

FFT Monthly Summary: April 2025



The Mosslands Medical Practice
Code: P87610

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	7	1	1	0	0	0	0	0	48	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: 172

Responses: 48

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	7	1	1	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	7	1	1	0	0	48
Total (%)	81%	15%	2%	2%	0%	0%	100%

Summary Scores

96%

2%

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:

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

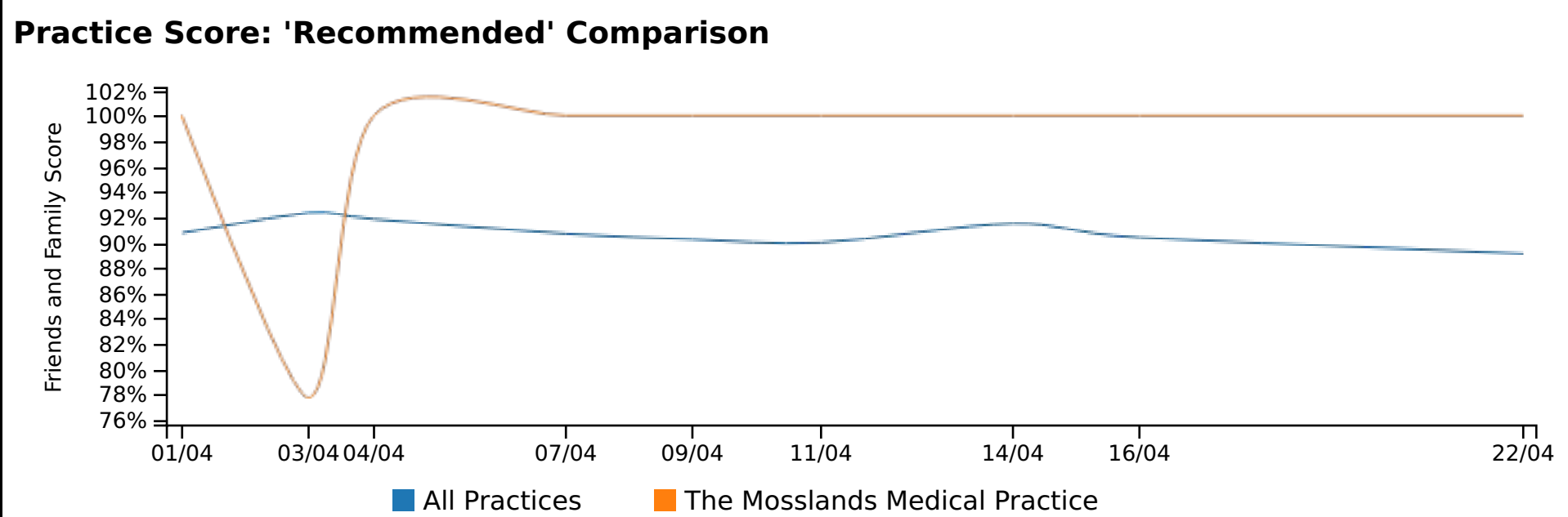
0%50%100%

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.



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%
The Mosslands Medical Practice	100%	92%	100%

Gender

All Practices

91%

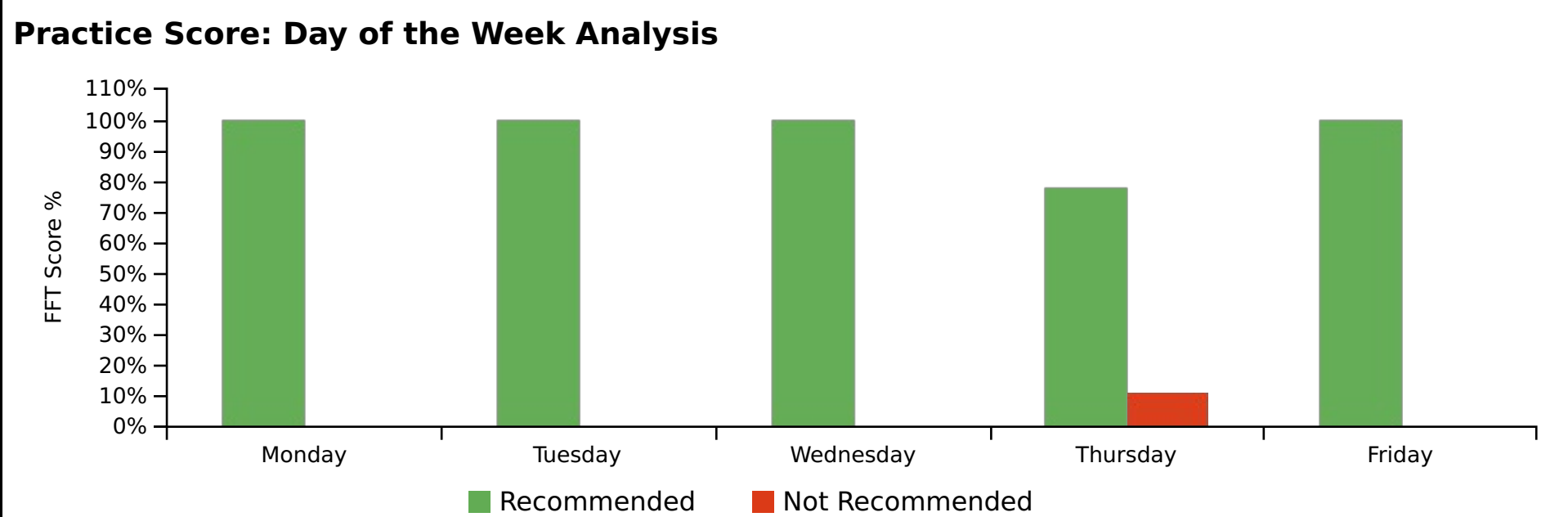
91%

The Mosslands Medical Practice

100%

92%

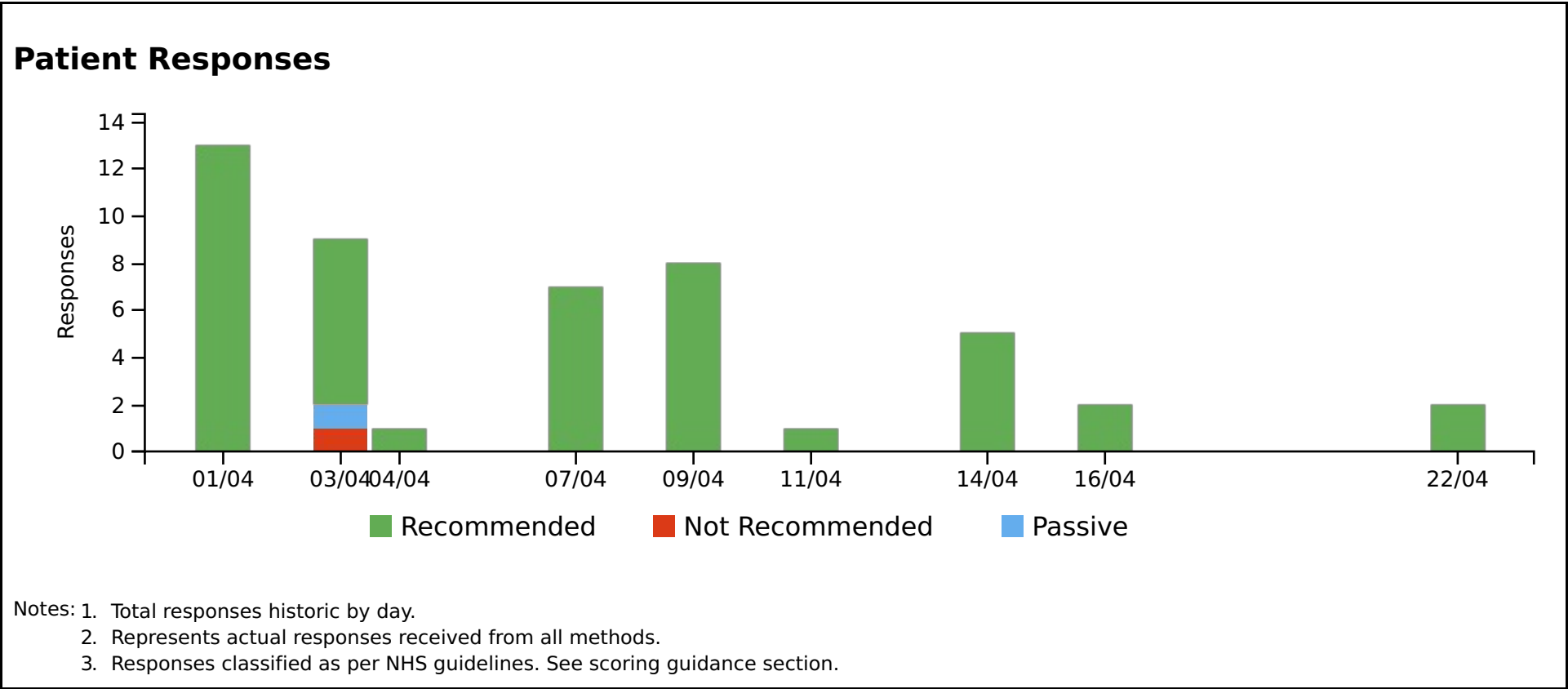
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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	6
Arrangement of Appointment	3
Reference to Clinician	16

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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.

Tag Cloud

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

- ✓Very good service
- ✓*The Dr was understanding to my condition.*
- ✓The service was good and the staff were pleasant and curteous ans achieved there goal
- ✓*Always lovely on the front desks, doctors are always happy and helpful. Never had a bad experience.*
- ✓Due to the service received
- ✓*Seen on time and nurse Stringer very thorough and professional.*
- ✓Staff always happy to help you.
- ✓*The doctor was amazing and so helpful*
- ✓Everyone is so kind & helpful, the receptionist had to leave the job she had been doing taking telephone calls, to help out on the desk, but was so friendly & helpful, & Dr Donaldson was everything you'd wish for in a caring but professional doctor.
- ✓*Always give a good service*
- ✓Joanne always gives me an exceptionally good service. She always puts me at ease and always has a happy, cheerful approach.
- ✓*The staffs are helpful and nicely*
- ✓I have had no problems with the service.
- ✓*Don't usually wait to get threw for a Appointment only waiting a few minutes*
- ✓Dr Jacob has been extremely thorough, diligent and has referred me to all the services need.
- ✓*Friendly and helpful*
- ✓Very helpful, doctors and understand and don't judge, they listen and give good advice and is useful
- ✓*I think everyone try's there very best it is not An easy time*
- ✓On time, clean, very pleasant reception staff, brilliant nurse
- ✓*Because is was good*
- ✓Excellent service
- ✓*Dr Fisher and all the nursing team are perfect examples of compliance of the UKPHR standards. Their continuity of care and empathy towards our family is exceptional.*
- ✓I was a good friendly service
- ✓*Friendly, professional in manner and approach and very reassuring*
- ✓Got a face to app very important to me on time and GP listened to me gave commonse answers and not rushed at a important moment thanks
- ✓*My experience was good*
- ✓I have always found the service efficient and very helpful
- ✓*Telephone appointment on time. Nurse very informative and supportive. Nurse knowledgeable of subject.*
- ✓Friendly with good advice
- ✓*Because the doctor who I saw explained things I could understand*
- ✓Everyone was friendly and helpful
- ✓*Good service*
- ✓Because the Dr actually listened and asked appropriate questions. And them acted on the replies.
- ✓*Filled in the form for an appointment and received a call within 2 minutes for an appointment. Receptionist really polite and friendly. Come to the surgery and again receptionist was lovely and the doctor was fantastic. Couldn't fault anything from start to finish*
- ✓Helpful and friendly staff
- ✓*Very professional and helpful*
- ✓The two lady doctors went out of their way to try and solve my problem and between them made a decision.

Not Recommended

- ✓*Because the doctors don't listen and make you suffer in pain*

Passive