

FFT Monthly Summary: March 2025

Matrix Medical Centre
Code: G82719



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
74	15	4	2	2	0	0	0	0	97	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: 265

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	74	15	4	2	2	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	74	15	4	2	2	0	97
Total (%)	76%	15%	4%	2%	2%	0%	100%

Summary Scores

👍 92% 🗑️ 4% 📁 4%

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:

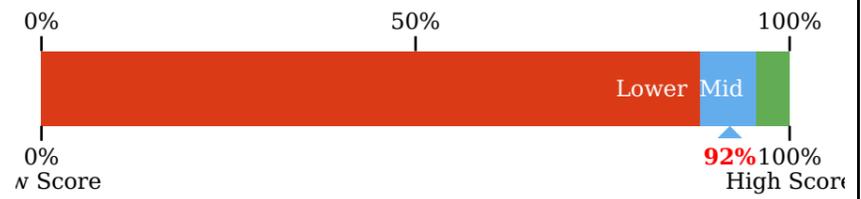
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

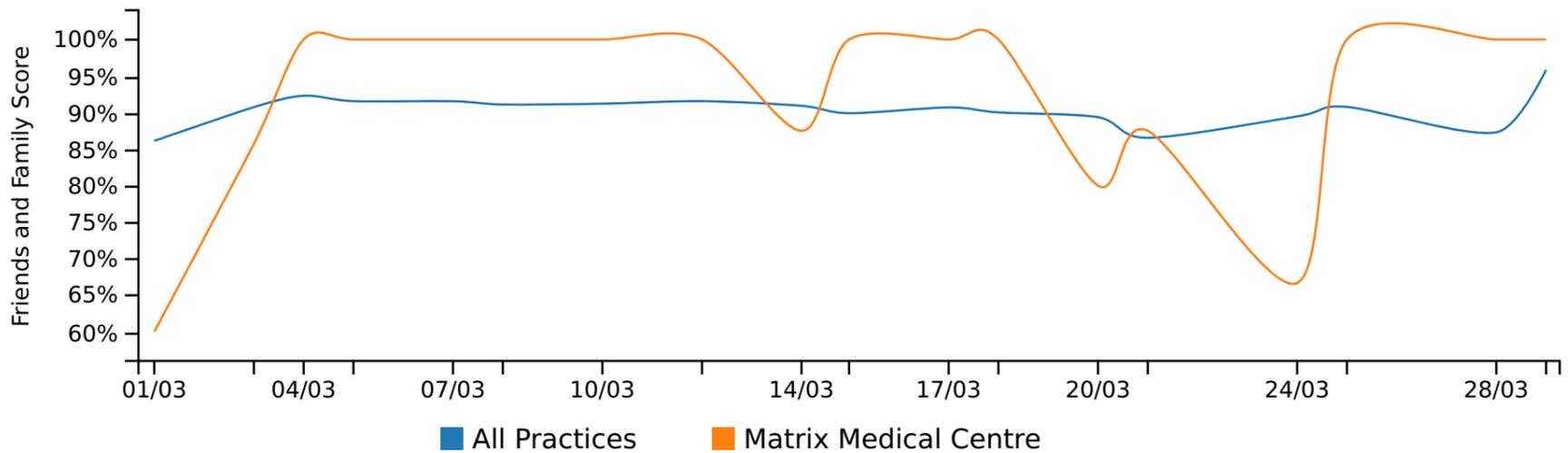
Your Score: 92%

Percentile Rank: 55TH



- 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 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



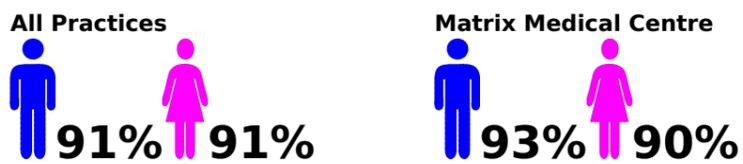
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

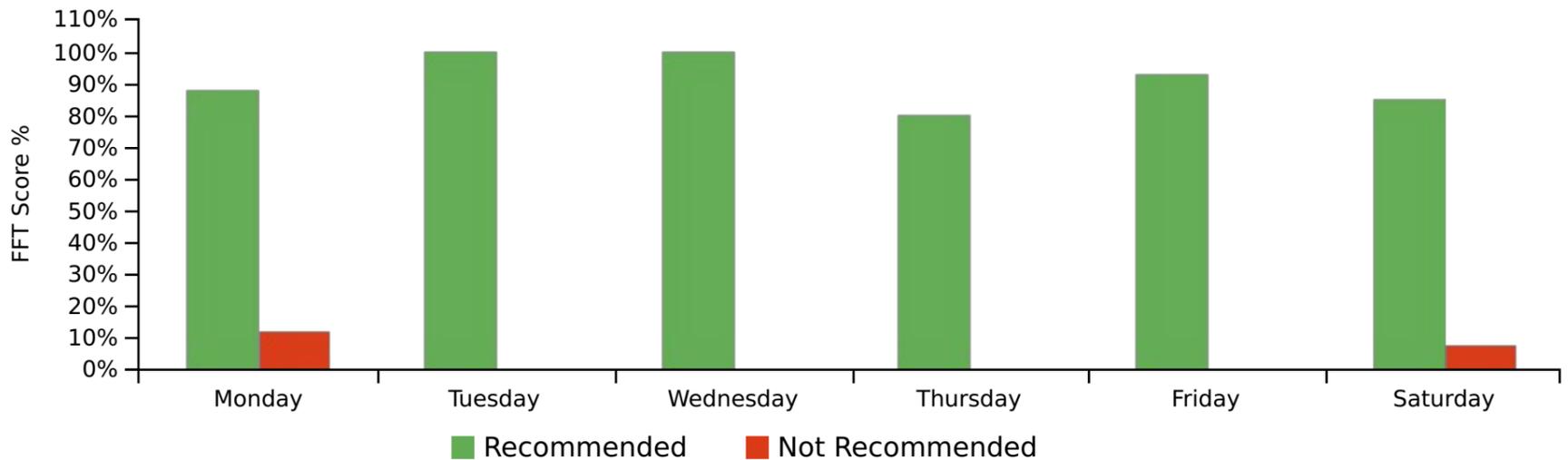
	< 25	25 - 65	65+
All Practices	86%	90%	93%
Matrix Medical Centre	100%	92%	90%

Gender



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

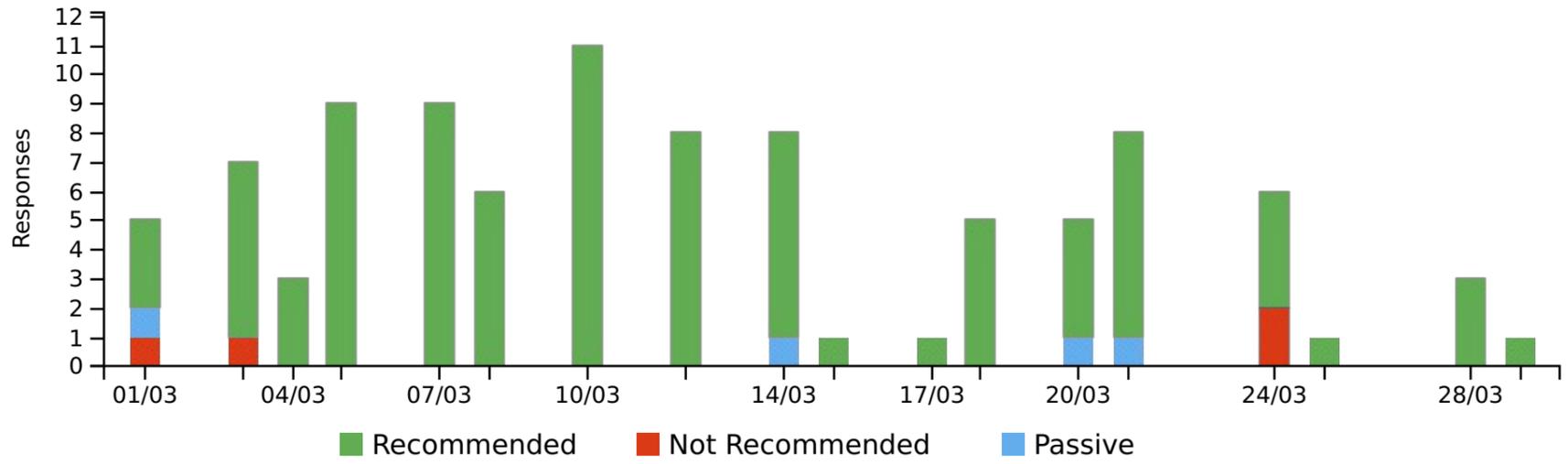
Practice Score: Day of the Week Analysis



- 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.

- ✓ *Always polite and helpful*
- ✓ *Was seen quickly and efficiently*
- ✓ *Very happy with my appointment today the doctor was so nice thank*
- ✓ *I asked some questions and got good positive feedback*
- ✓ *Very good overall experience with good staff.*
- ✓ *Once speaking with a GP the service is great but sometimes getting hold of the surgery or an appointment is not easy*
- ✓ *Very polite, caring and in no hurry to get the call finished.*
- ✓ *The nurse who took my blood was very efficient and courteous*
- ✓ *The staff are really friendly and helpful. I was seen on time and never have any problems*
- ✓ *Very pleasant people*
- ✓ *Didn't have to wait long , and very friendly and helpful*
- ✓ *Because the doctor was very understanding and helpful.*

Not Recommended

- ✓ *You sent me for a blood test at 8am on a Saturday morning to somewhere that does not even offer blood tests on a Saturday*
- ✓ *Some of the contacts have been excellent, but others have been woeful. So overall, my experience is a 4.*
- ✓ *Because there is no doctor available at my NEAREST surgery*

Passive

- ✓ *Had numerous appointment cancelled*
- ✓ *The environment was cold and empty. But the male nurse was very jolly and helpful. Experience with him was 9*
- ✓ *I'm finding it hard to walk with my bad knee and I couldn't talk to the doctor about it you said has I have a chest infection and needed to sort that out you said phone back tomorrow morning can never get a appointment*