

FFT Monthly Summary: April 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	10	0	1	0	1	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: 140

Responses: 49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	10	0	1	0	1	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	10	0	1	0	1	49
Total (%)	76%	20%	0%	2%	0%	2%	100%

Summary Scores

96%

2%

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: 96%

Percentile Rank: 80TH

0%50%100%

0% Score

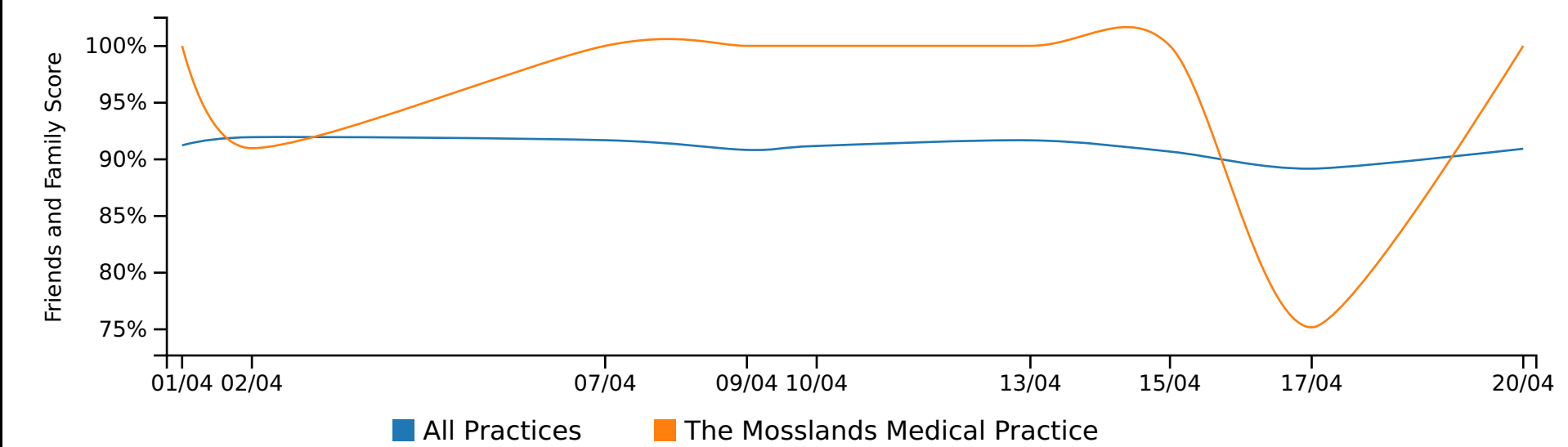
LowerMidHigh Score

96%

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 80th percentile means your practice scored above 80% 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%	90%	93%
The Mosslands Medical Practice	100%	93%	100%

Gender

All Practices

91%

91%

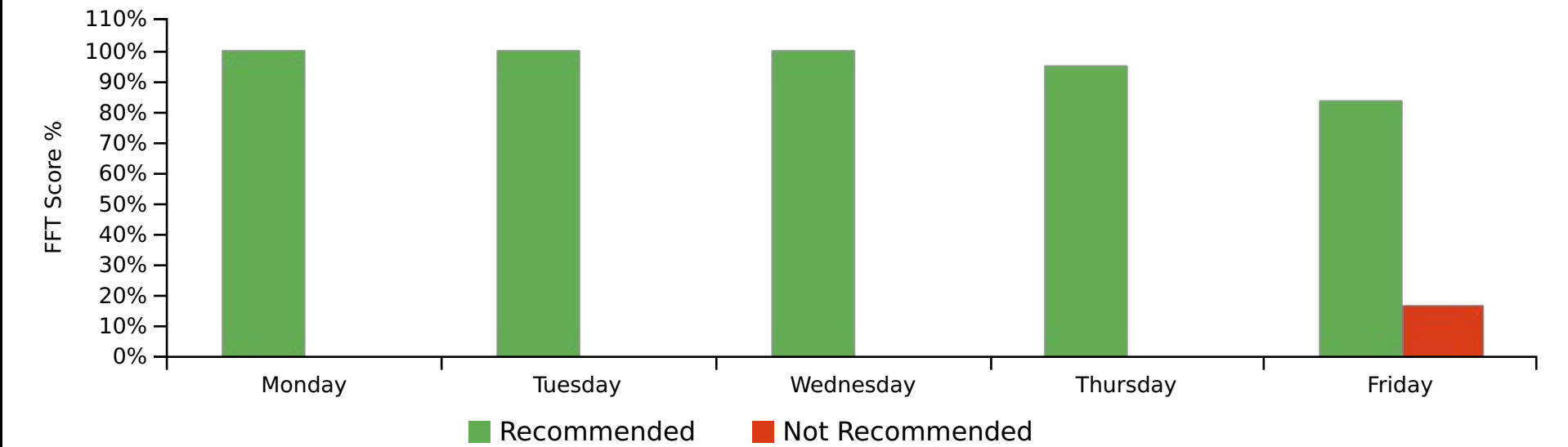
The Mosslands Medical Practice

95%

96%

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

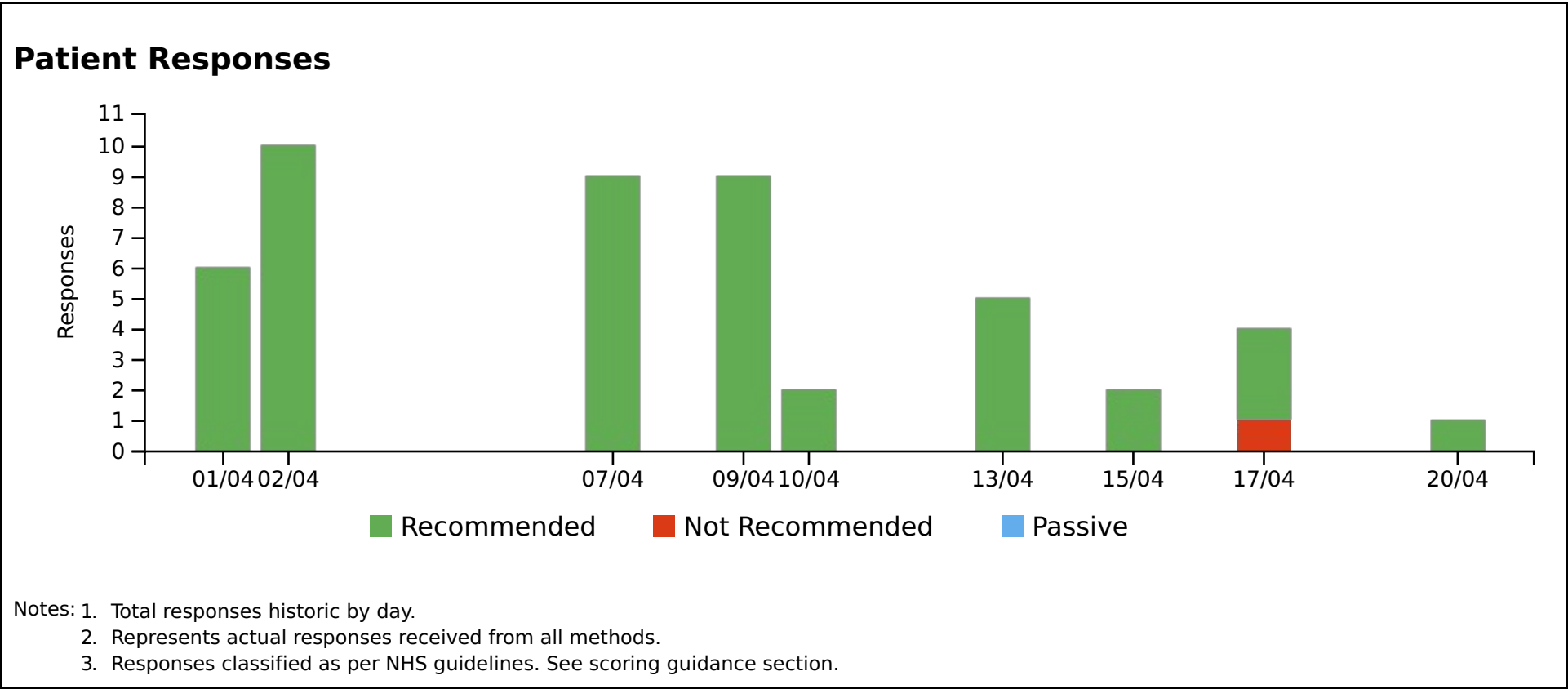
Practice Score: Day of the Week Analysis



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	8
Reference to Clinician	19

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

- ✓ Because I have lost my card and just wanted to know if anyone had handed it in and that was the last time I had it .
- ✓ *Appropriate appointment given. GP very professional and kind*
- ✓ It took many attempts to get an appointment
- ✓ *Joanne was lovely*
- ✓ Very helpful
Listened to me
Supported me
Tried her best
bless her
Hard to address all problems in one appointment
Hospital wanted a gp appointment to support me
Could have been better with longer appointment
- ✓ *usually I never have a problem getting in touch the surgery but on this occasion I have had to wait 2 weeks to see a doctor, I phoned up over a week ago to ask if doctor could refer me straight to ENT but they couldn't they had to see me they seen me today and are referring me to ENT referring me would of saved me over a week and been less of a strain on the surgery.*
- ✓ Staff always brilliant
- ✓ *Wait time for an appointment was long offered Eccles twice but I live in Cadishead so don't think I should go to Eccles GP was brilliant no problems xx*
- ✓ Coz I am happy with the services
- ✓ *Prompt booking, friendly professional staff.*
- ✓ They seem to do a good in seeing patients in a timely manner and it's overall a good experience
- ✓ *The receptionists was very polite and the nurse wasVery professional at her job*
- ✓ I needed same day appt. Staff listened to my issue, got me an appt same day, and rang me back. GP also very empathetic, and comfortable discussion had, with an embarrassing problem.
- ✓ *Dr Ahmad was very good gave a thorough examination and very informative.*
- ✓ Doctor was knowledgeable, sympathetic and patient
- ✓ *They showed professionalism, care and safeguarding skills. Plus the GP gave me time, comfort and acknowledgement to my conditions, worries and fears*
- ✓ Nurse Carol and Doctor Craigie were both very professional and patient
- ✓ *The nurse who took my bloods was very professional and answered my questions clearly.*
- ✓ Such a lovely nurse that was extremely comforting and welcoming
- ✓ *It was very good.*
- ✓ Oliver had time and explained what I wanted to know he was also very sorry about my loss
- ✓ *Perfect service but 15min late for a morning appointment*
- ✓ The Dr,s and nurses are pleasant and thorough.
- ✓ *The locum who helped with my complaint gave me some valuable advice, and sent me the test results the following day.*
- ✓ Got an appointment really quick after ringing the surgery, had a brilliant nurse who was lovely and couldn't do enough. She was very professional and I felt really comfortable with her.
- ✓ *Because very good very friendly staff*
- ✓ Very professional and caring
- ✓ *Ive been struggling with a condition for a while and Dr Celeste Ke Ying Yau was incredibly helpful and seemed determined to make things better. My condition can sometimes be uncomfortable to talk about but she was amazing.*
- ✓ Very friendly and helpful
- ✓ *The greatest issue was trying to navigate through all the process to be given an appointment. The service thereafter was very good*
- ✓ Because they cared
- ✓ *I'm grateful for the excellent care I receive. Ever since Dr korla now mostly from Caro Jarvis. Well done all*
- ✓ The receptionists, doctors, and nurses have been very helpful. Also being able to get late evening appointments is really appreciated
- ✓ *Because the service was excellent*
- ✓ Everything went smoothly.
- ✗ *Seen on time. Reassured by Carole. Given information and future options.*

Not Recommended

- ✓ Feel like I got nothing out of the doctor's apt , the reception lady was 100% helpful though

Passive