

# FFT Monthly Summary: May 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
35	5	3	1	3	0	0	0	0	47	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients: 164

Responses: 47

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	35	5	3	1	3	0	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	35	5	3	1	3	0	47
Total (%)	74%	11%	6%	2%	6%	0%	100%

Summary Scores

85%

9%

6%

## 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:

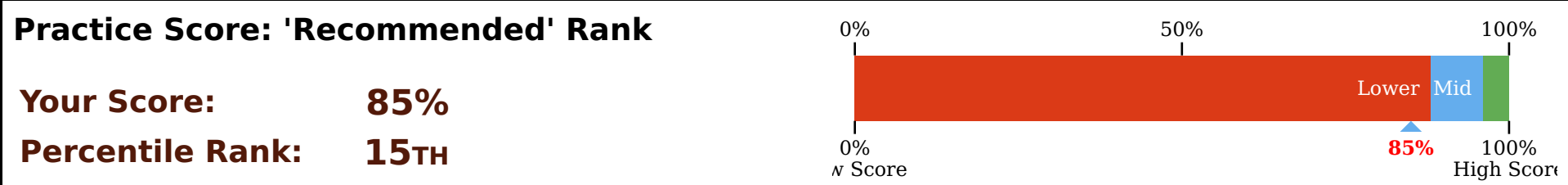
Recommended (%) = 
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

Not Recommended (%) = 
$$\frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

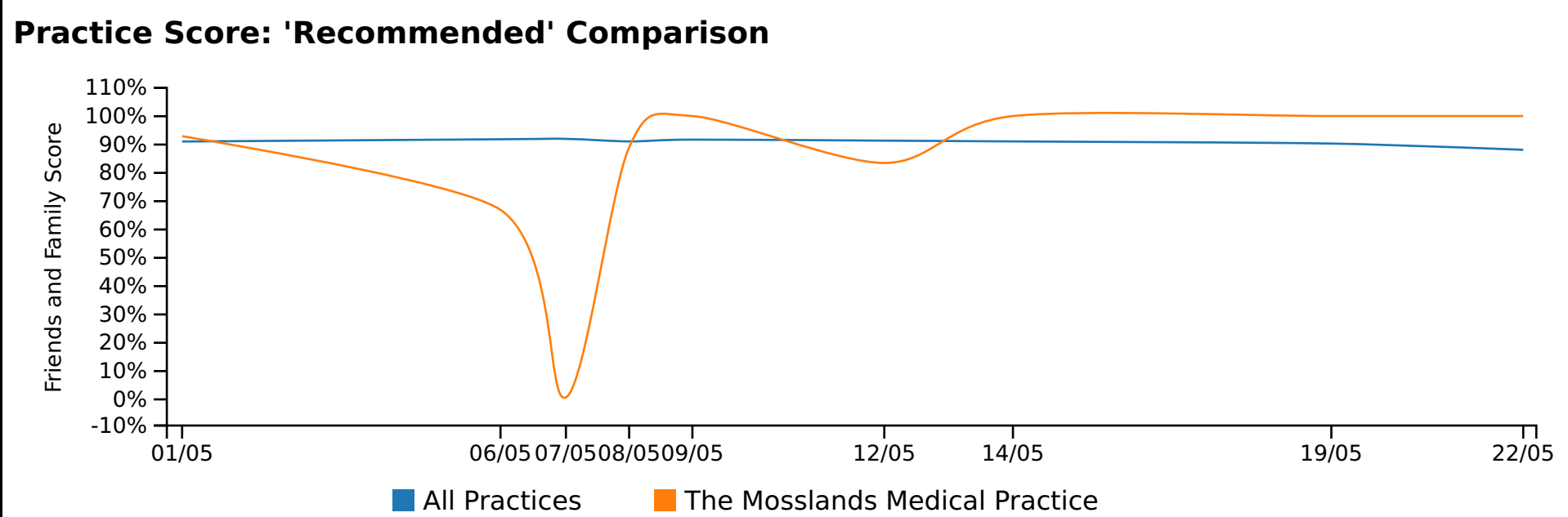
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

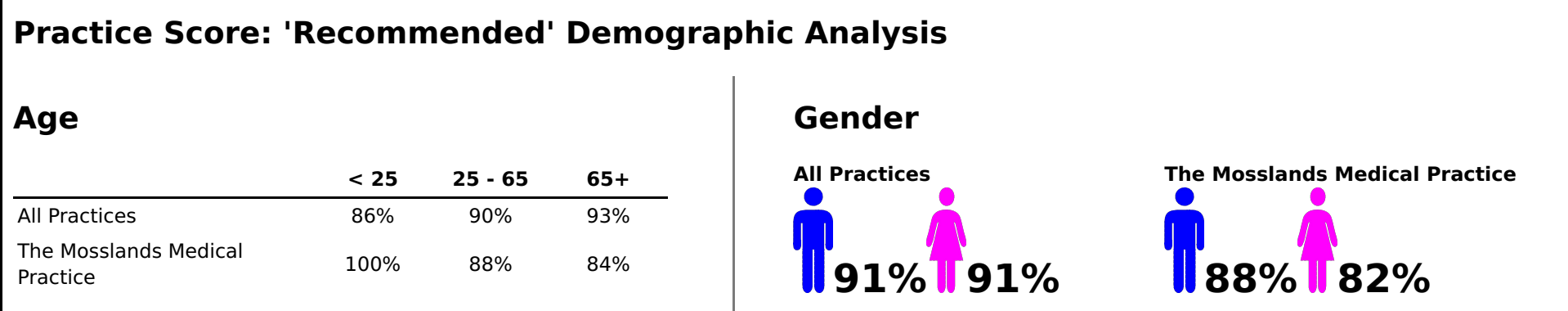
SECTION 3  
Practice Scoring



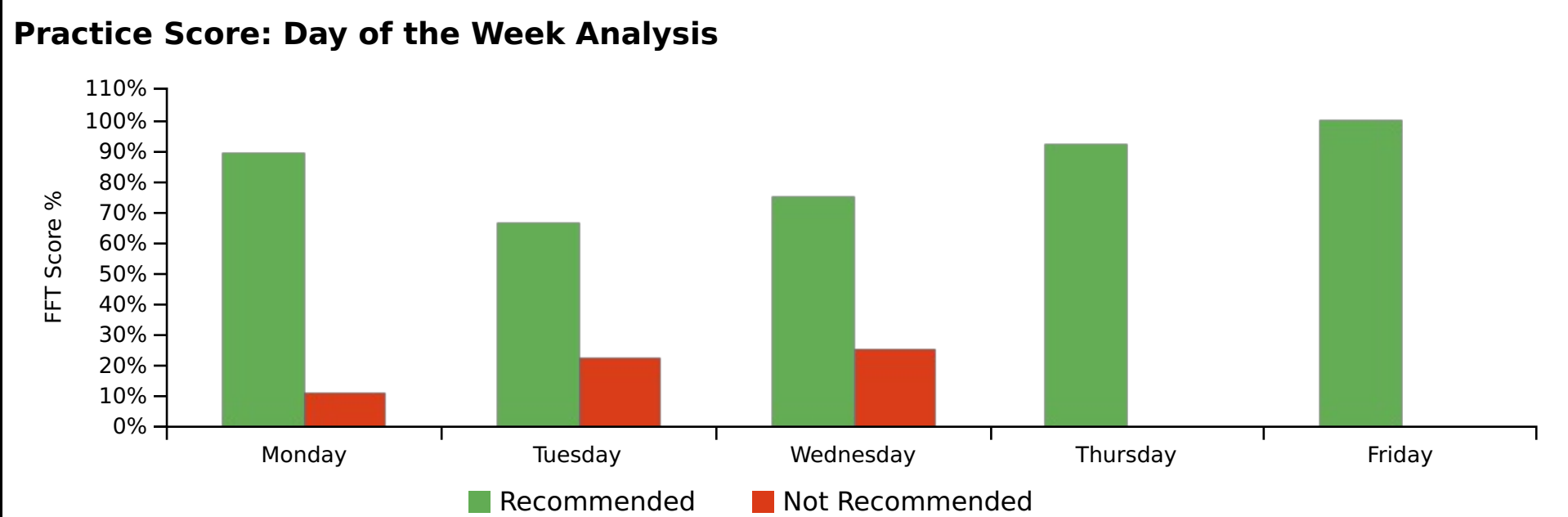
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 15th percentile means your practice scored above 15% of all practices.



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



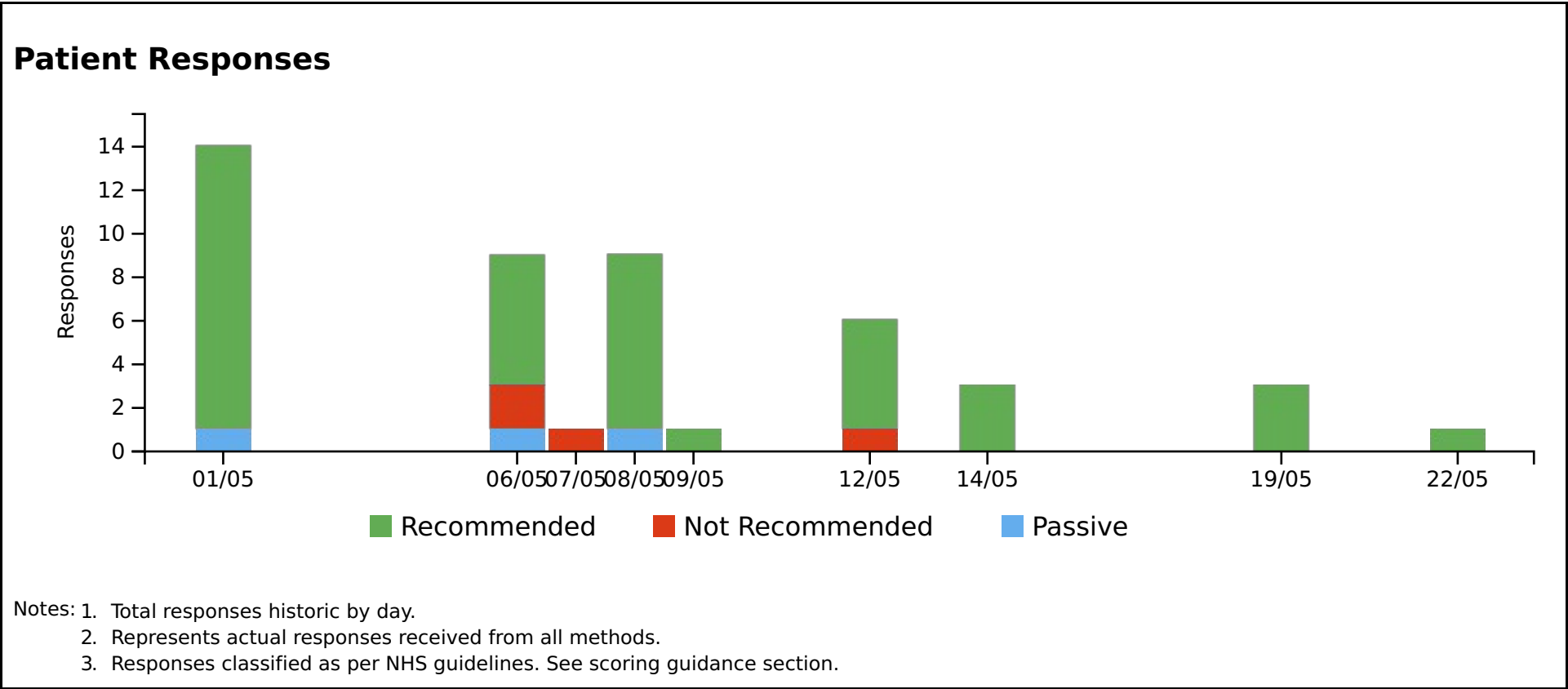
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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

Theme	Frequency
Reception Experience	10
Arrangement of Appointment	8
Reference to Clinician	15

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.

### Tag Cloud

The tag cloud displays a variety of words used by patients to describe their experiences. The most prominent words, shown in larger fonts, are 'good', 'friendly', 'helpful', 'quick', 'efficient', 'always', 'happy', 'nice', 'great', 'lovely', 'polite', 'informative', 'really', 'next', 'still', 'easy', 'full', 'welcome', 'professional', 'poor', 'rude', 'causing', 'occuring', 'hardly', 'pleasant', 'knowledgeable', 'productive', 'waiting', 'effective', 'speedy', 'terrible', 'excellent', 'additional', 'never', 'sick', 'back', 'asking', 'now', 'awkward', 'long', 'last', 'immediately', 'swift', 'previous', 'due', 'nearly', 'exactly', 'trying', 'later', 'numerous', 'taking', 'rather', 'high', 'ago', 'amazing', 'thorough', 'solving'. Other visible words include 'pleasant', 'knowledgeable', 'productive', 'waiting', 'effective', 'speedy', 'terrible', 'excellent', 'additional', 'never', 'sick', 'back', 'asking', 'now', 'awkward', 'long', 'last', 'immediately', 'swift', 'previous', 'due', 'nearly', 'exactly', 'trying', 'later', 'numerous', 'taking', 'rather', 'high', 'ago', 'amazing', 'thorough', 'solving'.

## 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

- ✓ Kelly is a very good nurse have seen her for a lot off years and she is good at her job
- ✓ Please refer to previous answer
- ✓ The doctor listened to my problems she solved some of them, I was seen to on time. And the staff was lovely
- ✓ Came in for bloods was on time no waiting around in and out
- ✓ I have always had high blood pressure whenever it has been taken bu bu
- ✓ Appt on time . Doctor was helpful and friendly . Organised a follow up while I was there .
- ✓ There was no issues
- ✓ Doctor was really good that I seen but still can't book me an out of hours blood appointment after two years receptionist said he would sent to admin but they sent it to admin nearly two years ago and they've still not fixed it
- ✓ I saw dr partridge who was very helpful and listened to my concerns
- ✓ The doctor that I had , She listened to me and let me finish all my sentences really kind doctor
- ✓ Quick, efficient and friendly
- ✓ Very happy with speedy service
- ✓ Because you are good you have great staff who know what they are doing
- ✓ I have experienced excellent care from all at the Surgery. The reception staff are always helpful and understanding. The Drs and Nurses give good care. I know there are times when we don't always get appointments immediately but I have found the process always try's to accommodate me. Thankyou.
- ✓ Swift,polite explained what was occurring and helped when questions were asked
- ✓ Very good service
- ✓ Amazing dr she was very lovely
- ✓ Productive app
- ✓ You have sent me a text for your service this morning
- ✓ 1 very good
- ✓ Punctuality friendly appointment
- ✓ Quick & efficient
- ✓ I received an appointment within 30 mins of asking for one through the website. I saw the doctor I met a few weeks ago, which was great for the continuity of care. I'm now waiting for a scan and referral date for GU. I have a follow-up appt with Doctorl Hijazi next week.
- ✓ Dr cooke was very thorough. And nice.
- ✓ I am very happy with the treatment I receive I never have to wait long for an appointment and the staff are all lovely. Thank you
- ✓ Staff were all great, friendly and professional. Did everything I needed doing. Receptionist was excellent, sorted out an additional issue for me with my prescription.
- ✓ I phoned to make appointment with the nurse. Call answered very quickly. Receptionist very pleasant. On arrival this morning a nice welcome from reception. Appointment was exactly on time. The nurse was very informative and made my appointment very easy. Thank you.
- ✓ The reception staff were really helpful (unlike the last time I attended)The nurse was lovely, knowledgeable and informative
- ✓ Quick, effective and friendly
- ✓ Because they got my sick daughter seen today
- ✓ Dr was efficient. Polite and did what was expected

## Not Recommended

- ✓ I filled in 3 online forms did not get a call back in specified time frame then missed the call because it was outside of the time frame then told i have to wait another day to speak to the Dr when i tried the next day i couldn't get through to then be told the surgery is shut for the afternoon because of training. I put numerous times in my online for i need a blood test to get an appointment 2.5 weeks later at 11:30am to be told theres nothing they can do without a blood test and i have to come back in a weeks time for another blood test before 9am all this is taking time out of work, i had 1 full week off work due to the stress and anxiety it had been causing me and still do not feel any closer to solving my issues.
- ✓ *Verry poor staff couldn't get see My doctor some locum that could hardly speak English look at my record I been with this surgery for over 40 years it's terrible*

## Passive

- ✓ I find one of the receptionist rather rude and make things awkward when trying to get an appointment