

FFT Monthly Summary: May 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
35	11	0	2	0	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:

169
48

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	35	11	0	2	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	35	11	0	2	0	0	48
Total (%)	73%	23%	0%	4%	0%	0%	100%

Summary Scores

96%

4%

0%

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: 85TH

0%50%100%

0%Score

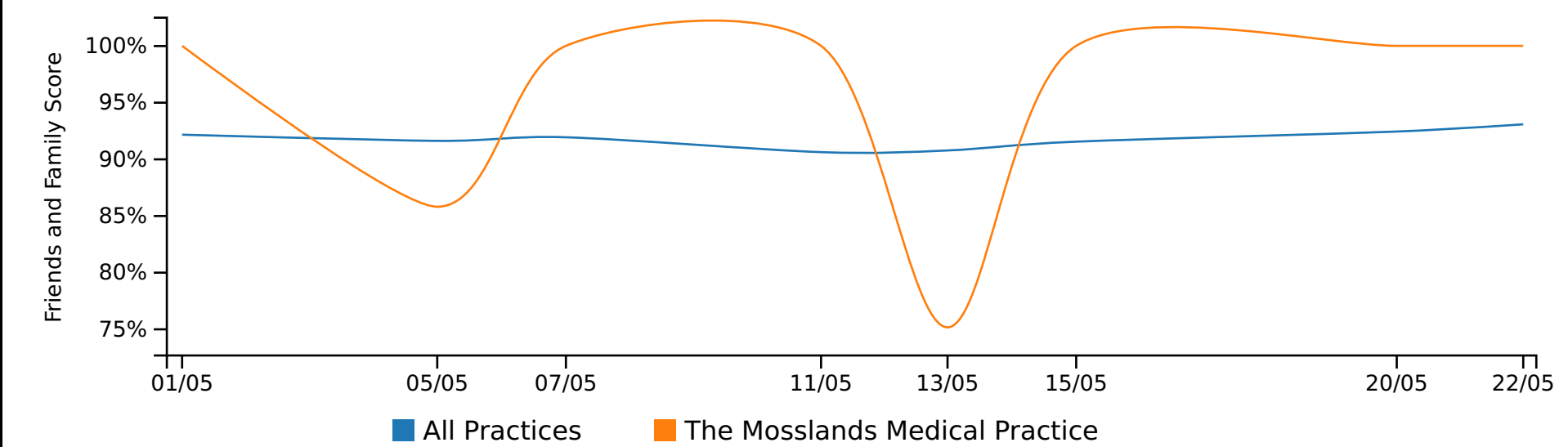
LowerMidHigh

Score

96%

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 85th percentile means your practice scored above 85% 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	86%	91%	94%
The Mosslands Medical Practice	100%	96%	95%

Gender

All Practices

92%

91%

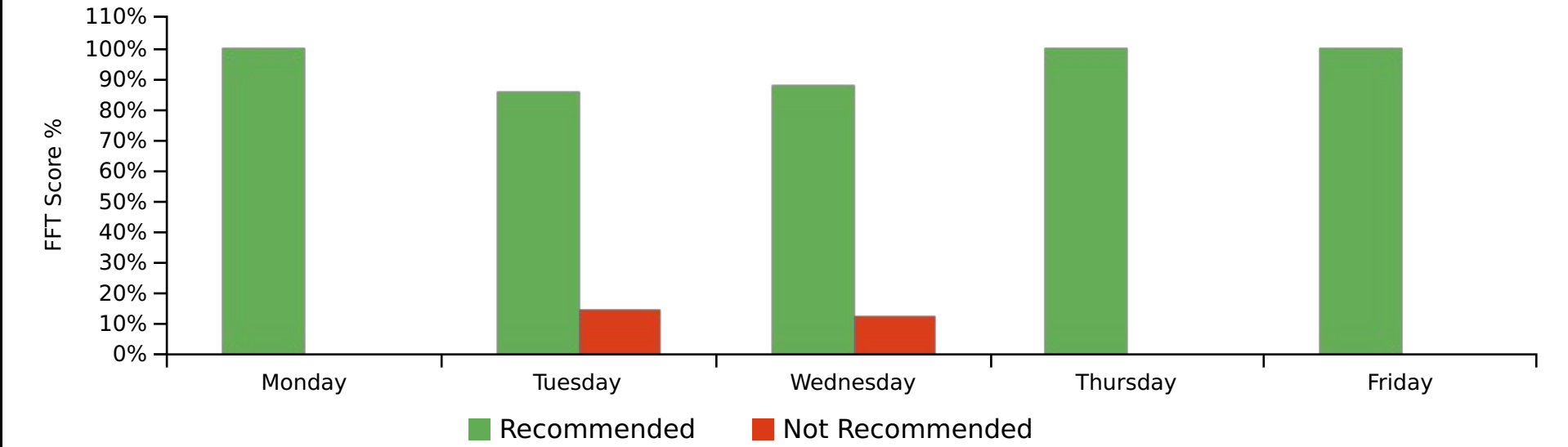
The Mosslands Medical Practice

100%

92%

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

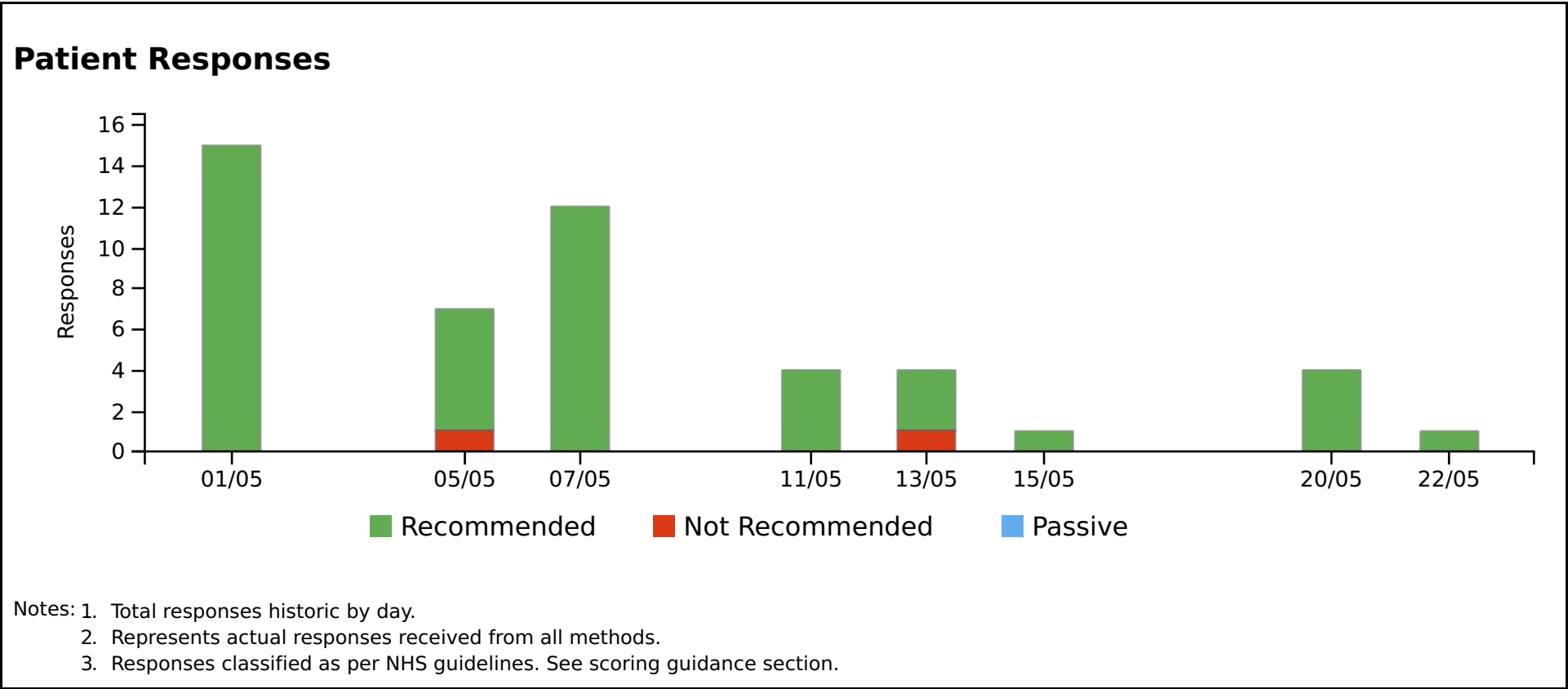
Practice Score: Day of the Week Analysis



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	3
Arrangement of Appointment	5
Reference to Clinician	16

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

- ✓Because I got in depth answer to my visit
- ✓The staff were very helpful on the phone and when I arrived for my appointment
- ✓Very responsive and helpful
- ✓Have no complaints, no reason to give negative feedback.
- ✓Care taken and helpful advice
- ✓Because whoever I see they're always cheerful,helpful, and know what they're doing.
- ✓A survey came up on my phone and I was very pleased with how my app. had gone so voted accordingly.
- ✓The nurse was very helpful
- ✓Friendly ,made me feel comfortable,straightforward
- ✓I have been a patient for years, always helpful.
- ✓Very efficient polite staff
- ✓Dr fisher is lovely
- ✓Because the service was good
- ✓The GP well explained what might be happening to me and sound advice
- ✓Great customer service, nurse was lovely
- ✓Not really had any problems..
- ✓We have been very satisfied with our care
- ✓Mossland Doctors have proven over and over again that they do have a listening ear, as I feel satisfied with their efforts in taking care of my health. It's been a tough few months for me, but they keep checking on every possibilities.
- ✓Was feeling very unwell Receptionist & Doctor very understanding and reassuring.
- ✓I did.
- ✓Booking was straight forward, nurse was lovely, really good with the kids. The appointment did end up being nearly 25 minutes late which was frustrating.
- ✓Got to see Dr on time. Helpful with diagnosis
- ✓Because the nurse was brilliant , very professional and explained everything fully and friendly .
- ✓Because the nurse was very pleasant and helpful
- ✓I highlighted my issues, an appointment was made and advice was given and next steps I should take.
- ✓Good experience
- ✓Really quick to respond to initial online submission. Follow up meeting for blood test, Kelly was very helpful and friendly
- ✓Because I received a doctor's appointment the same day as filling the triage form. It gave me less time to worry about my condition. It's good to know you're looking after older people quickly. Thank you
- ✓The nurse was excellent.Very considerate and understanding.Made me feel realy at easy. Also she was professional.
- ✗pro.pt and nurse was helpful

Not Recommended

- ✓It is so difficult to get appointments these days and then when you eventually get one you arrive and quite often there is only you there so why is it so difficult?It was much better when you got to see the same doctor every time because then they knew your medical history and it made it easier to discuss things.

Passive