

FFT Monthly Summary: March 2026

Matrix Medical Centre
Code: G82719



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
68	12	4	0	2	0	0	0	0	86	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:	318						
Responses:	86						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	68	12	4	0	2	0	86
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	68	12	4	0	2	0	86
Total (%)	79%	14%	5%	0%	2%	0%	100%

Summary Scores

93% 2% 5%

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:

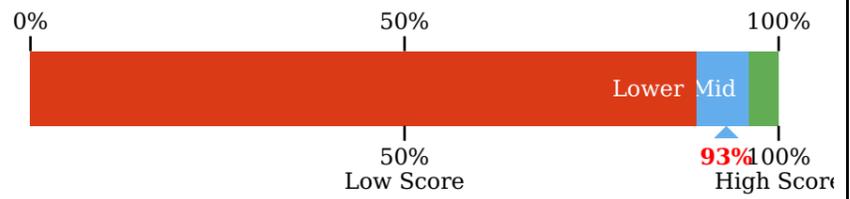
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

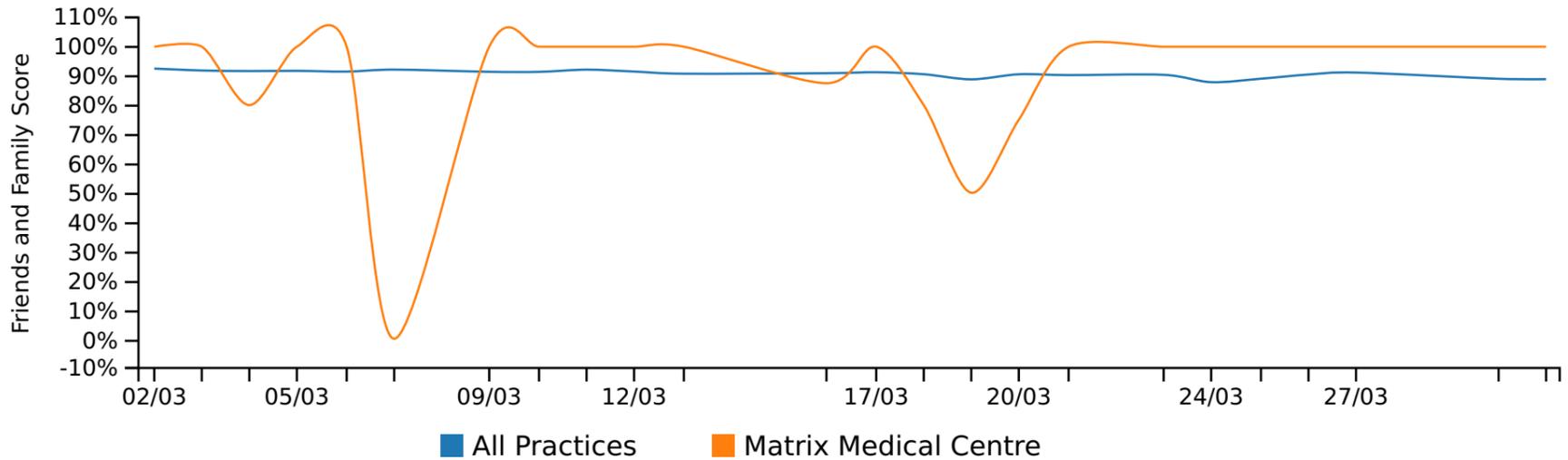
Your Score: 93%

Percentile Rank: 60TH



- 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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



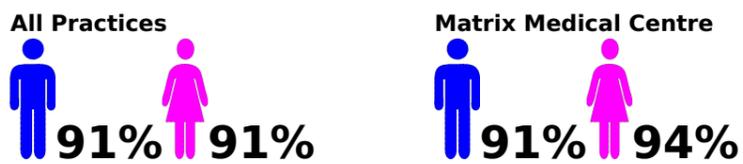
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

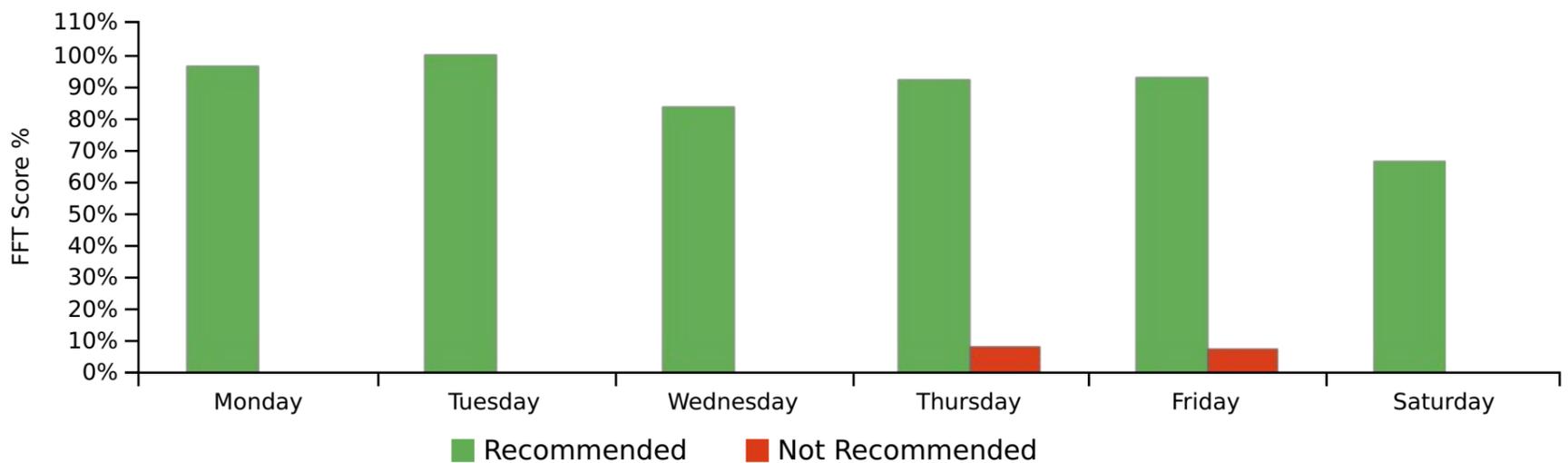
	< 25	25 - 65	65+
All Practices	86%	91%	94%
Matrix Medical Centre	67%	94%	94%

Gender



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

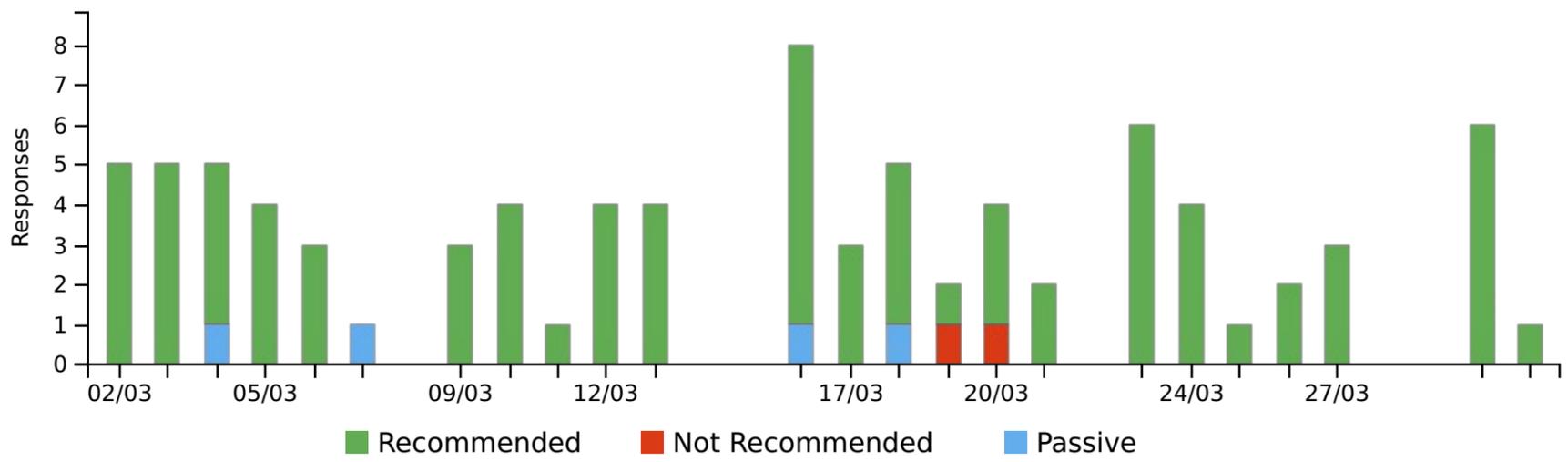
Practice Score: Day of the Week Analysis



- 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.

✓ *THE SERVICE WAS GOOD AND VERY HELPFUL*

✓ Very friendly and knowledgeable practitioner. Quick appointment schedule and efficient

✓ *Helpful , personable staff*

✓ Appointment with Physio organised very efficiently and appointment amended very easily.

✓ *Lovely receptionist and saw physiotherapist promptly*

✗ The nurse was a very good and understanding person to talk to

✗ *this is the first mental health appointment where i have left feeling like something has been done i have been given answers and help and maria the lady i saw was amazing*

Not Recommended

✓ Spoke to Dr over the phone who tried to prescribe me antibiotics for my ear without even asking to see me. I insisted that she see me first to check it was in fact an ear infection that I was describing and she reluctantly asked me to come down to the surgery. On inspection it turned out it was just a build up of wax and not an infection so she was just going to prescribe me antibiotics for nothing! No duty of care anymore

Passive

✓ This is the second time I have had delays on referrals. Had a condition since August 2025 and I have had to chase things up. I have had to sort out requesting for blood tests which is connected to my condition.

✓ *I expected more, that they would at least prescribe me some medication for the pain.*