

FFT Monthly Summary: February 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
40	5	4	0	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:
Responses:

167
50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	5	4	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	5	4	0	1	0	50
Total (%)	80%	10%	8%	0%	2%	0%	100%

Summary Scores

90% 2% 8%

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:90%

Percentile Rank:40TH

0%50%100%

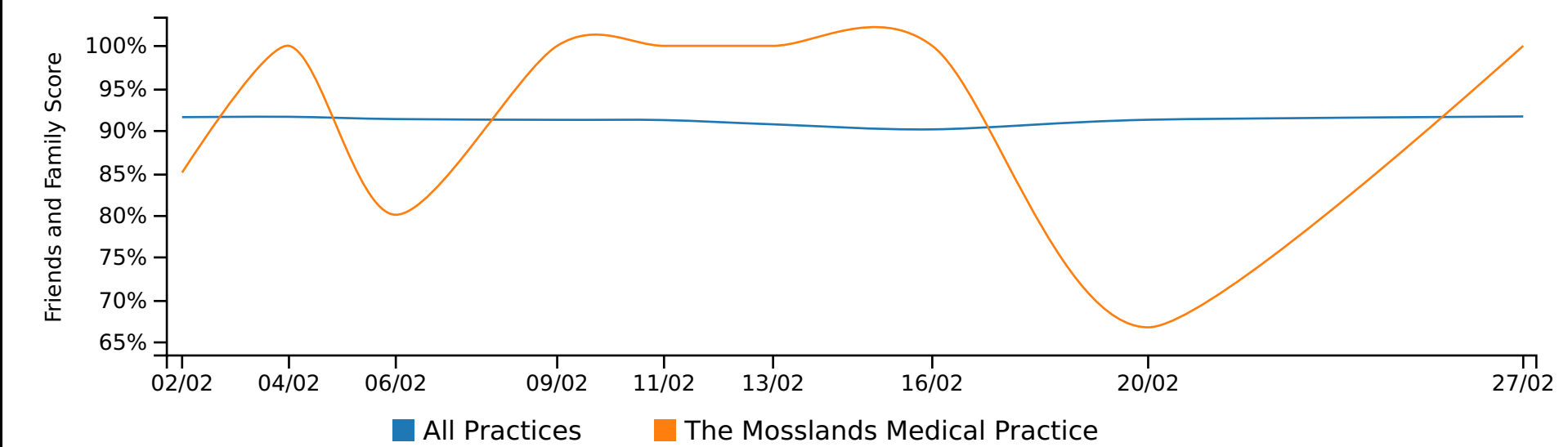
0%Score

LowerMidHigh Score

90%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 40th percentile means your practice scored above 40% 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	87%	91%	94%
The Mosslands Medical Practice	100%	89%	89%

Gender

All Practices

92%

91%

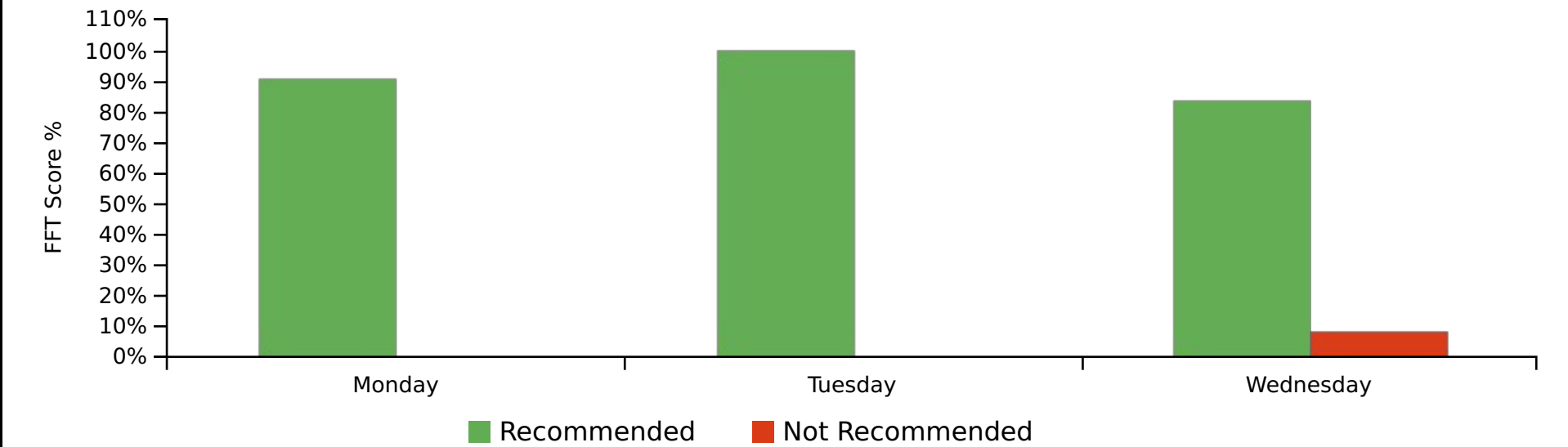
The Mosslands Medical Practice

88%

92%

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

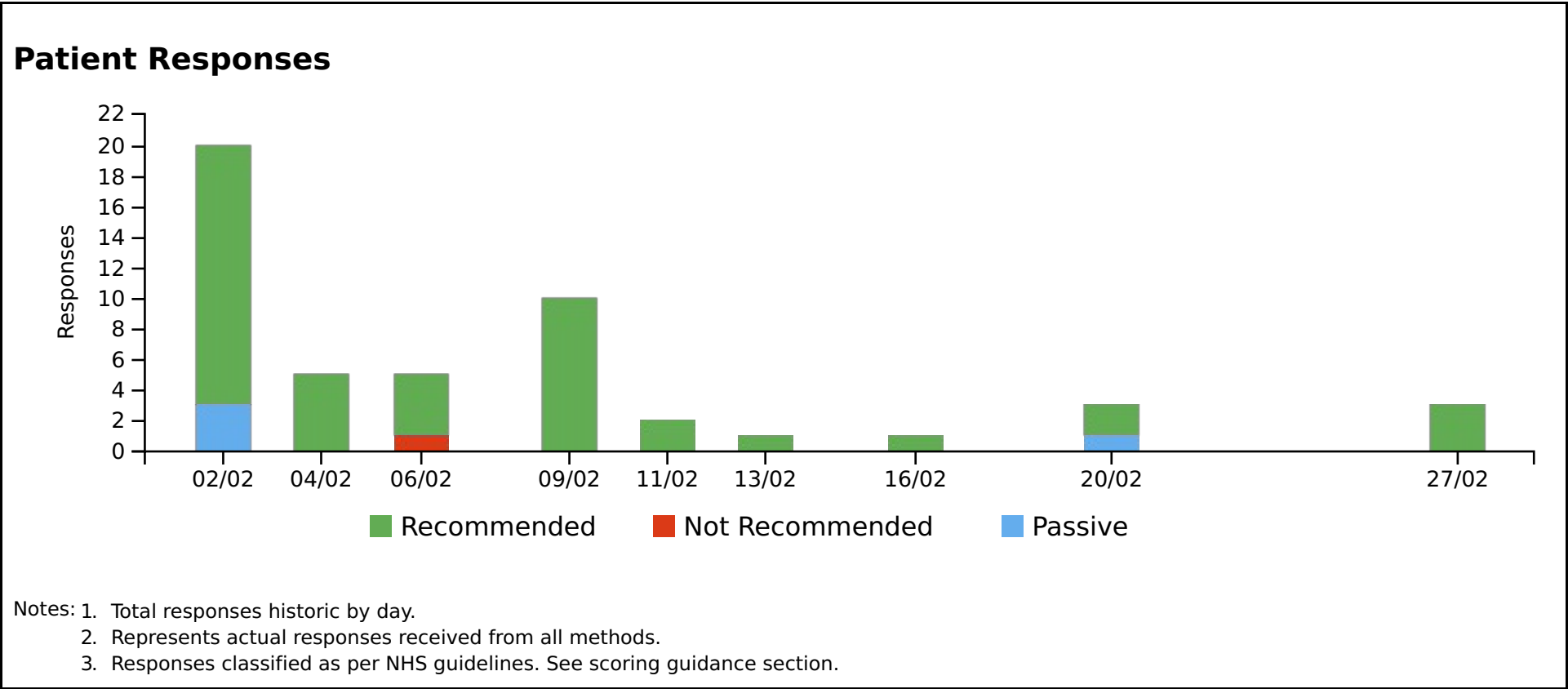
Practice Score: Day of the Week Analysis



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	8
Arrangement of Appointment	9
Reference to Clinician	14

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

- ✓Had an apt. This morning with Simon, I didn't have to wait. I felt he listened to my concerns and out me st ease. The surgery was well lit and warm. Perfect thank you
- ✓the support and comfortability that was provided
- ✓The online appointment request didn't work when requesting an appointment for my son. This has happened before with my daughter. This issue needs to be investigated as I can raise the online form fine for myself but it seems not for it children.
- ✓Quick efficient friendly
- ✓Staff were very helpful and friendly and got an appointment for the same day for a blood test
- ✓Very impressed no problems. I was seen straight away and the doctor had a very proffessional and helpful manner
- ✓I am satisfied with all the information you gave me
- ✓chloe was lovely, very helpful and on time
- ✓Lovely Nurse Carol !
- ✓Nurse was super friendly and entertained my toddler whilst we were there for my other child's injections
- ✓The fact that I could access a doctor quickly without taking previous symptoms to A&E - so conscious of people's time and beds albeit for the forfeit of myself I needed to speak - pending further outcomes thank you
- ✓Reception staff polite, a little late into the appt but the nurse apologised, these things cant be helped, got my bloods taken, nurse was great.
- ✓Appointment on time and staff very professional.
- ✓Good service
- ✓Yes, I only came for an asthma review & they checked my B.P & started me on new tablets & had bloods taken, the lady I saw was very thorough & really nice, putting my nerves at ease. Ive been with yourselves since birth & I think your a great docs.
- ✓My appointment with Jamie the nurse, was relaxed and she made you feel at ease, and didn't not rush me and listen to me, and gave me some good advice
- ✓I had an appointment with the nurse today. She explained everything so I understood
- ✓The nurse jamie was verry polite and listened to my conserns
- ✓All ok no problems
- ✓It was all very professional
- ✓I find I have to come down to the centre, because on the home your stuck in a queue for what seems like ages,no disrespect to the staff but it's quicker to come down,
- ✓Early appointment plenty car parking spaces
- ✓Very informative, attentive, and helpful.
- ✓Because the service I received from both the nurse and the receptionist was both courteous and professional.
- ✓Nurses were very good helping me. BUT it is also a 5 as wrong appt had been made for me
- ✓2 a good serviceMost of the people are very good and knowledgeable
- ✓Got the appointment and treatment required in a timely manner
- ✓The nurse was great and really helpful and talkative
- ✓Friendly staff, easy to contact and get the answer you need
- ✓Same very good service
- ✓The appointment was on time,the a nurse was polite and efficient.
- ✗The appointment was on time and the staff was very welcoming, professional and informative.
- ✗Dr Fisher is exceptionally good and understanding been going to her for many years. I'm so grateful to her and all the staff

Not Recommended

- ✓I couldn't access needed medication due to consultant letter not received in 3 weeks, was not believed on the contents of the letter . Given alternative number for help that went to answer phone and advised contacting GP or going to a and e. Still no treatment for a condition that has previously hospitalised me.

Passive

- ✓Very good ?
- ✓Not listening