

# FFT Monthly Summary: February 2026

Matrix Medical Centre  
Code: G82719



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
52	16	2	1	2	1	0	0	0	74	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

<b>Surveyed Patients:</b>	<b>316</b>						
<b>Responses:</b>	<b>74</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	52	16	2	1	2	1	<b>74</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>52</b>	<b>16</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>74</b>
<b>Total (%)</b>	<b>70%</b>	<b>22%</b>	<b>3%</b>	<b>1%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>

### 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:

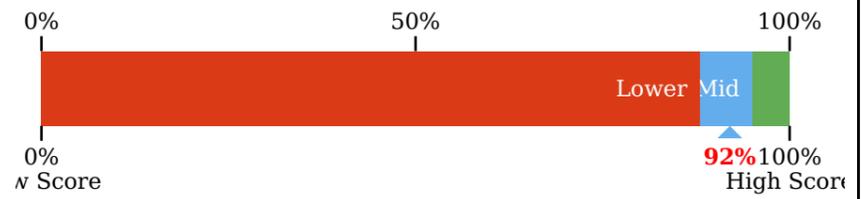
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

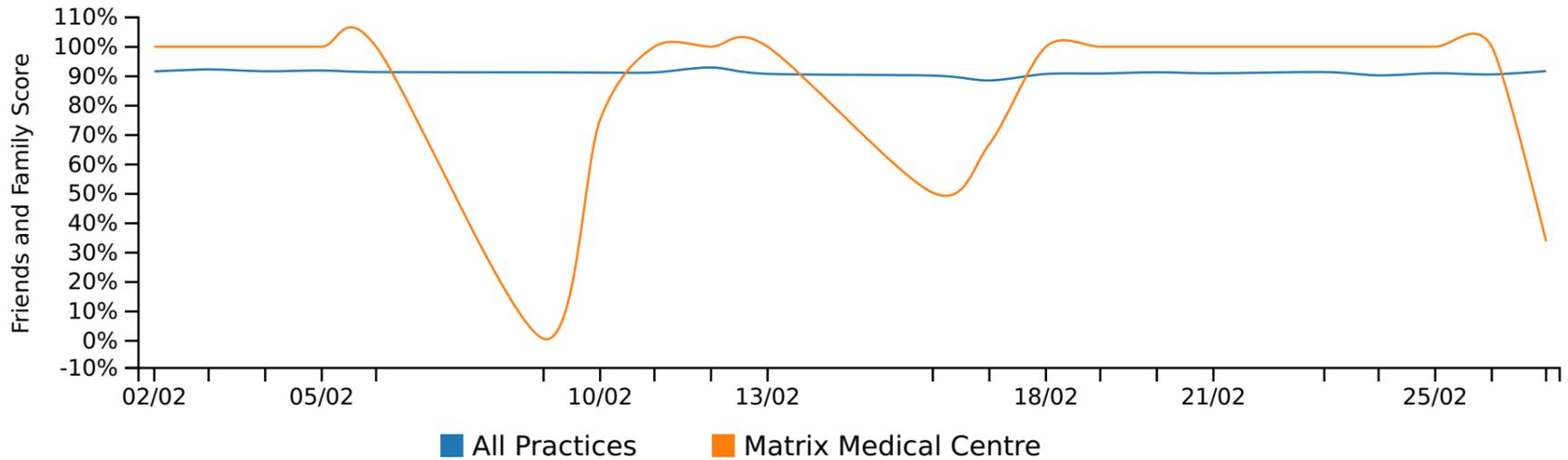
**Your Score: 92%**

**Percentile Rank: 50<sup>TH</sup>**



- 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 50th percentile means your practice scored above 50% of all practices.

### Practice Score: 'Recommended' Comparison



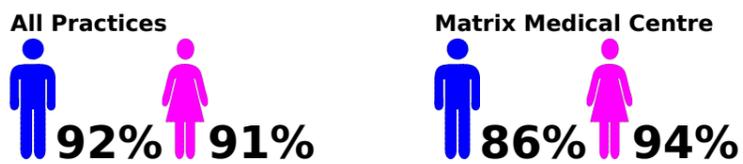
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

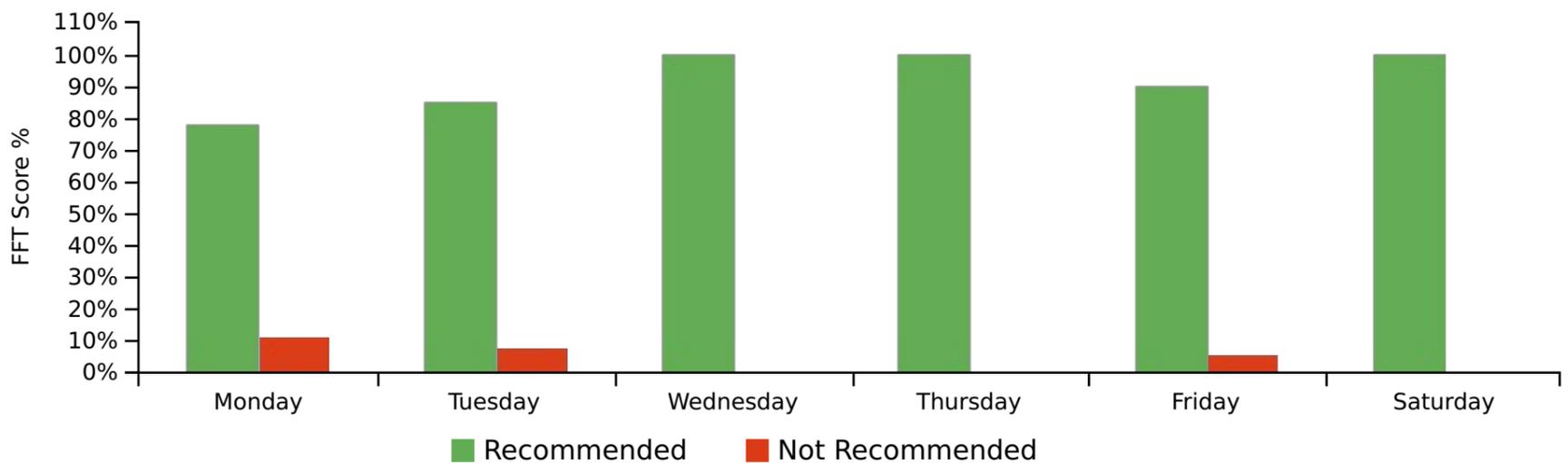
	< 25	25 - 65	65+
All Practices	87%	91%	94%
Matrix Medical Centre	67%	91%	96%

#### Gender



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

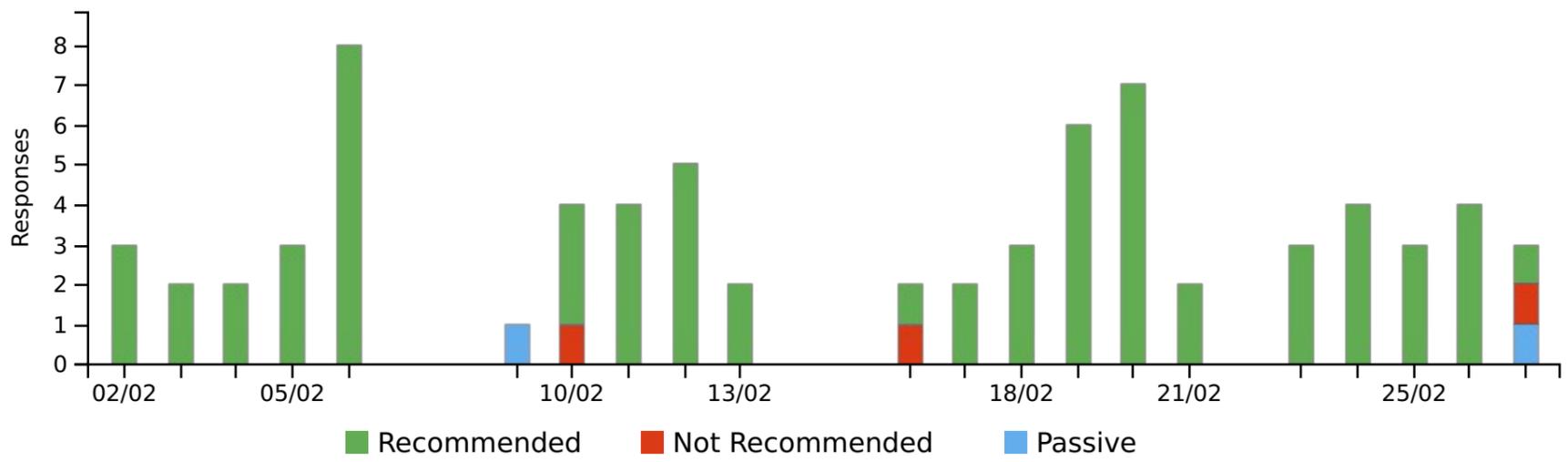
### Practice Score: Day of the Week Analysis



- 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

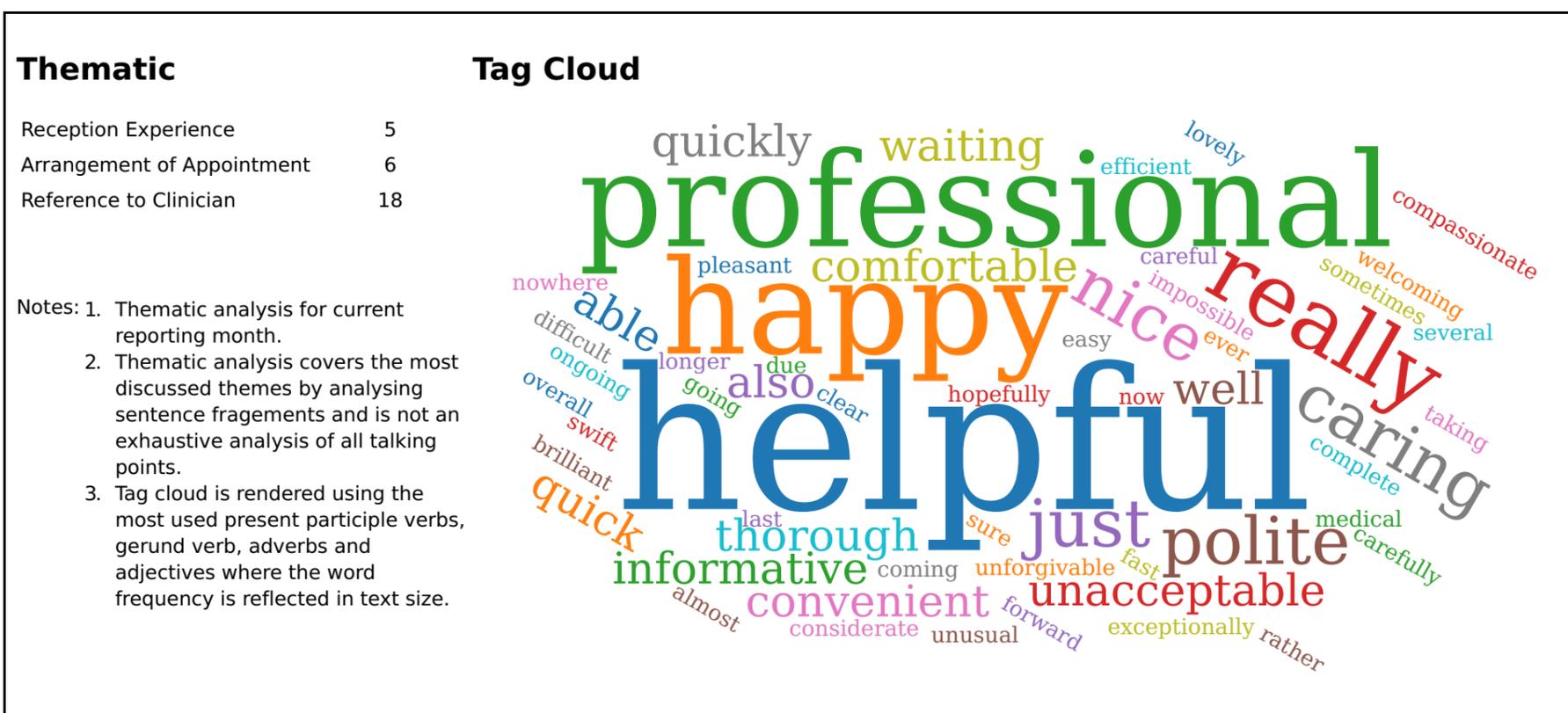
### Patient Responses



- 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

- ✓ Attention to detail, they made an effort to diagnose, reassured me for ongoing investigation
- ✓ *Because I was very happy with the service*
- ✓ *Stuart came to the home made himself clear who he was.. he carried out his job in a professional manner and made my wife feel comfortable....*
- ✓ *Because there is always someone you can speak to.*
- ✓ *Practitioner was friendly, knowledgeable and helpful.*
- ✓ *Had good Good service & nurse happy to deal with all my questions, & did so in a professional & friendly manner.*
- ✓ *Doctor was very thorough and professional, made to feel comfortable and at ease*
- ✓ *Mr.Calder was polite and friendly in a professional way.He explained ever thing that he was going to do,and always asked my permission before proceeding.*
- ✓ *They. Good to. Help me. Out*
- ✓ *Maria made me feel very at ease., she didn't judge me and offered me help and support.*
- ✓ *Very knowledgeable physiotherapist who diagnosed my pain.*
- ✓ *I was seen on time for appointment. My appointment was conducted with professionalism and compassion. I felt listened too and hopefully given the help tha will help to feel better and move forward*
- ✓ *Quick and friendly service*
- ✓ *Always get an appointment when needed. Feel listened to.*
- ✓ *Yes the lady Dr who phoned me was a complete pleasure to talk too*
- ✓ *Doctor was very good thank you*
- ✓ *Good appointment as always*
- ✓ *Nice guy pleasant to deal with and listen to you when you talk*
- ✓ *My appointment was with Jacqui today. Jacqui was on time, professional and very informative. She put me at my ease as she has such a caring manner.*
- ✓ *It's a good*
- ✓ *Because thats what I thought*
- ✓ *Always helpful. Can always get to talk to a doctor which I think is unusual. Also staff very friendly*
- ✓ *The doctor was very understanding and considerate*
- ✓ *The physiotherapist was very nice and really listened to me*
- ✓ *Appointment on time, easy to get to. Nurse very caring, polite and helpful*
- ✓ *Cos you asked for it*
- ✓ *Jacqui was exceptionally helpful and friendly*
- ✓ *Because it was very good!*
- ✓ *I submitted several e consults and these all received prompt attention.*
- ✓ *Because I'm very happy my doctors overall are very helpful and the staff as in Tammy and the others on desk, keep up the good work*
- ✓ *Very welcoming and helped with medical concerns that needed to be checked.*
- ✓ *Swift response to my symptoms*
- ✓ *The doctor was very careful and stopped when I said it hurts*
- ✓ *Like being able to describe my problem and get a directed response rather than having to come in to see a doctor - taking time off work and the discomfort of coming down. Received a physio appointment really fast as well. Convenient and efficient*
- ✓ *Convenient time, quick and nice dr. Thank you.*
- ✓ *Happy with the service given*
- ✓ *I was very happy with the service I received.*
- ✓ *Was seen quickly by.nurse in and out in 5 minutes.*
- ✓ *Both receptionists were so helpful and compassionate this week during my calls.This has restored my confidence in the surgery after a rushed triage call from a GP last week.*
- ✓ *Jackie was brilliant. She really does care*
- ✓ *They were very friendly and helpful.*
- ✓ *was just happy with interview and very kind*
- ✓ *Always very caring*
- ✓ *Was seen very quickly, the receptionist was also very polite*
- ✓ *Very good service. Nowhere to park close to the surgery.*
- ✓ *Jackie was very informative and friendly.*

- ✓ He was kind and explained things well.
- ✓ *Always friendly and helpful.*
- ✓ Stuart was very professional, answered my questions, and was on time!
- ✓ *I find all the staff really helpful.*
- ✗ The nurse was very thorough
- ✗ *The nurse was lovely! Gave my son a certificate when he had his jabs! Made sure all information was given to me carefully*

### **Not Recommended**

- ✓ I just did read it!
- ✓ *Almost impossible to get to see a doctor, I find it difficult to explain over the phone sometimes and only being able to deal with one thing at a time*
- ✓ *Your service for my dad was unacceptable and unforgivable. It was due to the GP practice that he is now no longer with us*

### **Passive**

- ✓ I was asked to be weighed in the middle of a waiting room! Zero privacy. How unacceptable! I declined to give my weight and height in a waiting room. I was then asked AGAIN in the clinic room. I did explain I could give the details they just needed to ask.