

FFT Monthly Summary: June 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
36	12	0	0	1	0	0	0	0	49	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: 169

Responses: 49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	36	12	0	0	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	36	12	0	0	1	0	49
Total (%)	73%	24%	0%	0%	2%	0%	100%

Summary Scores

98%

2%

0%

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: 98%

Percentile Rank: 95TH

0%50%100%

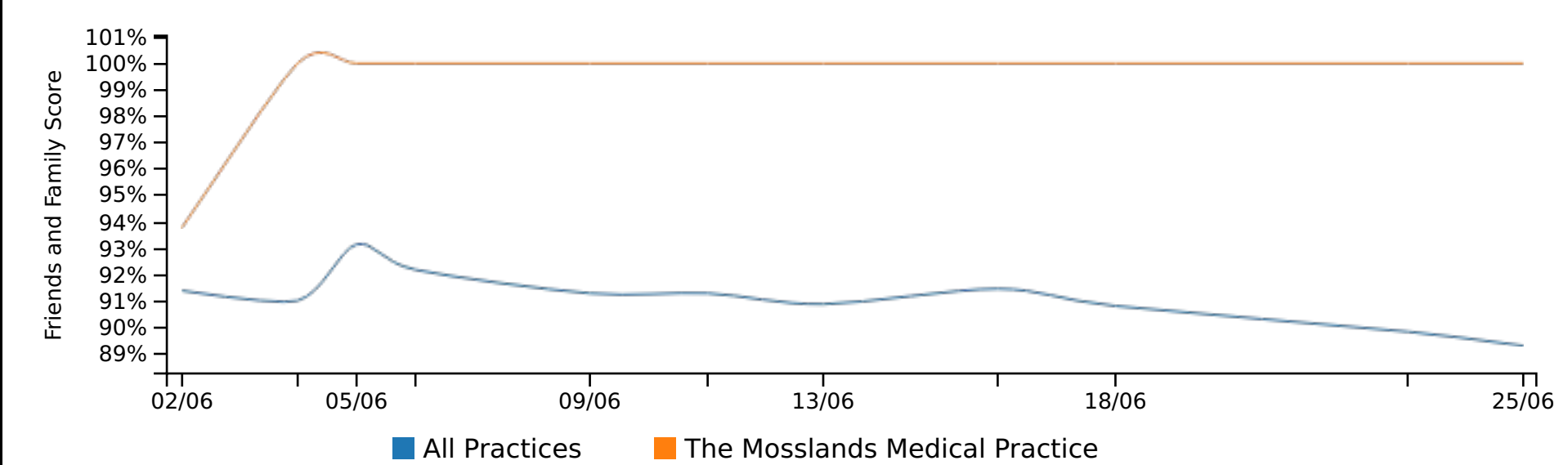
LowerMid

69%98%

Low ScoreHigh Score

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 95th percentile means your practice scored above 95% 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	86%	91%	93%
The Mosslands Medical Practice	100%	100%	96%

Gender

All Practices

91%

91%

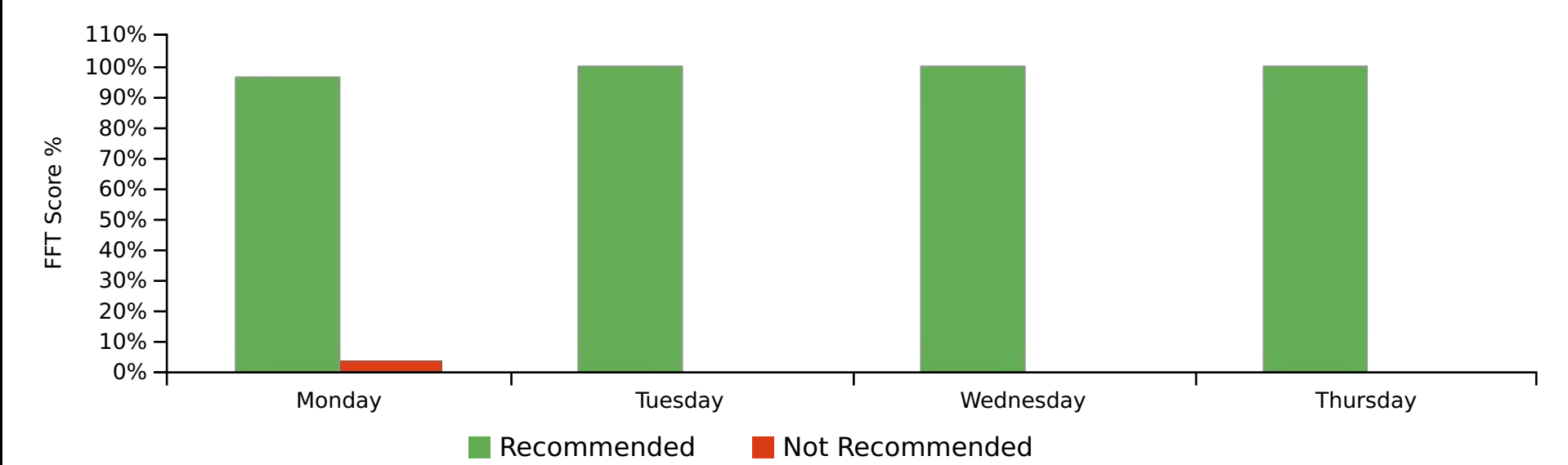
The Mosslands Medical Practice

100%

97%

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

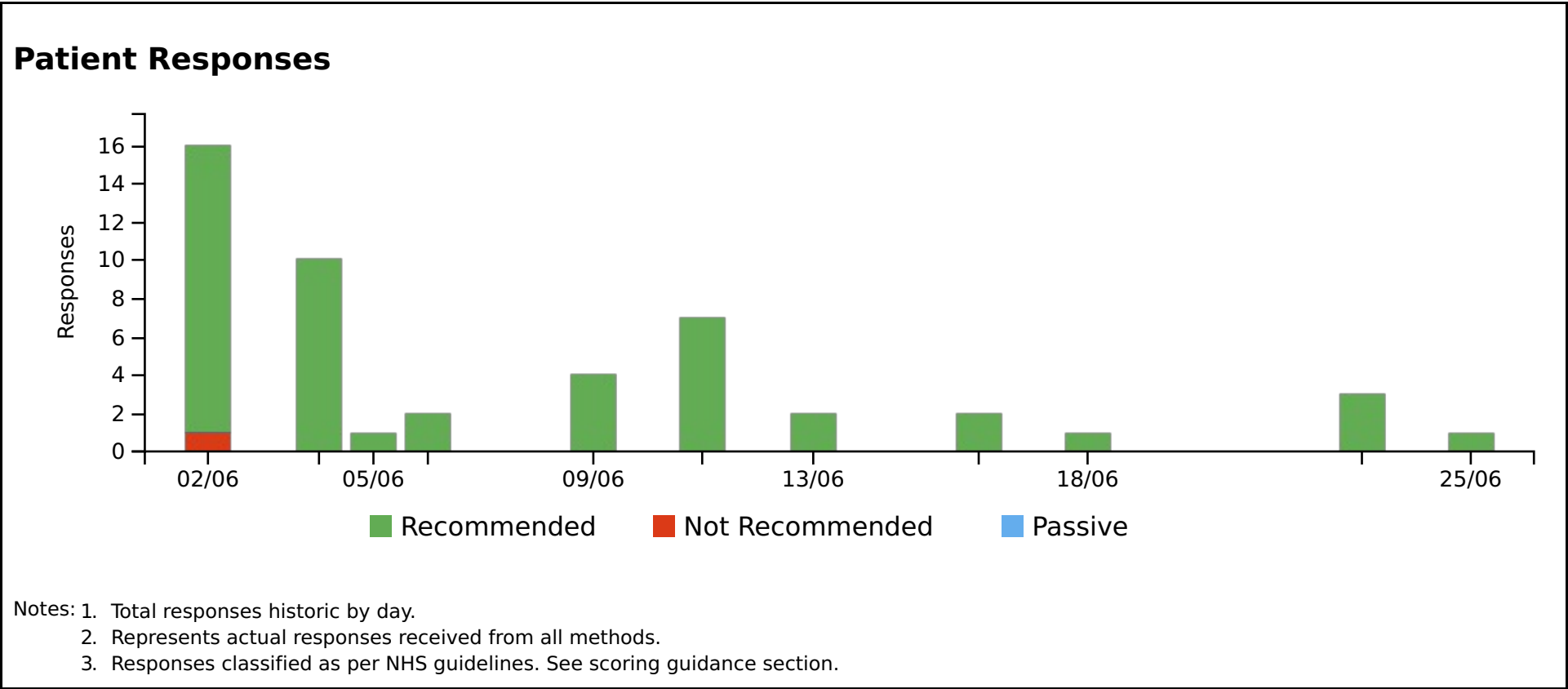
Practice Score: Day of the Week Analysis



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



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	6
Arrangement of Appointment	4
Reference to Clinician	14

Tag Cloud

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.

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

- ✓You've been very supportive of mine & my family's needs recently
- ✓To be fair there was only 3 people in the waiting room,& I'd just got a water from the machine & sat down & was then called by Joanne..All very quick & pleasant..
- ✓Very professional, friendly, reassuring. Very clear advice and guidance.
- ✓Always seen promptly and efficiently
- ✓hCA (Jamie)excellent, booking said appt more problematic
- ✓Because it's been over 12 month since I moved practice I've had great satisfaction
- ✓The nurse was friendly and professional
- ✓Friendly receptionist and excellent nurses not sure about the Doctors never really get to see them .
- ✓Yes, the medical centre staff including medical have always been very helpful and ensure I receive the best possible service.
- ✓Excellent communication, polite staff
- ✓My appointment started in time, I was given the opportunity to discuss my concerns with the GP and also had the choice of resolutions.
- ✓Response was dealt with quickly
- ✓I always get to see a doctor or nurse when required and I'm always given advice on subjects that worry about .even if it's not related to why I'm there .
- ✓Everyone is kind and professional
- ✓Gp was very thorough and gave good advice and a treatment plan.
- ✓The appointment was within reasonable time. I was seen at the right time and was informed what was the reason for the appointment
- ✓My appointment was very quick and thorough. kelly the nurse went out of her way to sorted out some meds for me
- ✓Very nice Dr efficient etc but never seen the same person twice. It would save a lot of time to see the same person, especially when you have a lot going on.
- ✓Because was easy to talk to nurse and she explained meds to me
- ✓Very polite receptionist. Dr Craighey was very professional.
- ✓On time nice personality very professional thank you
- ✓Doctor I seen was lovely
- ✓Drs and staff very helpful
- ✓Excellent telephone service and no waiting when I got to surgery and nurse was extremely friendly
- ✓From reception Charlotte to consultation with Dr Partridge, both excellent
- ✓Everything was satisfactory
- ✓My blood test was quick and painless.
- ✓Didn't have to wait an extra 20 mins after appointment due time, HCA was kind, friendly and engaging
- ✓Because the service i got today with Kelly x
- ✓The nurse listened and helped with my questions
- ✓Because I had faith in him and will go with his suggestion
- ✓Seen this morning by a Nurse who was so lovely and very professional and made me feel so at ease

Not Recommended

Passive