

FFT Monthly Summary: January 2026



The Mosslands Medical Practice
Code: P87610

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	8	1	0	0	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:

152
50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	8	1	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	8	1	0	0	0	50
Total (%)	82%	16%	2%	0%	0%	0%	100%

Summary Scores

98% 0% 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: 98%

Percentile Rank: 95TH

0%50%100%

0%Score

High Score

LowerMid

98%

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

Date	All Practices	The Mosslands Medical Practice
02/01	92.5%	100%
05/01	92%	100%
07/01	92.5%	88%
09/01	93.5%	100%
12/01	93%	100%
14/01	93.5%	100%
19/01	90%	100%
23/01	90.5%	100%
26/01	91.5%	100%

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	88%	91%	94%
The Mosslands Medical Practice	100%	100%	94%

Gender

All Practices

93%

92%

The Mosslands Medical Practice

100%

96%

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

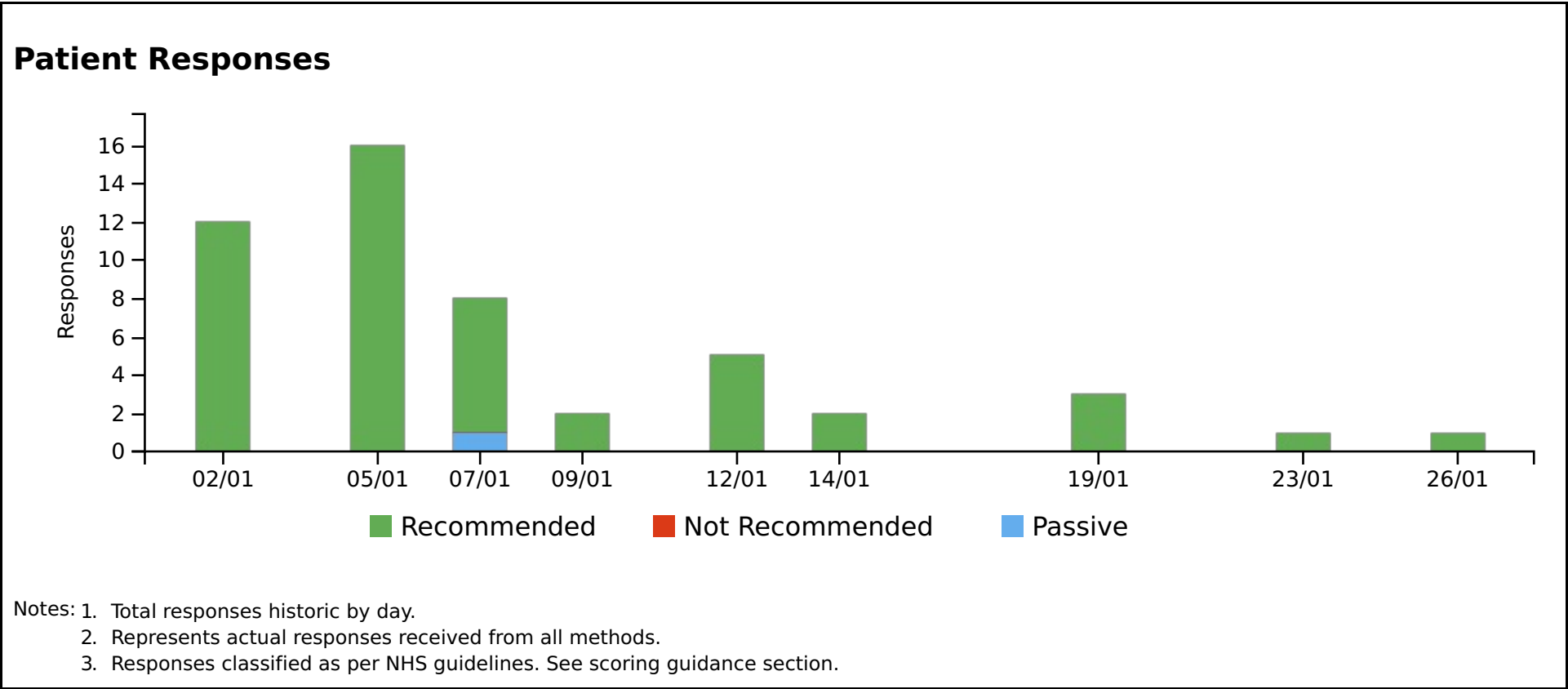
Practice Score: Day of the Week Analysis

Day	Recommended	Not Recommended
Monday	100%	0%
Tuesday	100%	0%
Wednesday	100%	0%

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	8
Arrangement of Appointment	10
Reference to Clinician	18

Tag Cloud



- 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.

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

- ✓ I felt listened too, and understood .
- ✓ *I didn't have to wait long to be seen and the nurse didn't take long to do my blood test or my blood pressure and weight .*
- ✓ Excellent service, not rushed , explained everything
- ✓ *Got a quick appointment and nurse was great.*
- ✓ Prompt decisive action
- ✓ *All of the staff I encounter at the practice are always super helpful. Thanks to all*
- ✓ Appointment running on time friendly welcoming reception staff and nurse
- ✓ *I filled out the form in the morning, and was seen the same day by dr. Prompt service.*
- ✓ Very helpful
- ✓ *Personable staff and helpful advice*
- ✓ I was seen quickly by a doctor .
- ✓ *Dr Donaldson went to great lengths to ensure I got the care I needed to be given when she sent me to Salford Royal following my appointment , thank you*
- ✓ I found your service very good and friendly, thank you.
- ✓ *The doctor is a conscious person who listens to the problem of his patients*
- ✓ Because the nurse was lovely with me and made me feel at ease.
- ✓ *Dr Kieran is very approachable and genuinely cares. I can't fault her.*
- ✓ Kelly the nurse is so good
- ✓ *Cos it was good.*
- ✓ On time and efficient
- ✓ *Very easy to get an appointment. Dr Oliver Askew was great*
- ✓ I was given a very good appointment and given the time to explain about another issue I needed to talk about which was dealt with.
- ✓ *Easy to talk to and explained well with solutions.*
- ✓ Maybe I over loaded the doctor with to much information as I have to wait until the 26th for my bloods to be done.
- ✓ *When I need a urgent appointment you can always get me sorted ASAP thanks*
- ✓ Kind and helpful staff. My problem was resolved
- ✓ *Dr Craigie was thorough and helpful. She gave me time to talk too..I had my bloods taken on the same day .The room was cold though ?*
- ✓ I am nearly always at the nurse on a Friday. The girls on reception are very helpful. I had my blood taken today after seeing the doctor the day before. All very nice
- ✓ *No waiting, the nurse I saw was brilliant.*
- ✓ I completed form to doctors surgery and I had a response within an hour, and an appointment an hour later! Brilliant! Staff are kind, helpful and a special mention to Oliver. Very helpful, patient and reassuring. And he diagnosed me pretty quickly with medicine prescribed to help with my diagnosis too!
- ✓ *The staff are great especially at reception They help you out all the time. A big improvement. Doctors are quick to get any problems sorted out. Dr Fisher especially she has always been quick with diagnoses and, exceptionally good to fast appointments for tests with my problems. Dr partridge has been quick to get test ordered. He will sit and listen to you and he is very professional. Dr Craige has got very professional staff.*
- ✓ Its what i would expect from my medical centre
- ✓ *Fast response after filling in online form, appointment given same day, friendly staff*

Not Recommended

Passive

- ✓ Because I can never get a doctor's appointment. Fed up with having to hold on for 20 minute's before phone is answered. At my age with my medical conditions I feel that it is a waste of my time trying to get an appointment So I persevere with my pain and depression. I have very little faith in this surgery.