FFT Monthly Summary: December 2024

Matrix Medical Centre
Code: G82719

iplato
connecting patients
transforming healthcare

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	11	3	1	1	1	0	0	0	54	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: 54

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	11	3	1	1	1	54
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**37**	**11**	**3**	**1**	**1**	**1**	**54**
Total (%)	*69%*	*20%*	*6%*	*2%*	*2%*	*2%*	*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:

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

$$\text{Not Recommended (\%)} = \frac{very\ poor + poor}{very\ good + good + neither + poor + very\ poor + don't\ know} \times 100$$
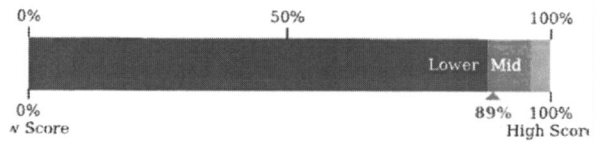
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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%
√ Score   High Scor

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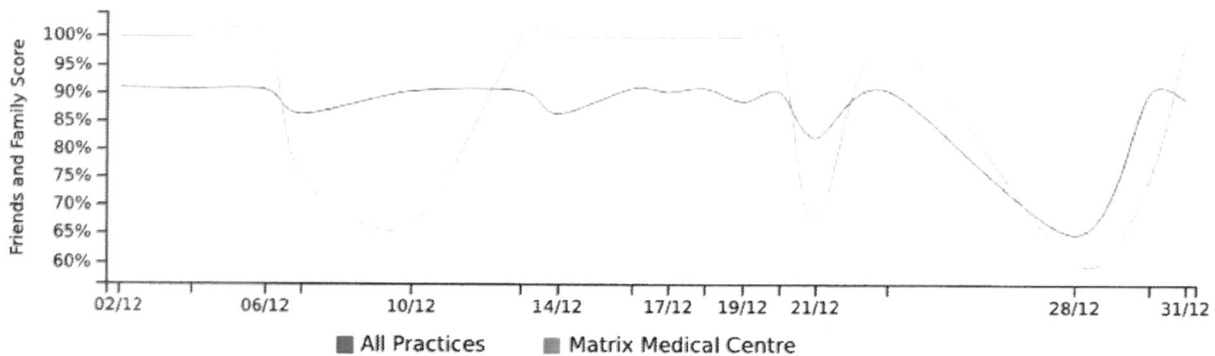
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	90%	93%
Matrix Medical Centre	100%	88%	89%

Gender

All Practices
91% 91%

Matrix Medical Centre
100% 83%

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
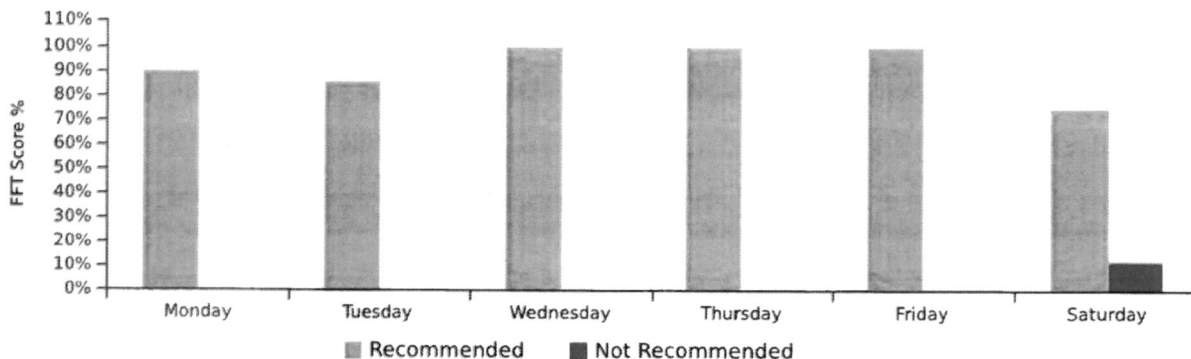
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

Patient Responses

Legend: Recommended | Not Recommended | Passive

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.

Patient Free Text Comments: Summary

Thematic

Reception Experience	6
Arrangement of Appointment	1
Reference to Clinician	11

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

✓ Because of good service
✓ On. Time. And. Nurse. Nice. And. Good. At. Here. Job.
✓ Lovely nurse taking my blood pressure
✓ Friendly and efficient
✓ The doctor who I dealt with today was very understanding and went above and beyond to try and help with medication for my autistic son who hates the taste of medicine!
✓ Service on the whole is good and quick.
✓ Mr Stuart Calder was very polite, kind and caring. I was seen on time and I achieved what I came to the surgery to do.
✓ Seen lateCompact waiting room Dr was brilliant and thorough. Did not feel rushed one bit, felt very supported
✓ Good phone manner, identifying my identity taken seriously, and they listen.
✓ Friendly Staff CHEERS
✓ Sorry was ment to be a 1
✓ The gp and receptionist was very nice and welcoming
✓ Helpful advice
✓ Very nice man who saw me early , he was very pleasant and I felt at ease
✓ Have been with Dr Stacey for many years. He has always been very supportive and helpful with our care. Also, we can usually see or speak with him very quickly. I think it's important that the GP knows who you are and your medical history. This is definitely the case with this doctor.Very happy with the service provided.
✓ Good service
✓ Efficient, friendly and polite.
✓ I am happy with the service that I received.
✓ Because you don't get face to face consultation.
✓ Blood pressure check. Quickly booked in. Running on time and very friendly
✓ When I phone an go into surgery's everyone there are plessent and kind an very helpful
✓ Good friendly service & no wait
✓ Very understanding and very interested didn't want to get rid of you quickly and explained very well
✓ I had a medical episode and as soon as I reported it action was taken which is still ongoing.
✓ On time, succinct, informative & helpful.
✓ The Nurse Practitioner was very friendly and took bloods easily. Didn't have to wait long very calm experience
✓ Lovely staff , punctual professional and couldn't ask for a better GP
✓ Friendly welcome not rushed and the nurse was lovely
✓ Because it's all ver efficient and very friendly
✓ Kind conversation with staff
✓ Extremely professional and thoughtful
✓ Staff are very nice always have time to talk to you and explain things to you .
✓ I have several conditions including problems with my mental health. I was very upset but fully supported to discuss my options & treatment. I felt the Dr listened carefully to my concerns & provided reassurance for the medication prescribed & getting back to good health. Thank you
✓ Seen on time and very quick and friendly

Not Recommended

✓ Well it was a good service
✓ I need to explain in detail how I was treated when I went there

Passive

✓ Reception and nurses excellent. No confidence in Doctors
✓ No thank you