FFT Monthly Summary: May 2025

Matrix Medical Centre Code: G82719

SECTION 1



CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	10	0	0	0	0	0	0	0	48	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: 150

Responses: 48

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	10	0	0	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	10	0	0	0	0	48
Total (%)	79%	21%	0%	0%	0 %	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 (%) =
$$\frac{\textit{very good} + \textit{good}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$
Not Recommended (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

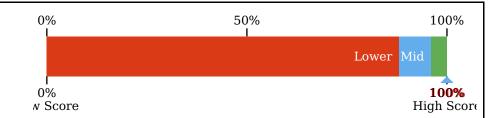
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

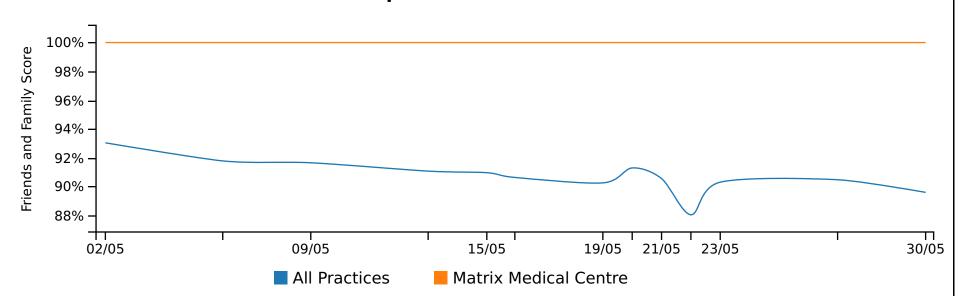
Your Score: 100%
Percentile Rank: 100TH



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 100th percentile means your practice scored above 100% 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.

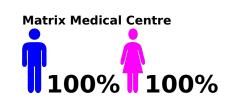
Practice Score: 'Recommended' Demographic Analysis

Age

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

Gender

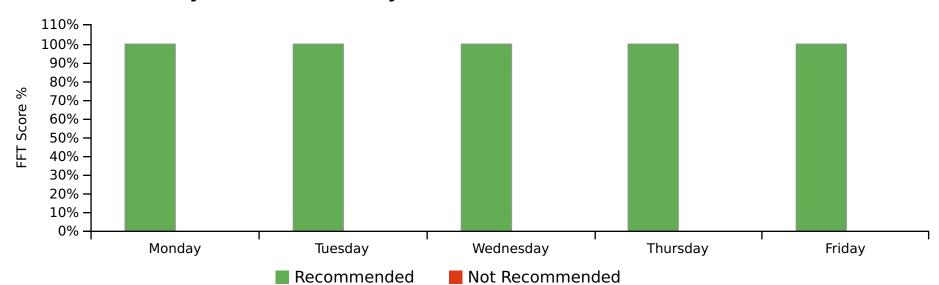




Notes: 1. Scores for current reporting month.

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

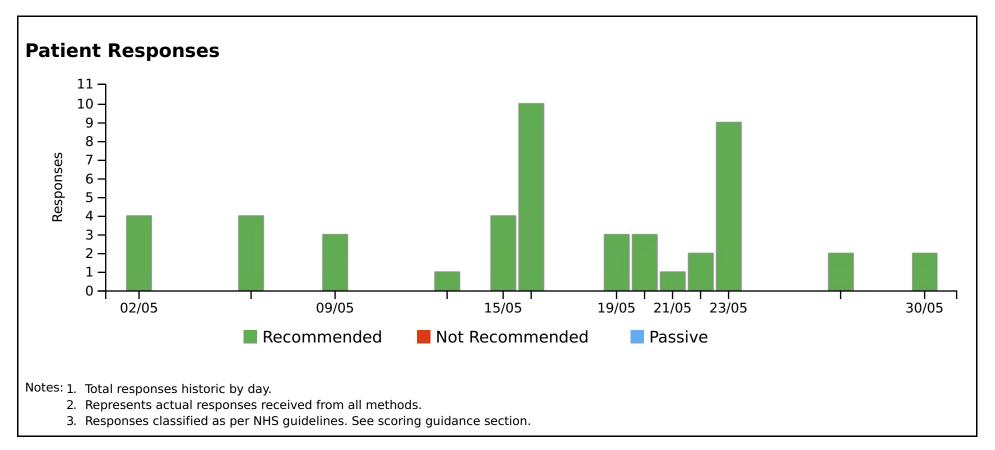
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic Tag Cloud **Reception Experience** 7 Arrangement of Appointment 3 Reference to Clinician 8 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 waiting unable constantly waiting unable constantly oreatly 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.

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

- ✓ Friendly, helpful, kind and efficient reception staff and practice nurse.
- ✓ I find that they are very helpful, but I have not seen a go yet.
- ✓ What do you mean?
- ✓ Good efficient service
- ✓ Doctor was professional and lovely.
- ✓ The nurse was very impressive in her knowledge and recommended the next steps to take
- ✓I had my blood test today when i was there i was very nervous but the doctor was very friendly, constantly communicating with me to distract and to overcome with my fear. I love the service very helpful.
- ✓ I was very pleased with my blood test appointment today, I am not happy that we are unable to just book an appointment when we need one
- ✓ He was great at his job
- ✓ I sent an email.ail for a prescription Renewal but couldn't see if it had been sent. I called into the surgery the following day and spoke to the receptionist.. she informed me that it had been received and that I need a blood test.. she made an appt for a blood test at the surgery. I didn't have to go to Bailey drive in Gillingham but had it in the surgery.. doing things on-line is fine but it doesn't beat human interaction.. thank you for good service..
- ✓ Good staff
- ✓ No waiting , kind and considerate
- ✓ The staff were friendly and helpful.
- ✓ Please read my comment, it will tell you
- \checkmark All the staff are exceptionally good and professional
- \checkmark On time, clearly explained, a positive experience from start to finish efficient
- ✓ Great attention and felt valued. He was genuinely concerned about my well being
- ✓ The practice has improved greatly over the last 2 years
- Coordination of diabetic medication, checks and trying to talk to reception. Procedures for medical advise tortuous and convoluted. Admin needs dose of common sense and streamlining.
- ✓ Seen to fast and dr was very friendly
- \checkmark The nurse was very considerate the best
- ✓ Because they performed their fantastic care as usual!
- ✓ Seen on time with caring staff
- ✓ He ask consent to touch do his work correctly nothing inappropriately
- ✓ Amazing lady who listened to my ongoing problems
- ✓ They are a good friendly surgery g.p appointments could be better but phone calls are mostly available when needed
- ✓ Had to wait for 10 mins to see the doctor
- ✓ Professional service in all respects.
- ✓ Happy with the service what i got today
- ✓ Overall excellent first experience. Hoping this is a sign of things to come
- ✓ Friendly and patient gave good advice
- ✓ I was seen at my appointment time and was quickly put at ease by a very helpful clinician

Not Recommended

Passive