

# FFT Monthly Summary: June 2025



Matrix Medical Centre  
Code: G82719

## SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
58	10	2	0	1	0	0	0	0	71	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients: 205

Responses: 71

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	58	10	2	0	1	0	71
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	58	10	2	0	1	0	71
Total (%)	82%	14%	3%	0%	1%	0%	100%

Summary Scores

96%

1%

3%

## 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:

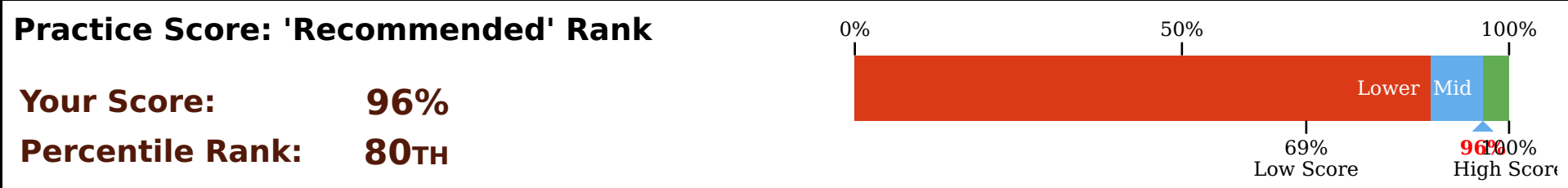
Recommended (%) = 
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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:

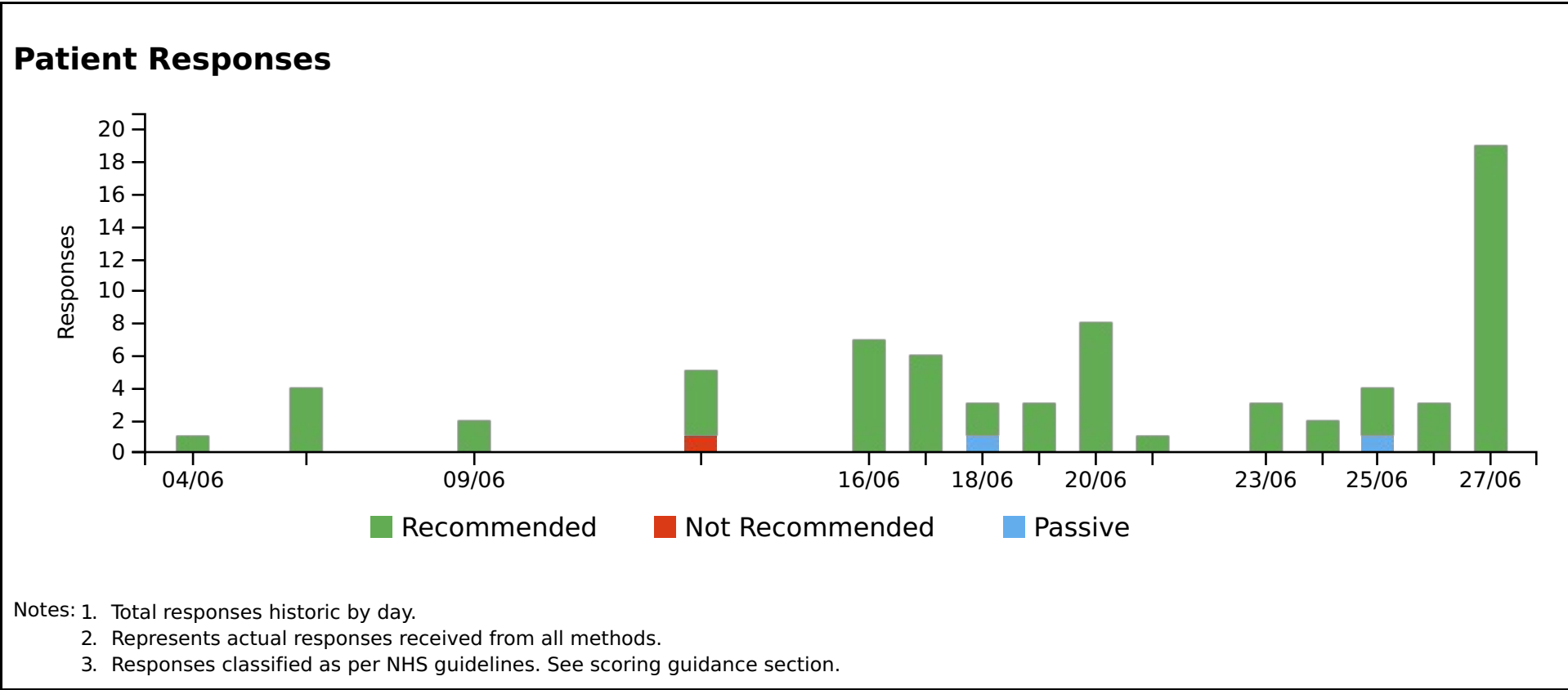
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3  
Practice Scoring



SECTION 4

Patient Response Analysis



## SECTION 5

### Patient Free Text Comments: Summary

## Thematic

Reception Experience	12
Arrangement of Appointment	9
Reference to Clinician	15

- Notes: 1. Thematic analysis for current reporting month.
- 2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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

- ✓ The Doctor was very understanding and helpful
- ✓ *Very good experience. Nurse was lovely and helpful*
- ✓ Because I thought it warranted that reply.
- ✓ *Appointment with nurse ran smoothly. She apologised for running late. Very friendly appointment*
- ✓ They act promptly and in a friendly & courteous manner
- ✓ *Friendly staff, appointment on time*
- ✓ Very professional and courteous
- ✓ *Everyone that works there is very nice and helpful.*
- ✓ Very good service
- ✓ *The Medical professionals-was polite-not dismissive as many practitioners are-knowledgeable -made useful and achievable suggestionsA very positive phone callMy medication has been switched to a more modern drug, with less pernicious side effectsI'm very satisfied*
- ✓ Very thorough
- ✓ *Very friendly and punctual*
- ✓ Just telling it like it is.
- ✓ *The staff were very polite and helpful and professional*
- ✓ Clean. Efficient Friendly and seen on time.
- ✓ *The staff are helpful and pleasant doctor was on time friendly and helpfull and pleasant.*
- ✓ Friendly people explained exactly what was going to happen
- ✓ *My appointment was good didn't wait long and your nurse was fantastic*
- ✓ The nurse and receptionist were both really helpful
- ✓ *Nurse was very helpful and informative*
- ✓ I was treated professionally and with courtesy. It met all my expectations as a patient.
- ✓ *The reception staff are really nice ladies always willing to help.Unfortunately getting an appointment to physically see a G.P is the only downfall.*
- ✓ I was able to get an e-consult which was answered by a GP that day. Advised i needed an ultrasound. Was phoned the next day and the ultrasound was arranged for 2 days later. I was expecting to have to wait months. Very surprised! This doctors is good, when you can get an appointment. The appointment system is the only thing letting it down and causes frustration for people. But when i have needed treatment it has always been very good. Thankyou.
- ✓ *Efficient and good customer service*
- ✓ Mr Calder was very caring and compassionate
- ✓ *Call was on time , and pharmacist very efficient and helpful.*
- ✓ The nurse I had today was brilliant, very thorough, patient and kind
- ✓ *Because I never have a problem with the service*
- ✓ In my specific interaction today, my email received a quick response and the necessary document was sent to me within a few hours.
- ✓ *Very. Helpful*
- ✓ Because the service was very good
- ✓ *Because the nurse that I saw was very good explaining everything clearly and had time for you*
- ✓ The Doctor today was v thorough and patient with us. He went through all the checks and did all the necessary referrals. Thank you
- ✓ *It was fine only a blood test*
- ✓ Courteous and Polite caller, understood my issue with my medications etc
- ✓ *The guy was good he checked my bp etc and picked up issues then referred me for an ECG snd advised me to record BP*
- ✓ The receptionists were really friendly and went out of their way to make sure I could get the appointments I needed booked in.
- ✓ *Very polite. Professional. Listen to what you say.*
- ✓ As above I was very pleased with the service provided
- ✓ *Good service from receptionist and nurse today.*
- ✓ Never any problems or issues, all appointments are arranged to suit me and all appointments are done in a professional way, being on time and the treatment itself. All test results and appointments are posted quickly on the app as are the reminders of any appointments. Keep up the good work.
- ✓ *Receptionist and Nurse were very helpful and supportive.*
- ✓ Mr Stewart Calder good. Answered all my questions.
- ✓ *Very good and very helpful*
- ✓ Because staff are great and polite and never wait more then 10 minutes to be seen. But must say waiting for phone to be answered are a lot longer

- ✓ *Had to make several calls.*
- ✓ In and out with no messing around.
- ✓ *The booking system was very easy to use, the appointment was on time and very quick and efficient*
- ✓ Staff is very nice, felt comfortable and safe
- ✓ *Excellent staff are outstanding and nurse Jackie is so kind and caring explains everything so clearly thank you all*
- ✓ Because it was the most appropriate.

**Not Recommended**

**Passive**

- ✓ We have a lot of trouble trying to get a appointment we have to send e consult e mail between 8 am and 8 30 am to get a doctor to call us because we cannot get a face to face appointment We are pensioners so it is not easy, we have tried ringing at openings hours but by the time we get to speak to receptionist all appointments are gone and are told we can not book a appointment for a another day and to ring back next day.
- ✓ *The appt was as I expected*