

FFT Monthly Summary: March 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
37	7	1	2	1	0	0	0	0	48	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:

173
48

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	7	1	2	1	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	7	1	2	1	0	48
Total (%)	77%	15%	2%	4%	2%	0%	100%

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

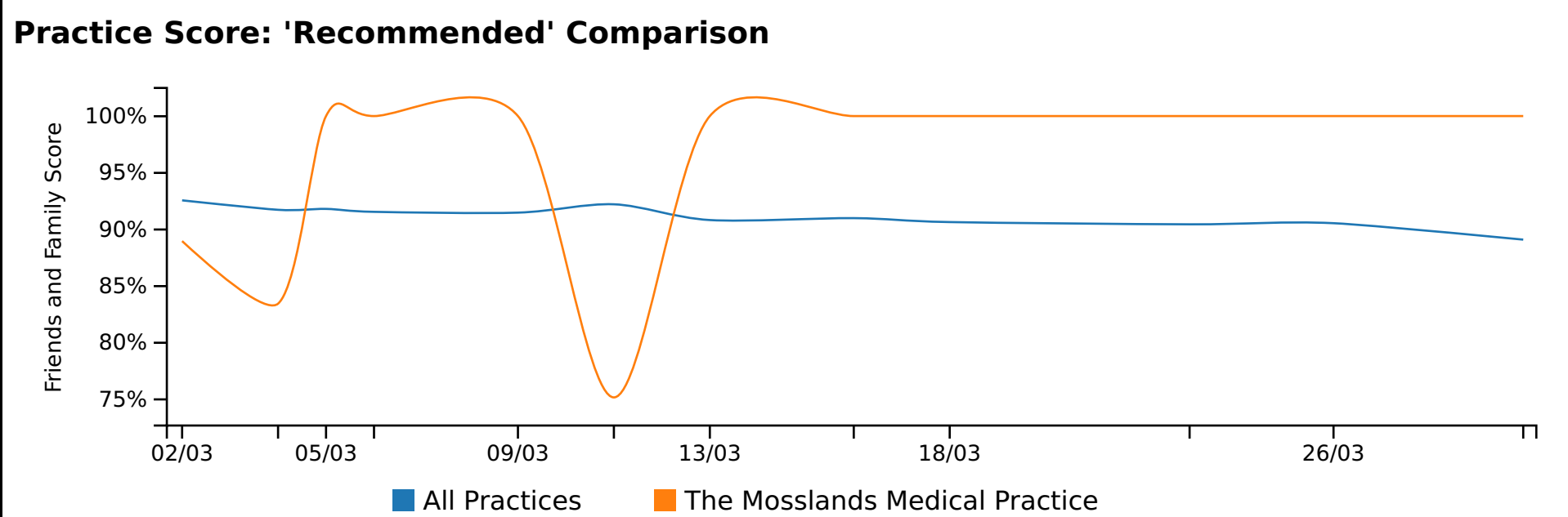
0%50%100%

LowerMid

50%100%

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 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%	91%	94%
The Mosslands Medical Practice	100%	92%	90%

Gender

All Practices

91%

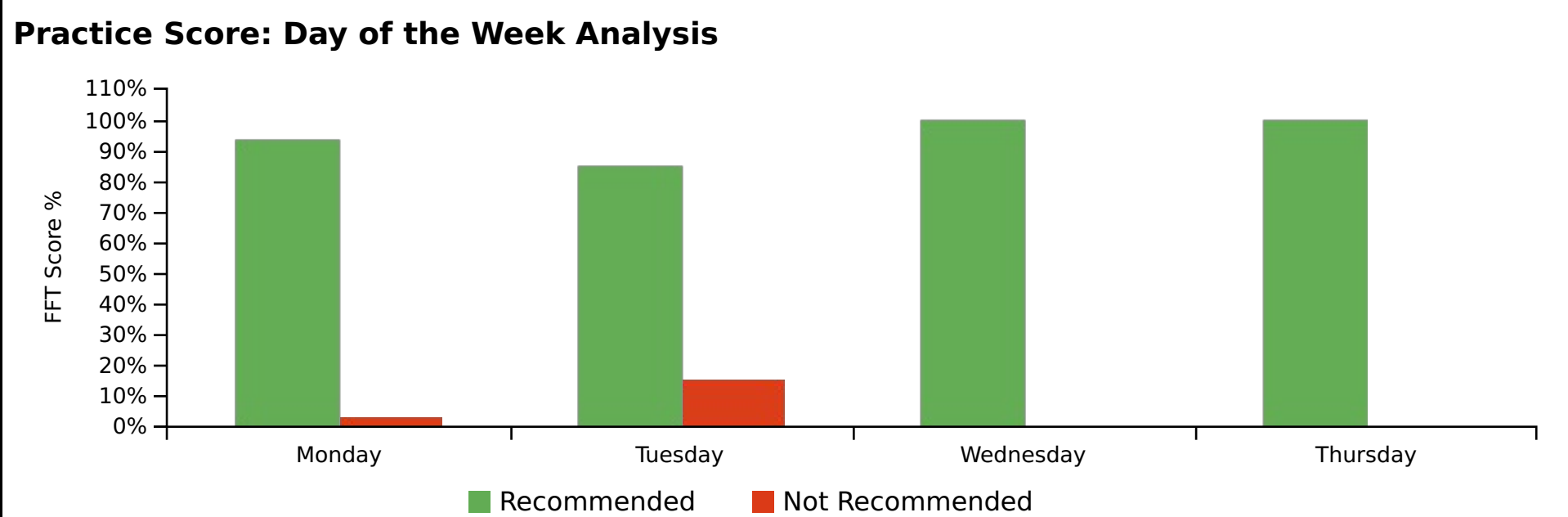
91%

The Mosslands Medical Practice

90%

93%

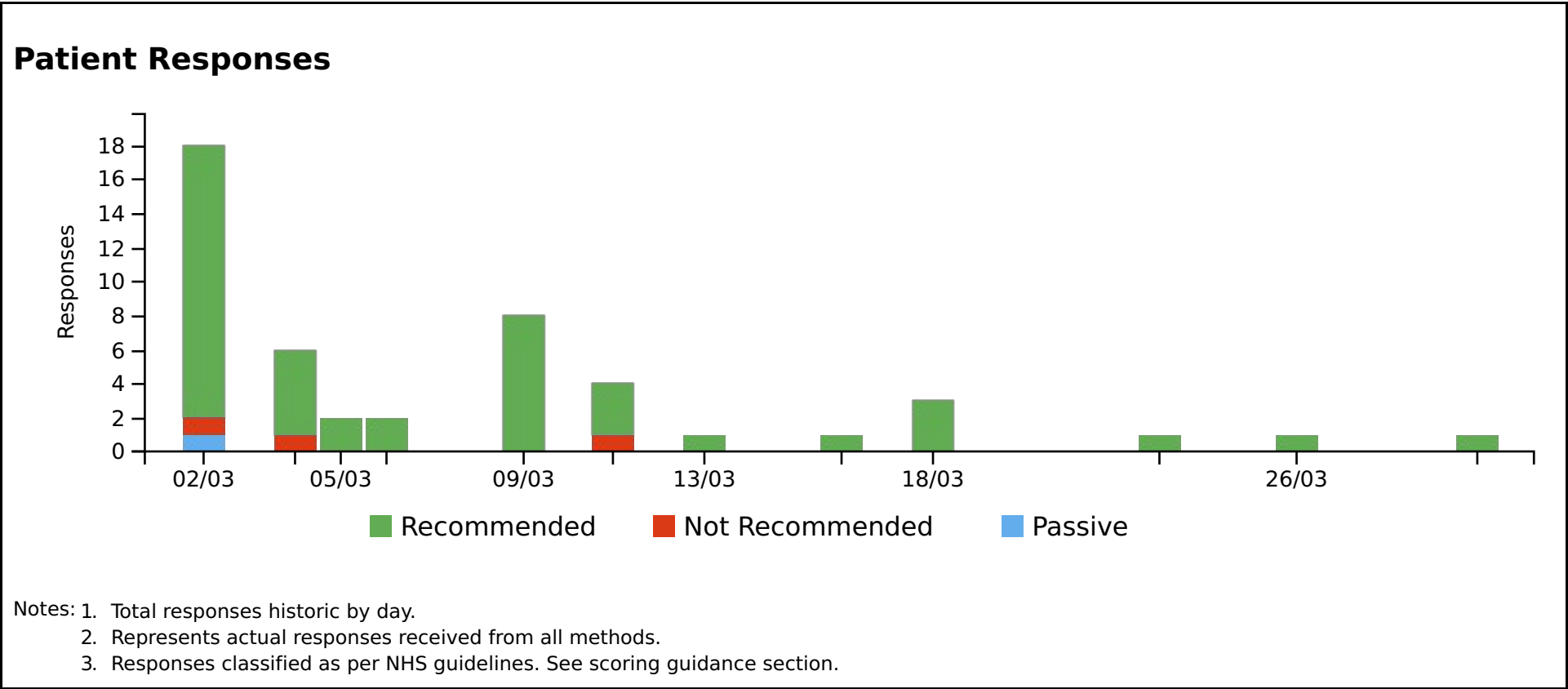
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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	8
Arrangement of Appointment	9
Reference to Clinician	17

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

- ✓ Friendly helpful staff clean environment
- ✓ *Very friendly and experienced GP felt very confident with his advice*
- ✓ My experience was very good because the appointment was on time & Dr Alcock was friendly, professional & reassured me.
- ✓ *My appointment was 25 minutes late, I was told I was seeing one doctor and when I got there it was a different doctor!who was lovely.*
- ✓ Got in same day and very happy with the person we saw
- ✓ *It was good*
- ✓ The doctor didn't rush and conducted herself pleasantly
- ✓ *The doctor was really nice, and listened to my concerns and took notice of what next steps I wanted to happen.*
- ✓ Appointment on time. Friendly and efficient staff
- ✓ *Because I went in on time and I wasn't rushed out. The doctor was very good with me and helped me understand my problem xx*
- ✓ I think Dr Meemba is very thorough in his diagnosis with me and follows it through great Doctor.
- ✓ *Always efficient and polite when I attend Mosslands*
- ✓ Dr craigie was very helpful..didnt rush the appointment and I left feeling very satisfied
- ✓ *Roughly on time for appointment and nurse was friendly*
- ✓ Everyone was lovely and I didn't have to wait long
- ✓ *Staff helpful friendly and supportive.*
- ✓ Easy to book in, reception were polite and the nurse ai saw was very friendly and helpful
- ✓ *Staff always very helpful and good communication*
- ✓ I have never had any poor treatment from mosslands. Always been seen to, no pro blems.
- ✓ *Doctor was very helpful*
- ✓ The receptionist was so patient and helpful
- ✓ *Nurse was very thorough and explained everything to me*
- ✓ As it was fairly urgent I had an appointment with 3 hrs of sanding the request and I was straight in to see the doctors and referred straightaway to Urology. Very good
- ✓ *Lovely nurse who did my blood test today. Friendly and good at her job.*
- ✓ Efficient, friendly staff. I was given an appointment quickly and all enquires answered promptly.
- ✓ *Very helpful*
- ✓ It was very polite and informative as to what was to happen about my condition,and what would course of action to be done
- ✓ *Easy to use appointment and triage system, Excellent and thorough GP consultation, clearly communicated everything and really listened to my symptoms and concerns.*
- ✓ You asked me
- ✓ *The nurse was reassuring , friendly and knowledgeable and put me at ease. The room was private and comfortable too.*
- ✓ professional support

Not Recommended

- ✓ Doctor was brilliant but Your surgery is very hard to get an appointment at when needed I waited there weeks this time I didn't mind this time because it wasn't an important appointment but it's always the same and the lady at longfield lodge in reception is not the most welcoming person. Your phone lines are always busy too with a large queue.
- ✓ *Keep contacting wrong number*

Passive

- ✓ *What do you mean?*