

# FFT Monthly Summary: July 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	1	2	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients:**  
**Responses:**

**145**  
**50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	34	12	1	2	1	0	<b>50</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>34</b>	<b>12</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>68%</b>	<b>24%</b>	<b>2%</b>	<b>4%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

**Summary Scores**  

92% 6% 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: 92%

Percentile Rank: 55TH

0%50%100%

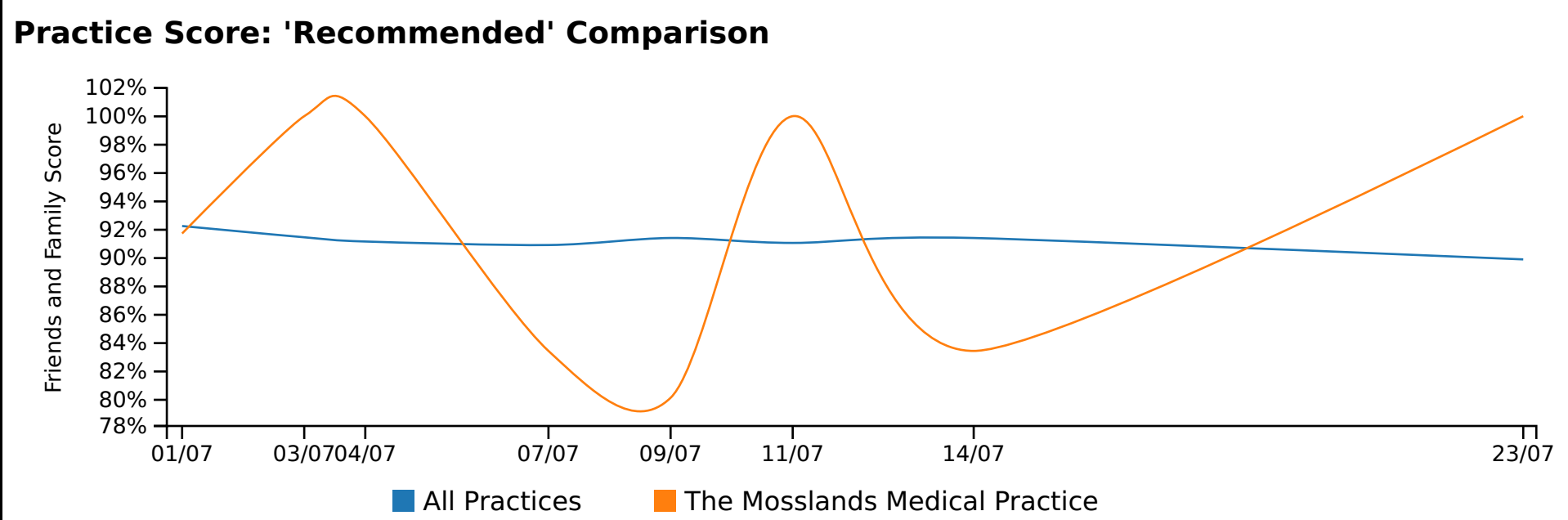
0%Score

LowerMidHigh

92%100%

High 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 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	100%	97%	83%

Gender

All Practices

91%

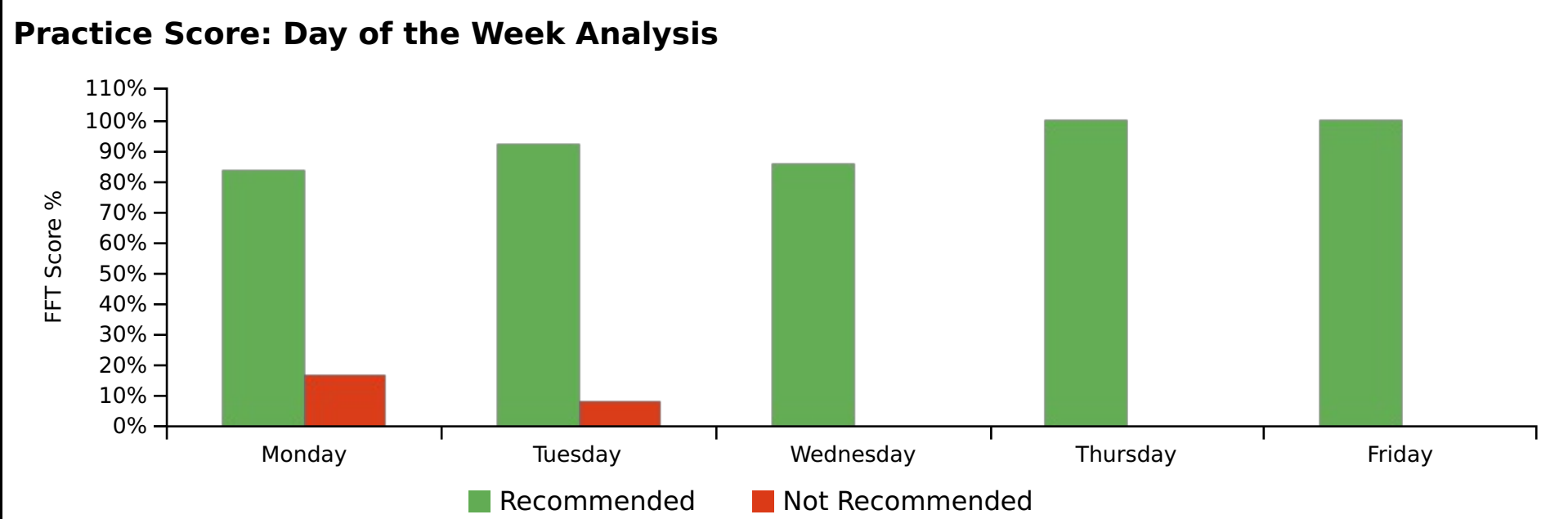
91%

The Mosslands Medical Practice

95%

90%

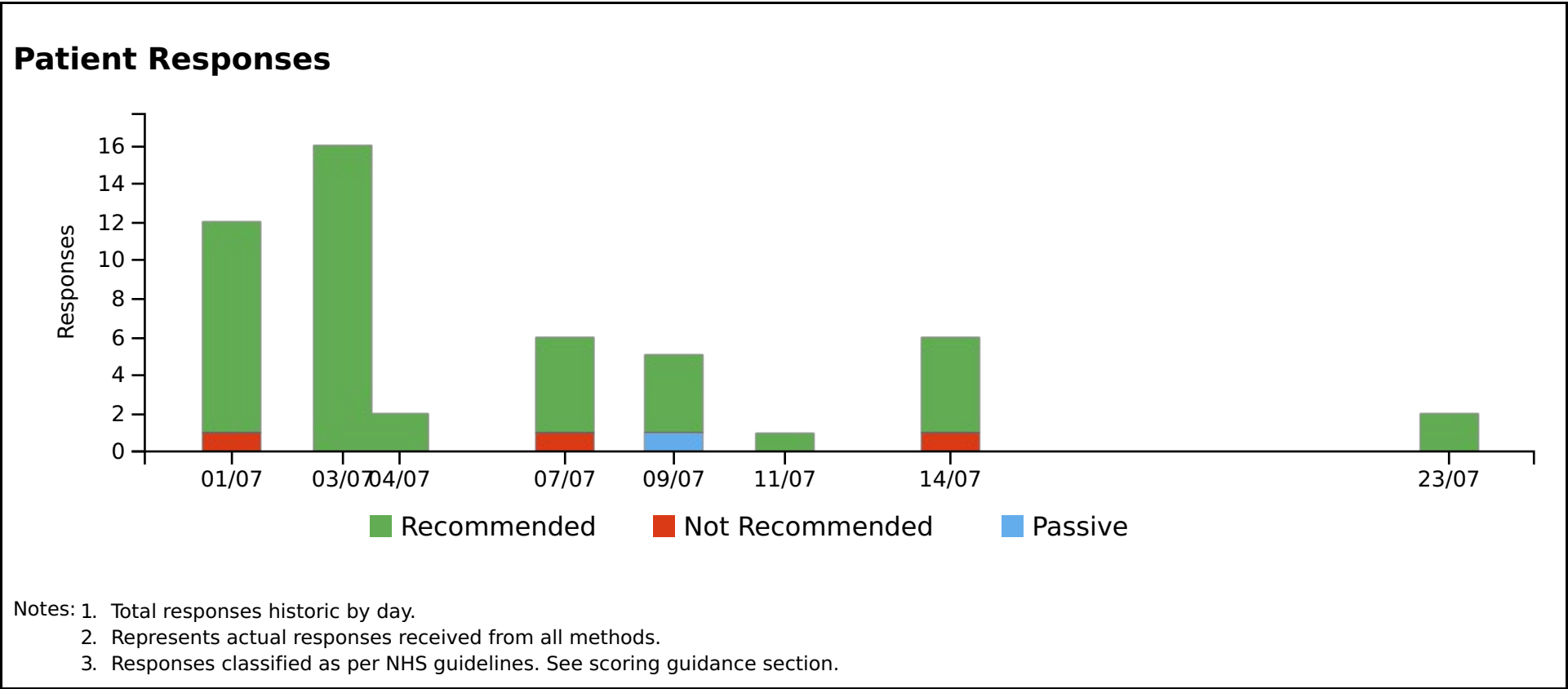
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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	4
Arrangement of Appointment	6
Reference to Clinician	12

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

## 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 lovely. Very considerate & personable. She has treated all of my family & we are very grateful for her due care & attention she gives is impeccable
- ✓ *I felt listen to, tests done, also didn't feel rushed out*
- ✓ The go was very helpful and supportive and made all the referrals that I needed and I was also given some supportive advice around my mental health
- ✓ *Seen on time, clinician was very helpful*
- ✓ I would have given a 1 but they missed a prescription I sent them and I'm still awaiting the medication.
- ✓ *Because the nurse i saw told me exactly what j was having done plus she had a lovely manner as well lovely to talk and very kind and understanding*
- ✓ Friendly and helpful. Efficient, reliable and reassuring.
- ✓ *You asked me to tell you my experience so I answered*
- ✓ I think there has been an great improvement when ringing in & Staff are very professional and try their best to help you Also if you need bloods taking these get snapped up very quickly
- ✓ *I haven't been to the drs for a long time so based of my appointment this morning. Nurse was very nice .*
- ✓ Nurse was really friendly and talked me through everything as she was working. I felt at ease and the patient care was excellent.
- ✓ *Charlotte who dealt with me was very attentive, caring, gentle, & was very professional, she always is understanding too*
- ✓ Easy to book, appointment started on time, pleasant staff
- ✓ *The nurse put me at ease & was able to answer any questions I asked*
- ✓ Very thorough service
- ✓ *Very good understanding of the doctor and nurses and they was very good with me*
- ✓ Appointment arranged easily. Seen in a timely manner.
- ✓ *Everything went perfectly well*
- ✓ The Dr. Was spoke/explained things well and was empathetic
- ✓ *Very happy. Doctor was very thorough.*
- ✓ Young lady on reception very good and polite. 10.45 appointment to see nurse, saw nurse at 10.45. She was extremely good and very friendly.
- ✓ *The Doctor Really Listened To Me & Was Very Helpful With Helped Me A Lot Just The Way It Should Be.*
- ✓ Did everything he could
- ✓ *Because I'm always met with a friendly and helpful attitude*
- ✓ Straight in straight out and welcome with a smile
- ✓ *Friendly, excellent advise.*
- ✓ My appointment went smoothly
- ✓ *Excellent nurse, didn't feel my bloods being taken. It can sometimes hurt, but it did not.*

## Not Recommended

- ✓ Unhelpful, dismissive experience... opposite to empowering, without emotion, empathy or understanding ...
- ✓ *Treatment I got on Friday was a waste of time had to go back today and thankfully it was doctor White finally I will get the treatment I need*
- ✓ Nurse didn't check patient demographics, no confirmation of name, dob and address. During blood test, site wasn't wiped with alcohol wipe, tourniquet left on during procedure when as a phlebotomist myself, we remove tourniquet as soon as blood flow established. No cotton wool/ gauze should be applied to the area until needle has been removed from site, vein was pressed with cotton wool whilst needle still in situ causing pain and a bruise.

## Passive

- ✓ The online form is too complex and it is easier to phone up for appointment or call in. The receptionists now are far better and polite. Anyone with dyslexia has problems with spelling and cannot do the form. The surgery is starting to get better.