

FFT Monthly Summary: September 2026



Matrix Medical Centre
Code: G82719

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
27	6	0	0	1	1	0	0	0	35	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:

178
35

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	27	6	0	0	1	1	35
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	27	6	0	0	1	1	35
Total (%)	77%	17%	0%	0%	3%	3%	100%

Summary Scores

94% 3% 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

Practice Score: 'Recommended' Rank

Your Score: 94%

Percentile Rank: 70TH

0%50%100%

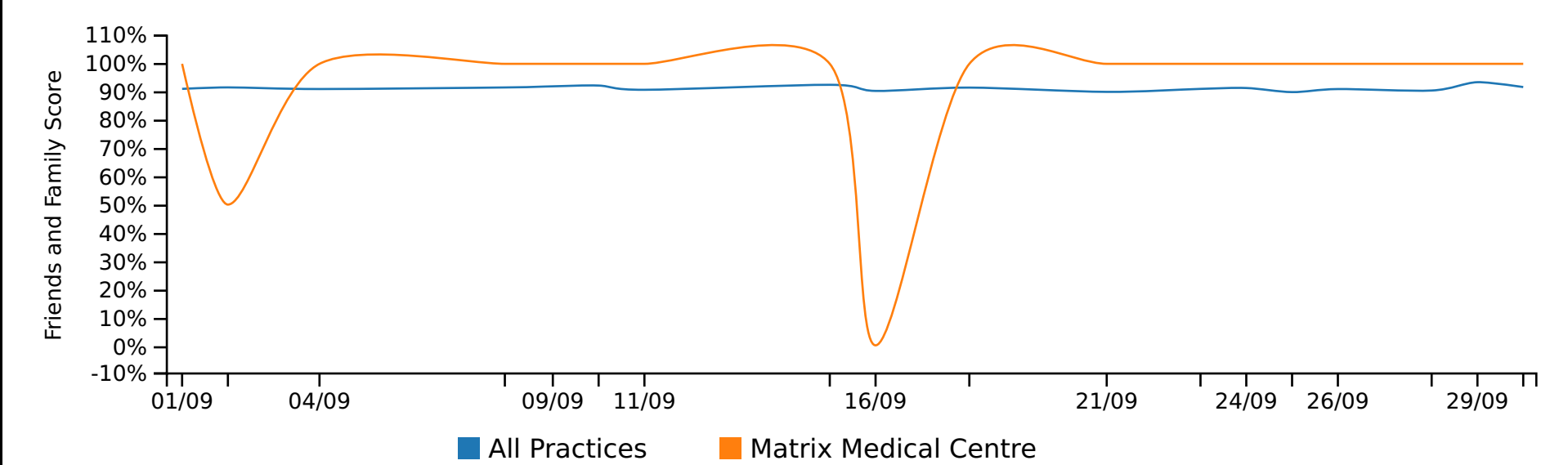
0% Score

LowerMidHigh Score

94%100%

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 70th percentile means your practice scored above 70% 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%	90%	93%
Matrix Medical Centre	100%	100%	78%

Gender

All Practices

92%

91%

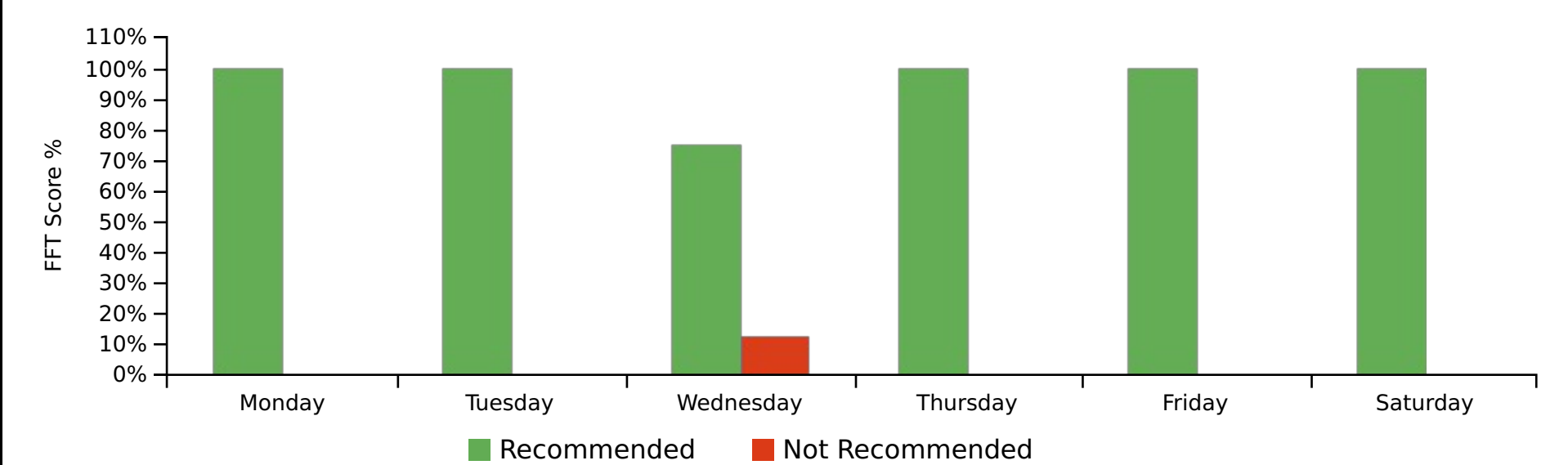
Matrix Medical Centre

85%

100%

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

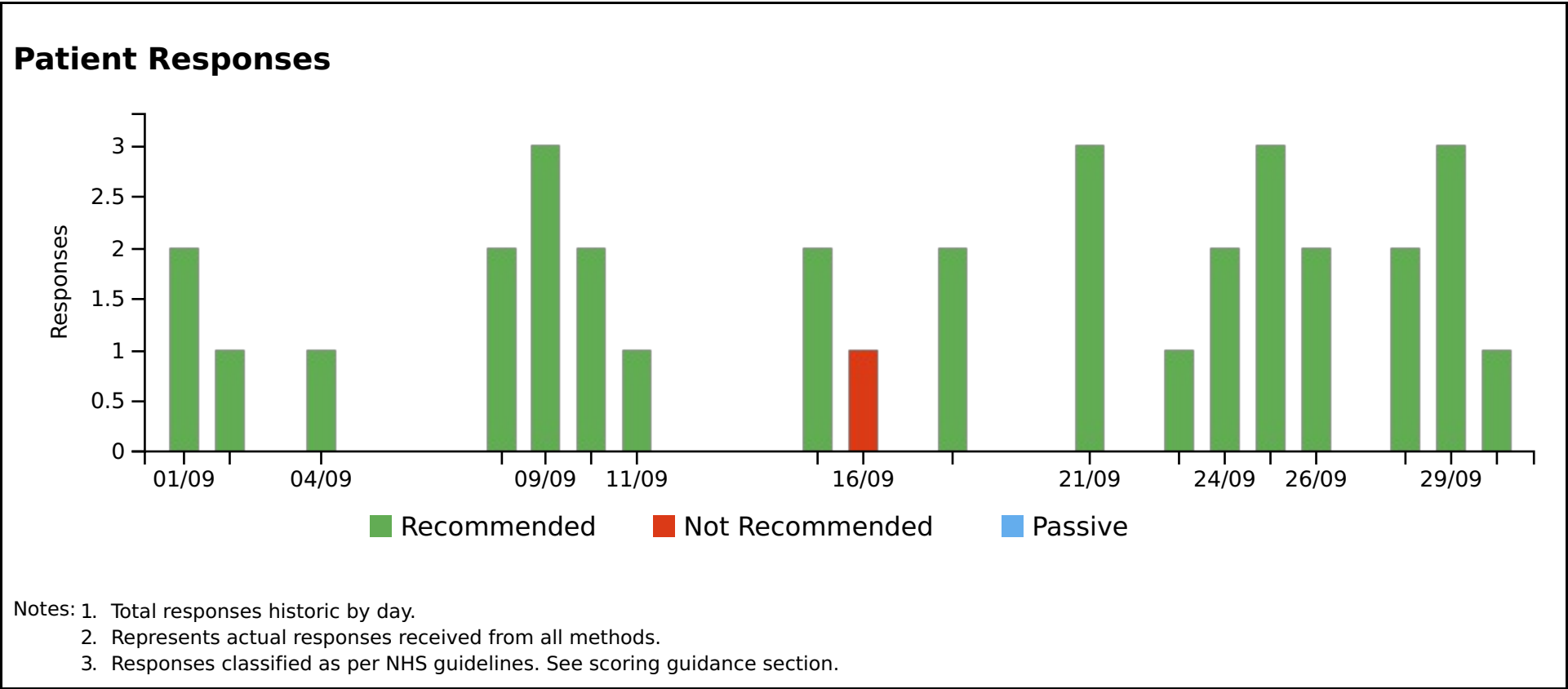
Practice Score: Day of the Week Analysis



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



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	2
Arrangement of Appointment	2
Reference to Clinician	7

Tag Cloud

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.

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

- ✓ Nurse very helpful
- ✓ *Doctor Maria was very good and attentive. Did not feel rushed and was fully listened to. Thank you*
- ✓ Always helpful
- ✓ *Great response and quick appointment, resolved concerns promptly. Very pleased with the on line process introduced.*
- ✓ Good is GOOD
- ✓ *Dr was excellent*
- ✓ I was made to feel comfortable
- ✓ *Jacqueline was amazing. The first time I've ever been absolutely comfortable during a smear, I'd remembered her from my last one 3 years ago. If she is there for my next one, I'd have absolutely no hesitation going - which I never thought I'd say for a smear!*
- ✓ Every thing went smooth
- ✓ *Nurse was very helpful and explained everything very well*
- ✓ You are the best
- ✓ *The young man I saw for physio was very polite. He listened to me, examined, discussed options & then came up with a treatment plan of exercises which he explained clearly. By the time I was home, he had emailed the plan to me. Excellent work - thank you.*
- ✓ Staff always polite
- ✓ *I appreciate the opportunity to discuss my health and future. My meeting with Mark was very helpful to me he was friendly & easy to talk to especially about my end of life. Thank you.*
- ✓ I was happy with the doctor I saw.
- ✓ *The response from yourselves was really quick and I had an appointment the next day.*
- ✓ All of the staff and doctors were very helpful and understanding. They helped me completely and professionally.
- ✓ *Prompt service*
- ✗ Always so nice and helpful
- ✗ *Booked in & seen on time. All info on the "jabs" talked through & leaflet supplied.*

Not Recommended

- ✓ Cost of living can not have a day off because someone decided their going to have a day off

Passive