

FFT Monthly Summary: June 2026



Matrix Medical Centre
Code: G82719

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
64	9	1	1	1	0	0	0	0	76	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:
Responses:

265
76

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	64	9	1	1	1	0	76
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	64	9	1	1	1	0	76
Total (%)	84%	12%	1%	1%	1%	0%	100%

Summary Scores

96%

3%

1%

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

Practice Score: 'Recommended' Rank

Your Score:96%

Percentile Rank:85TH

0%50%100%

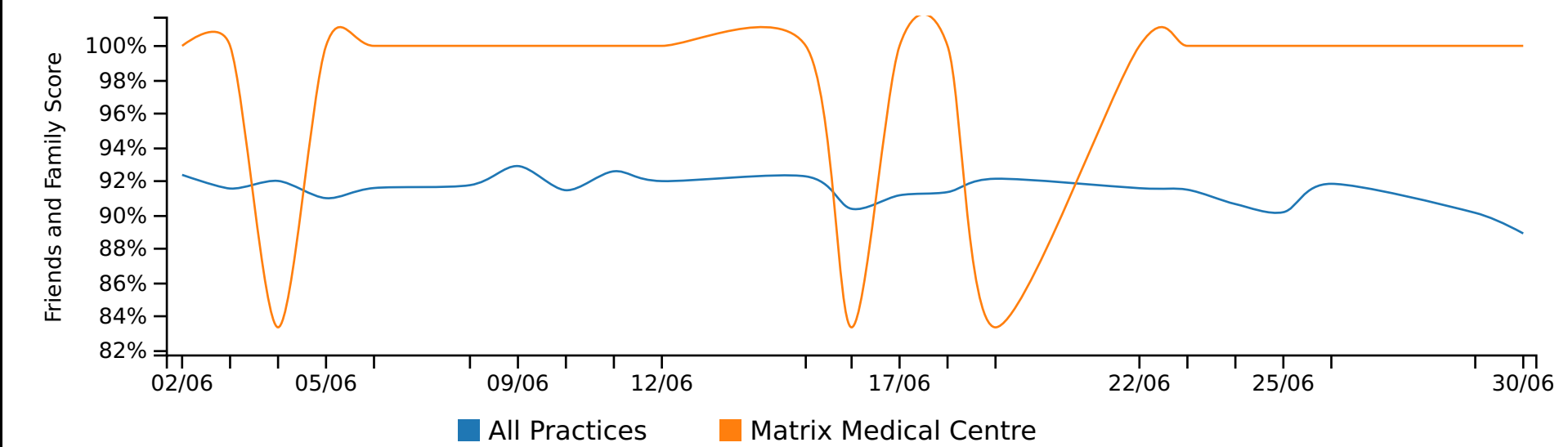
0% Score

LowerMidHigh Score

96%

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 85th percentile means your practice scored above 85% 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	85%	91%	94%
Matrix Medical Centre	80%	98%	95%

Gender

All Practices

92%

92%

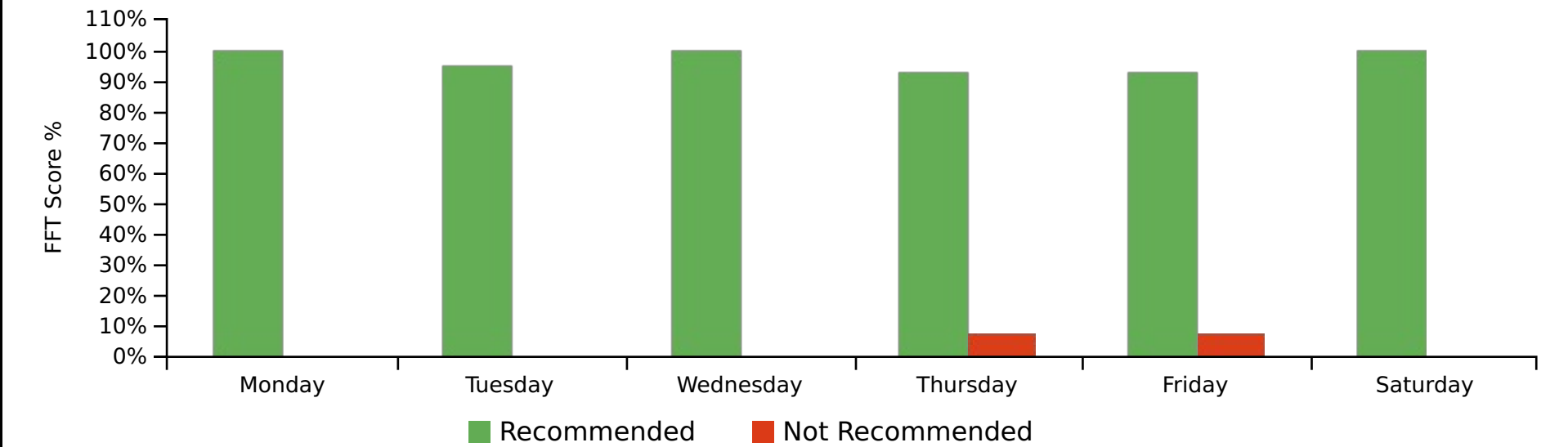
Matrix Medical Centre

95%

97%

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

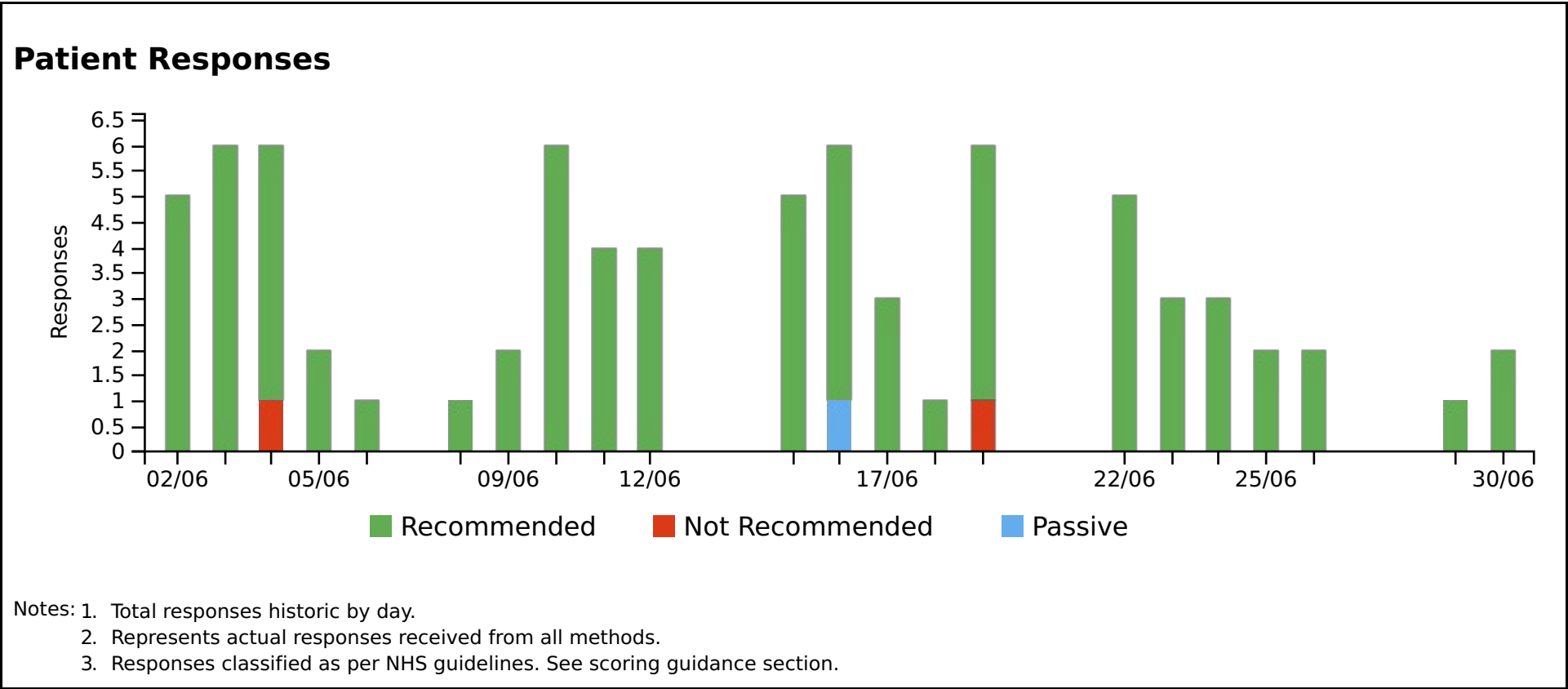
Practice Score: Day of the Week Analysis



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





✓ Because the nurse was amazing

✓ *Great physio, identified the problem very effeciently and then prescribed the best treatment*

✓ Like the service

✓ *I have a lot of complaints but whom do you speak to so I decided to keep it yo my self , I have a big case about my health up till now never seen a doctor everything is on line or call on the phone , inshort I don't even want to talk about because I don't know if i m safe even complaining , that's why I m quite over racist behaviour I expienced over the years in Chatham , but its ok I m used to it .*

✓ From your amazing customer service team. Ti your Dr's. The majority of Dr's are okay but some can do with a bit more manner But apart from that everything is good

✓ *Yes I*

✓ My appointment was bang on time and Stuart took his time to explain everything I needed to know about the shingles vaccine. He was extremely polite and professional ?

✓ *Staff were great from entry to exit very friendly and made my visit very comfortable I'm happy to be a patient with this clinic thank you very much and keep up the great work you all do*

✓ Called back in good time listened to what I needed to say thankyou

✓ *Everything explained well*

✓ The lady was very nice

✓ *There should always be room for improvement.You doing an excellent job*

✓ In all the years I have been in pains, this is the first time someone has ever looked into my pains, and they don't just looked, they listened

Not Recommended

✓ Too long g, waiting to speak to someone, and #07 in the phone waiting queue. Rest if the girls in the reception are all on the ball...?

Passive

✓ My appointment was at ten o clock & I wasn't seen until 10.20am..