very Polite very helpful and the dr rang when the Receptionists said they would

✓ F2F consultations hard to come by, otherwise no issues

✓ I had a few problems previous with matrix medical but tunbury went above beyond with my leg been in a few times with pains in my legs due too a bodged surgery I had done last year and things was missed through inadequate diagnosis and I've still got bruises hopefully stockings will take them away

I always manage to get a appointment first time trying which is rare these days in this country. The practice is very professional and they are thorough in their service to make sure that they treat my issues correctly and promptly. I always feel listened to and that they take my concerns seriously.

✓ They are very help-full

✓ Kelly was friendly personable and put me at ease. Quick and efficient

✓ Very nice people to speak to

✓ Good service

✓ They listen to what you have to say about your requirements and they offer prompt response or explanation if they are unable to help

✓ My initial call to reception was answered, a call back was booked for the following day. Missed the call back as it was early but pleased to receive a second

call back. GP listened to me, asked the right questions and is booking me an appointment with a physiotherapist. I await an appointment.

✓ Service was great. Appointment was 15 minutes late.

✓ All the people at matrix medical are always kind and pleasant. East to talk to and they are very helpful.

✓ Because it was a very good customer service that's why I gave 1 thank u

✓ 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 poorOk but nothing special.