

FFT Monthly Summary: October 2025

Matrix Medical Centre
Code: G82719



SECTION 1 CQRS Reporting

CQRS Reporting

| | | | | | | | | | | | |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
| 78 | 14 | 2 | 4 | 2 | 0 | 0 | 0 | 0 | 100 | 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: 342

Responses: 100

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|----------------------|------------|------------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll | 78 | 14 | 2 | 4 | 2 | 0 | 100 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| Total | 78 | 14 | 2 | 4 | 2 | 0 | 100 |
| Total (%) | 78% | 14% | 2% | 4% | 2% | 0% | 100% |

Summary Scores

92% 6% 2%

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:

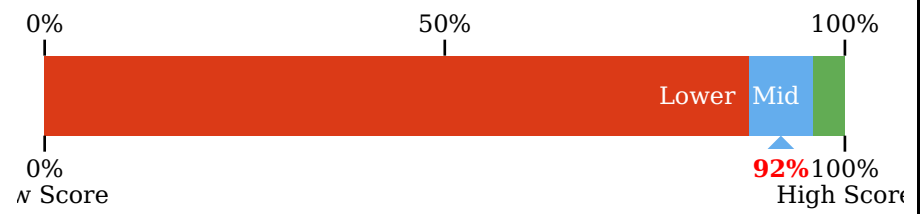
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

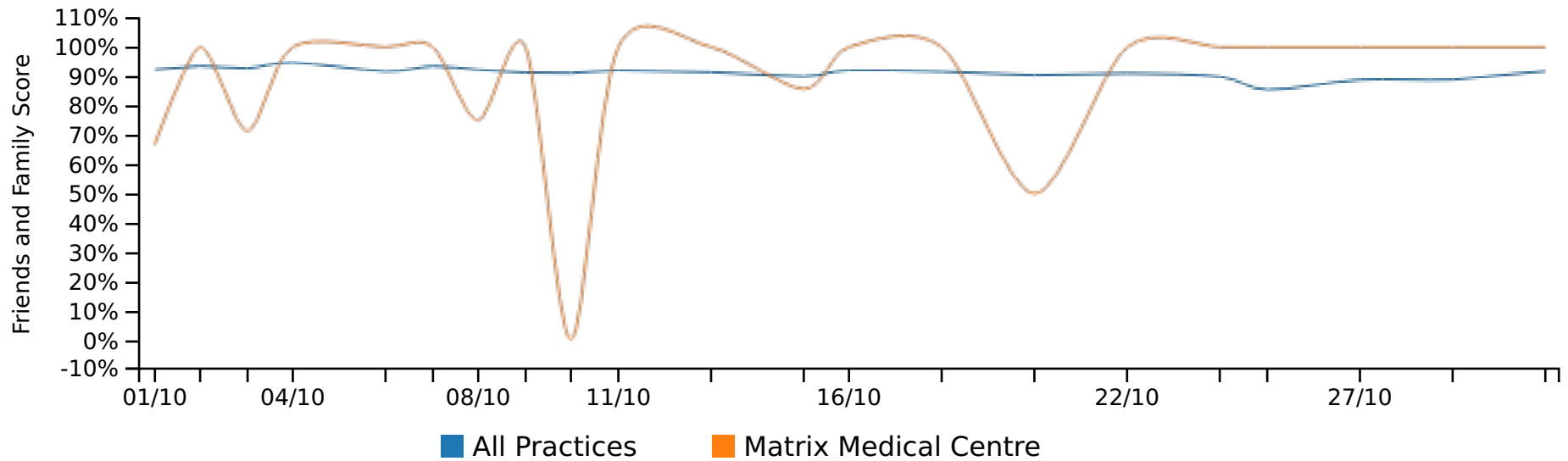
Your Score: 92%

Percentile Rank: 45TH



- 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 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



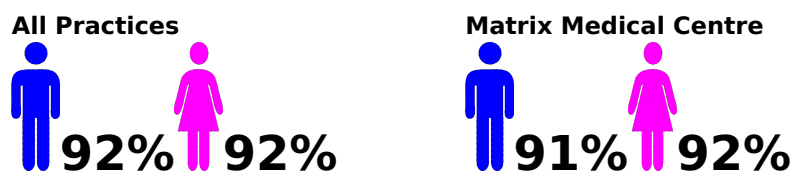
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

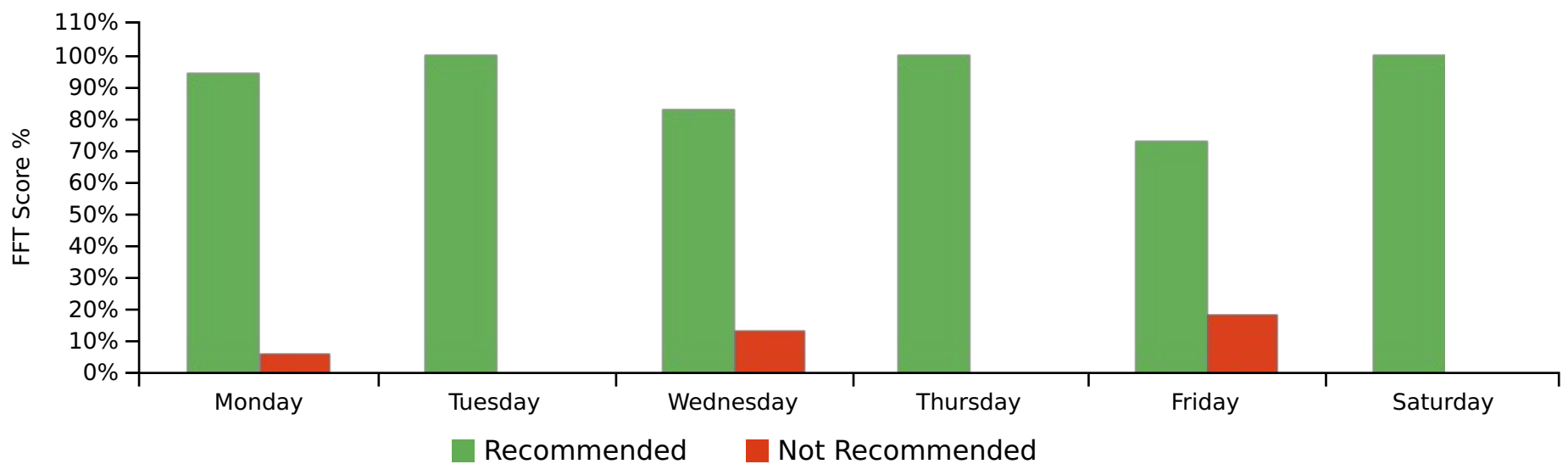
| | < 25 | 25 - 65 | 65+ |
|-----------------------|------|---------|-----|
| All Practices | 86% | 91% | 94% |
| Matrix Medical Centre | 0% | 94% | 92% |

Gender



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

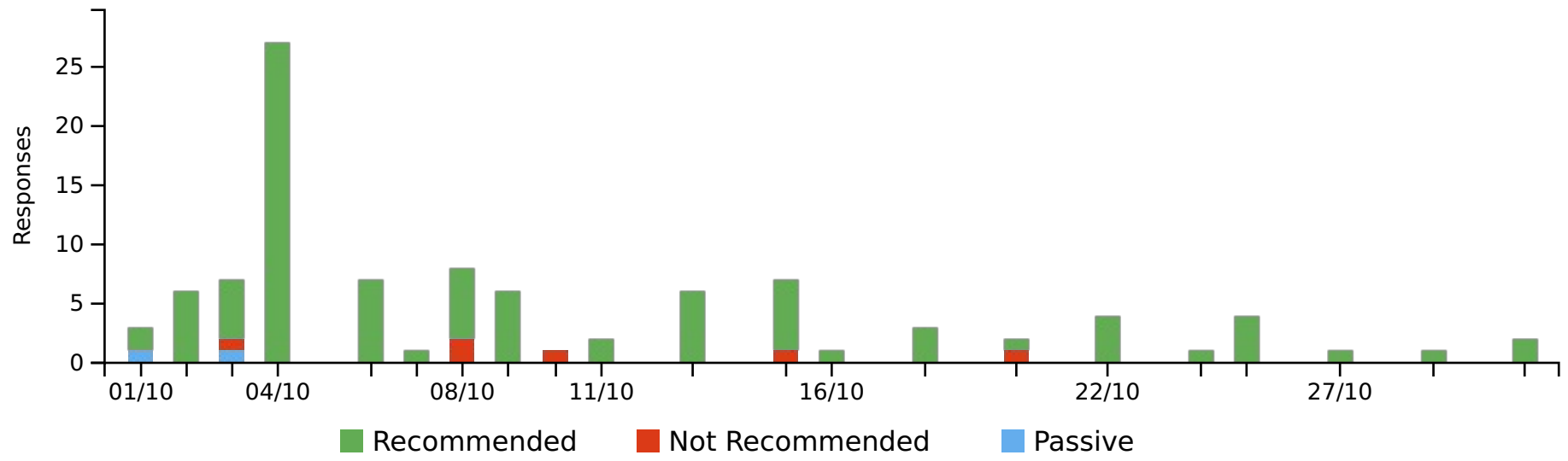
Practice Score: Day of the Week Analysis



- 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.

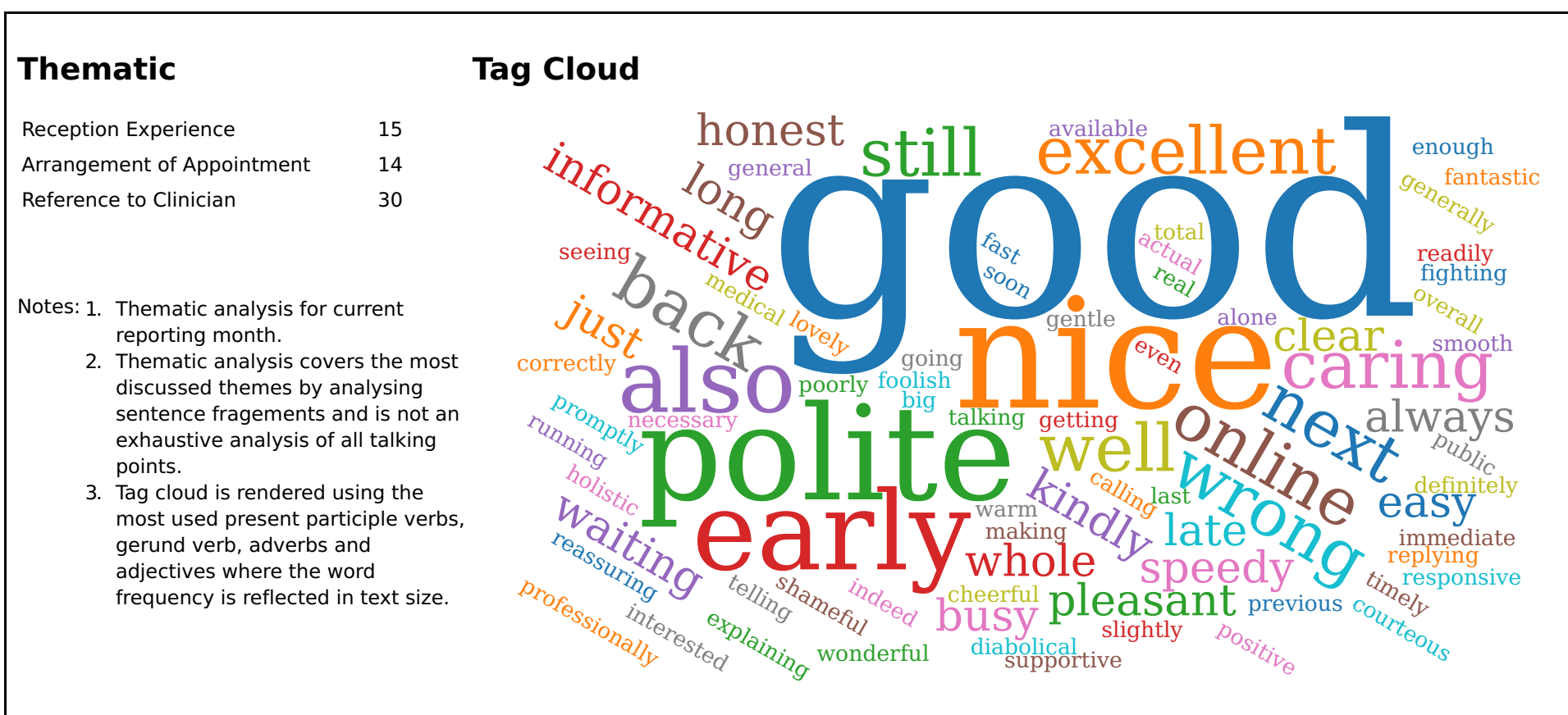
SECTION 4 Patient Response Analysis

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.

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 / ✗ No consent to publish comment

Recommended

- ✓The meeting was very relaxed and informative
- ✓Arrived early, was seen early and was offered a flu vaccine . Clinician was very nice
- ✓Great receptionist very switched on and helpful nurse so gentle and welcomed me in early. Such a great atmosphere
- ✓Because the paramedic treated me very kindly and the two reception ladies who dealt with me were also very kind. The only thing I didn't like was being on hold for a long time on the phone to make an appointment.
- ✓The doctor took time to talk to us, he gave support and listened to us
- ✓Speedy friendly service
- ✓Very helpful
- ✓Service was prompt and friendly
- ✓The assistant who first called me to say the Dr wanted me to make a consultant appointment was polite and friendly, and she explained how to book an appointment via the Matrix Medical Centre website. When the GP called, he was friendly, did not make me feel foolish when I explained that I had not followed the previous instructions correctly and I felt very at ease talking to him
- ✓Always helpful, great care
- ✓Been getting a bit better
- ✓Receptionist was very polite and helpful.. the nurse who gave me my jabs was nice and the doctor who called me today was nice and informative
- ✓When I spoke with Dr Abbi this morning she was helpful clear in how she explained things and had a general great bedside manner 5 star ?
- ✓The man I spoke with was very kind and understanding. He was patient and listened without making me feel rushed. My issue was dealt with, and I was given advice for another problem that came to light as a result of our conversation.
- ✓I completed the online triage form. In no time I had a call to book me in to see a doctor the same day. Offered two appointment slots. I saw the doctor on time too
- ✓On time ,friendly,professional and first class service.
- ✓Very efficient and quick and vaccination bang on time with appointment.
- ✓The Dr listened to my concerns
- ✓Because the service I received I felt was good
- ✓Dr Yeti phoned early this morning after I filled in a form late on Friday, a very quick response. She referred me and I had a notification about how to do it within an hour. Very good indeed.
- ✓Very caring understanding Doctor who took the time to listen to me.
- ✓Quick easy appointment
- ✓Because she was helpful
- ✓So easy to make an appointment and quick response from doctor
- ✓The call back was very efficient and my issue was sorted without any fuss. A follow up also planned
- ✓Very friendly doctor and quick process to book online consultation
- ✓Just telling it like it is!!!
- ✓Staff all very pleasant and organised. Seen within minutes of arrival.
- ✓Very good thank you
- ✓Every one was friendly my appointment was on time. Every thing explained the nurses friendly. In and out quickly.
- ✓I was seen promptly
- ✓The nurses were polite and welcoming. Also the receptionist
- ✓Todays appointment went well
- ✓Was given a call back quickly and the doctor was reassuring
- ✓The appointment was on time and the staff were professional and friendly
- ✓Phone call from a doctor was quicker than expected. Over the phone diagnoses was good.
- ✓Polite quick in replying to my form and sorted within minutes thank you.
- ✓Every one was very helpful
- ✓Physio spent a lot of time explaining what was wrong and what I needed to do about it.
- ✓Good and efficient
- ✓Professional careing
- ✓Next to seeing a Dr this is the next best option. The procedure was quick and smooth . The Dr rang within 24 hrs and my issue sorted
- ✓Flu jab husband and myself. We were late at Matrix because we went to wrong surgery. When we arrived reception was nice and very understanding and squeezed us in. The nurse was also very nice. ??

- ✓ *Speedy, efficient & friendly.*
- ✓ *Timely, explained who he was and what he was tasked with doing and I believe asked all the necessary questions*
- ✓ *Very nice receptionist gave warm welcome. Nurse Vicky always kind and helpful Very good service today I was home before my appointment time*
- ✓ *Lots of good advice and honest feedback from Kerry.*
- ✓ *Generally no issues with any service I have received*
- ✓ *I was seen on time and Kelly (nurse) was friendly and efficient*
- ✓ *Excellent professional service and care..*
- ✓ *A very good down to earth doctor, A BIG THANK YOU To Mr Stuart Calder*
- ✓ *Very prompt contact and referral.*
- ✓ *Because they were very busy but well organised.*
- ✓ *Econsult has worked well. Blood test results are fast. Staff helpful.*
- ✓ *Made an online appointment got a call back within the hour*
- ✓ *Because the service I received today was good ,quick and people who I saw were polite and friendly staff*
- ✓ *At least I was seen by the receptionist staff and by the nice doctor.*
- ✓ *Excellent service, polite and professional*
- ✓ *Quick and courteous service. Very pleasant experience.*
- ✓ *Very busy, not enough seating, but all good with injection, very efficient*
- ✓ *Had flu & covid injections right on time friendly staff*
- ✓ *The nurses are fantastic and they did not keep me waiting at all very impressed?*
- ✓ *My last visit was to have my flu jab, arrived slightly early and was all done before my allocated appointment time*
- ✓ *Always had very good service, whether in the surgery or on the phone....*
- ✓ *Receptionist was helpful when booking. Arrival was greeted in a welcoming way by both receptionist and then the nurse I felt the nurse was supportive and caring, listened to me and explained what her next steps would be.*
- ✓ *Helpful, very clear, positive, informed, interested*
- ✓ *Very helpful, answered all my questions, great service, I used the e service for the first time, very good will use again.*
- ✓ *Very caring, kind & cheerful .*
- ✓ *Very responsive and professional*
- ✓ *I didn't expect a call so soon.*
- ✓ *EConsult service has worked for me. Blood test results are quick. Reception staff are helpful.*
- ✓ *Very professional staff and nurse. I was made to feel welcome and treated professionally and kindly. I want to thank you for being such a wonderful Surgery.*
- ✗ *Excellent service nurse was lovely*
- ✗ *Just because they were running behind schedule*

Not Recommended

- ✓ *The overall service has a whole is diabolical. Fighting to get an appointment, e consult not read before drs calling, no real care or effort put into patients every aspect of the service is a fight to get help that should be readily available we as are family are on a waiting list to be moved from this practice. It's shameful that you actual call yourselves a public service because you are most definitely not.*
- ✓ *You have turned 'doctoring' in to a business when it should about people the majority of whom are, and this may come as a shock, are poorly. It is a scramble to get even a telephone appointment let alone a face to face appointment. I don't think I have seen any doctor from the practice for about five years. There is no continuity as there would be with a named doctor. The phone call experience has proven to me that your doctors do not consult with patient notes before offering advice. This means your doctors treat the immediate problem and not the whole person there should be a more holistic approach. I could go on.*
- ✓ *Still have no idea what's going on, still in pain. Sent for X-ray on wrong body part. Total joke it's ok though I been given a stretch sheet. Still not seen a doctor..... honest I m done with the nhs.*

Passive

- ✓ *Had to wait a long time for someone to answer the phone and it wasn't peak time.*