

FFT Monthly Summary: March 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
34	12	2	0	2	0	0	0	0	50	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:

151
50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	34	12	2	0	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	34	12	2	0	2	0	50
Total (%)	68%	24%	4%	0%	4%	0%	100%

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:

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: 92%

Percentile Rank: 55TH

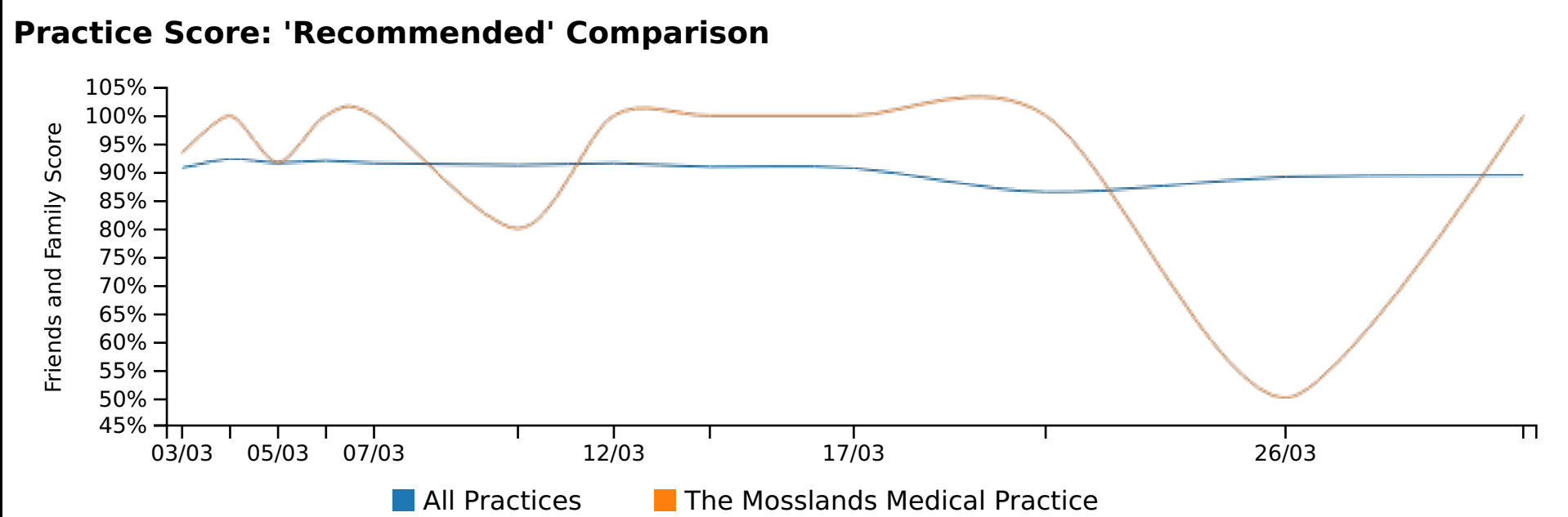
0%50%100%

0% Score

LowerMidHigh Score

92%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 55th percentile means your practice scored above 55% 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	86%	90%	93%
The Mosslands Medical Practice	67%	93%	94%

Gender

All Practices

91%

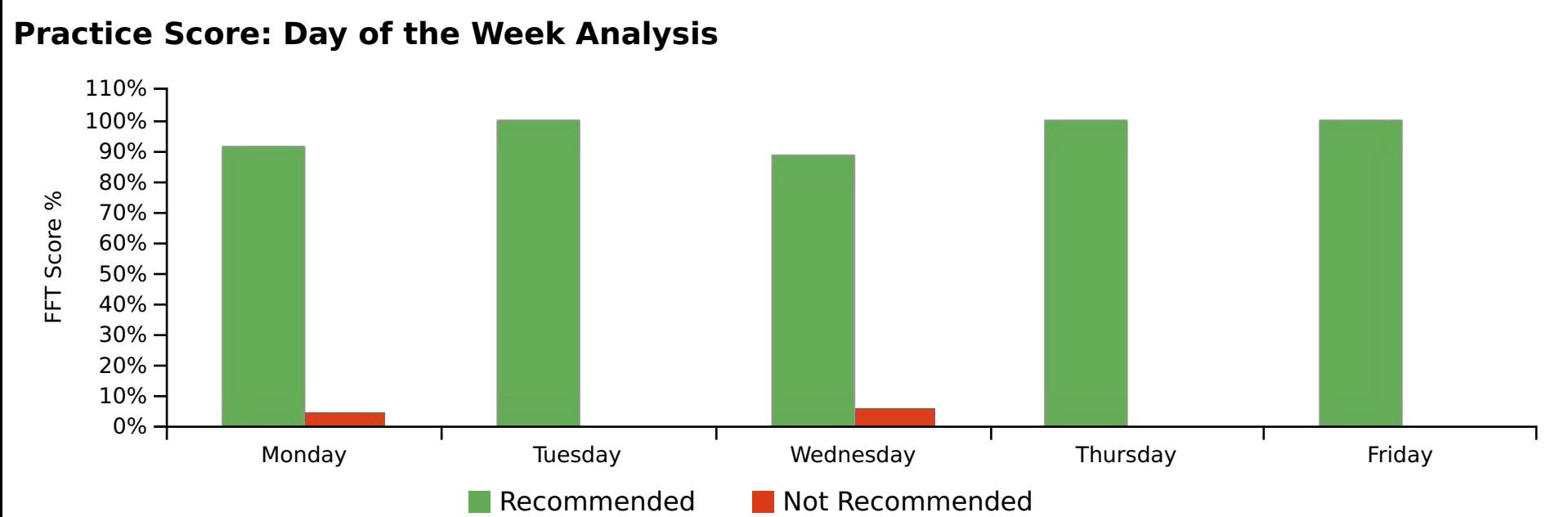
91%

The Mosslands Medical Practice

93%

91%

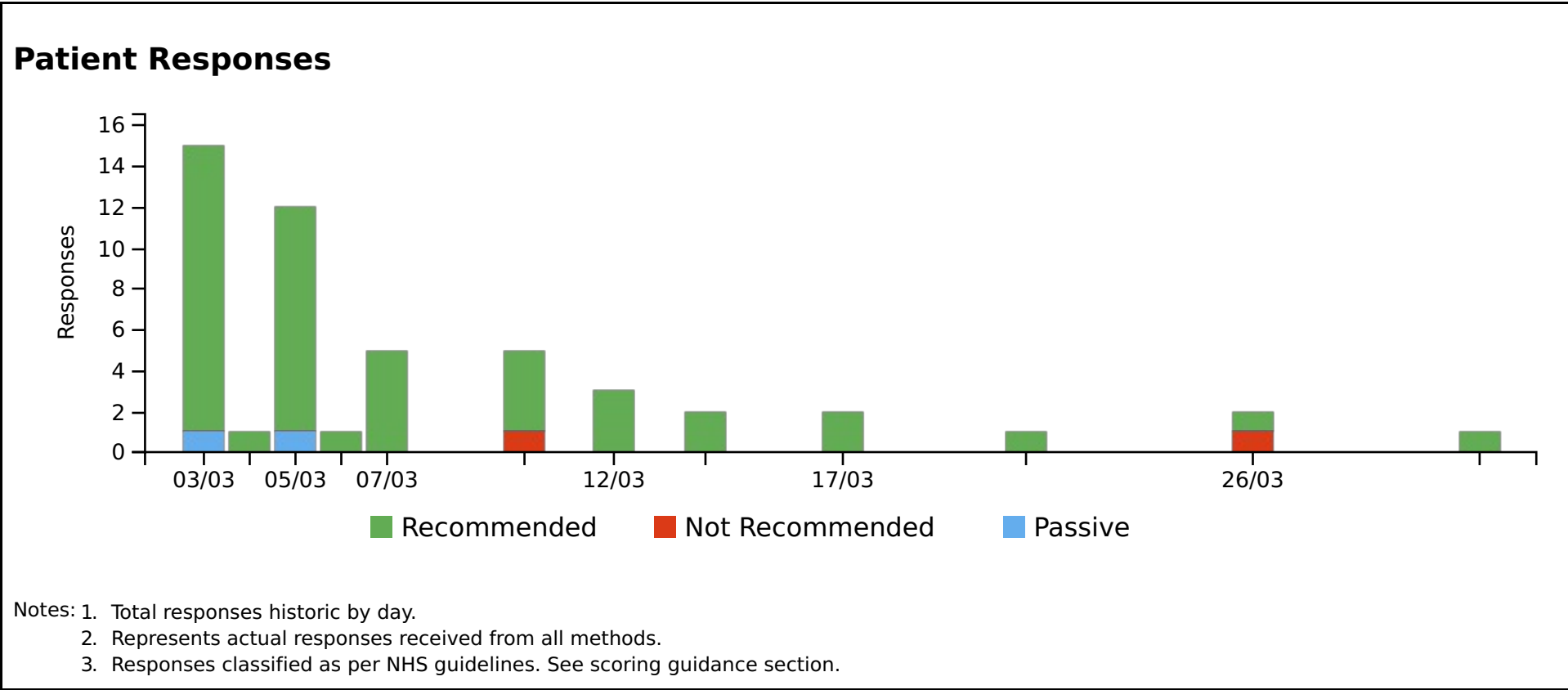
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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	7
Arrangement of Appointment	9
Reference to Clinician	19

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

- ✓ Doctor listened and explained things properly
- ✓ Always had very good experience at Mosslands.
- ✓ Good phone conversation
- ✓ Always have been a fantastic surgery. Very polite to patients and do their best to get you an appointment with your family doctor.
- ✓ Nurse was very polite
- ✓ I had a response the same day I made a request to see a doctor within hours.
- ✓ Prompt reply to online app request. Dr. Took time to listen and was not rushed out the door.
- ✓ Very fast to reply and deal with the problem. Very helpful
- ✓ Very good service
- ✓ The nurse who took my blood was very good
- ✓ The doctor was super helpful
- ✓ Speedy response
- ✓ Very professional good service.
- ✓ Excellent service and a very pleasant nurse, made me feel very welcome and relaxed
- ✓ Prompt service and friendly staff
- ✓ Prompt service. With decision made straight away.
- ✓ No
- ✓ Very pleased with the experience and treat with warm and professional manner and punctually no problems at all
- ✓ Appointment same day and very friendly staff.
- ✓ I had Very Good service at my appointment today. No waiting, polite friendly staff.
- ✓ The Doc was really nice and wanted to help but the records being kept on my medical history are shocking ! Letters from Doctors @ the hospital missing so now I have to find or & take it in to proceed & make a plan . So poor record keeping has messed me up yet again
- ✓ Appointment with Jenny the nurse she was lovely, always remembers me and my family. It feels like you're going to see an old friend rather than a medical professional. Xxx
- ✓ Staff is always very friendly and answers any questions during the appointment
- ✓ Nice friendly staff
- ✓ Nurse was very professional and kind
- ✓ Very good appointment with Carol the nurse gave lots of good advice on diet and how lower cholesterol
- ✓ Chloeis good
- ✓ Doctor was very thorough
- ✓ Appointment was on time. Practitioner was excellent.
- ✓ Everything went well, I received the appointment at Longfiel lodge I wanted & good service by the nurse Kelly
- ✓ Quickly in and out, very friendly staff.
- ✓ Lady on reception was friendly. The nurse who did the vaccination was friendly. Both were efficient as well.

Not Recommended

- ✓ Good at diagnosing conditions but after care, medication, follow up appointments is laughable at best
- ✓ To much waiting time on phone and having to tell the person why u want to see a doctor. And it all on line want to speak with a person. And u have to pay for item when you see a pharmacist

Passive

- ✓ Referral that could have been done over the phone, bit of a dialect barrier with the doctor
- ✓ If it wasn't for a GP out of hours I would not have known about my high blood pressure I don't really come to you as I'm treated different because I smoke