

FFT Monthly Summary: June 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
42	3	3	0	1	0	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:
Responses:

197
49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	3	3	0	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	3	3	0	1	0	49
Total (%)	86%	6%	6%	0%	2%	0%	100%

Summary Scores

92% 2% 6%

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:

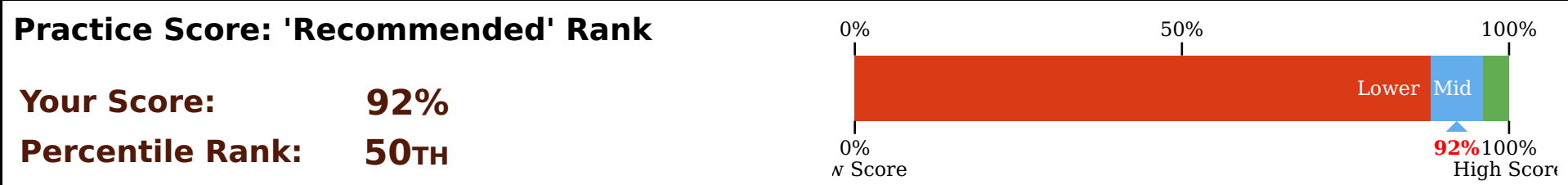
Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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:

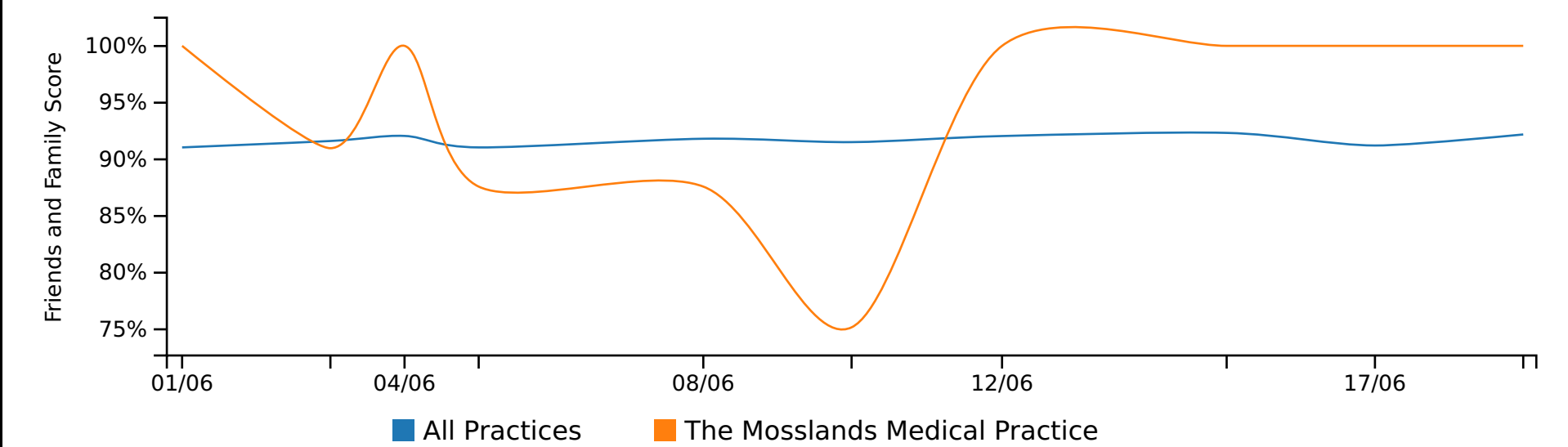
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3
Practice Scoring



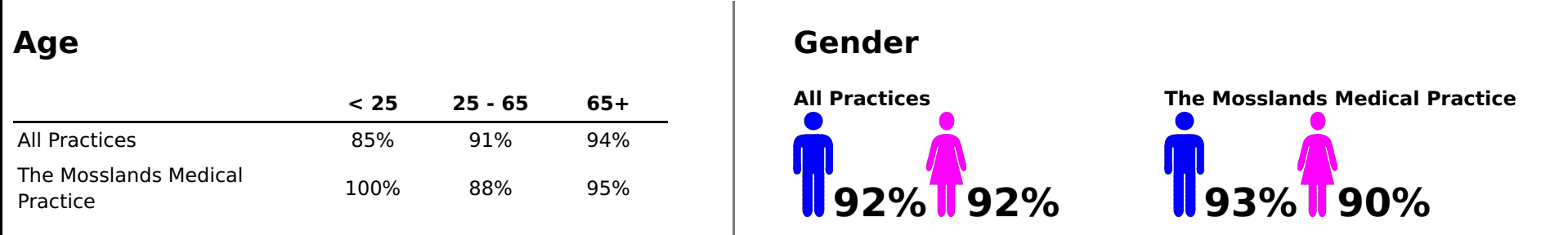
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



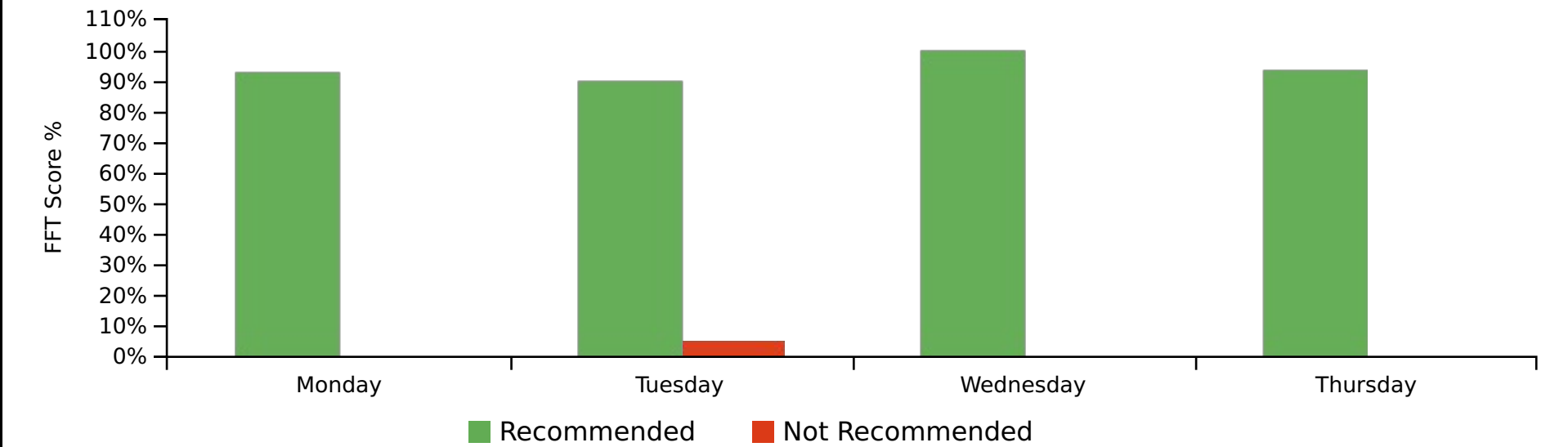
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

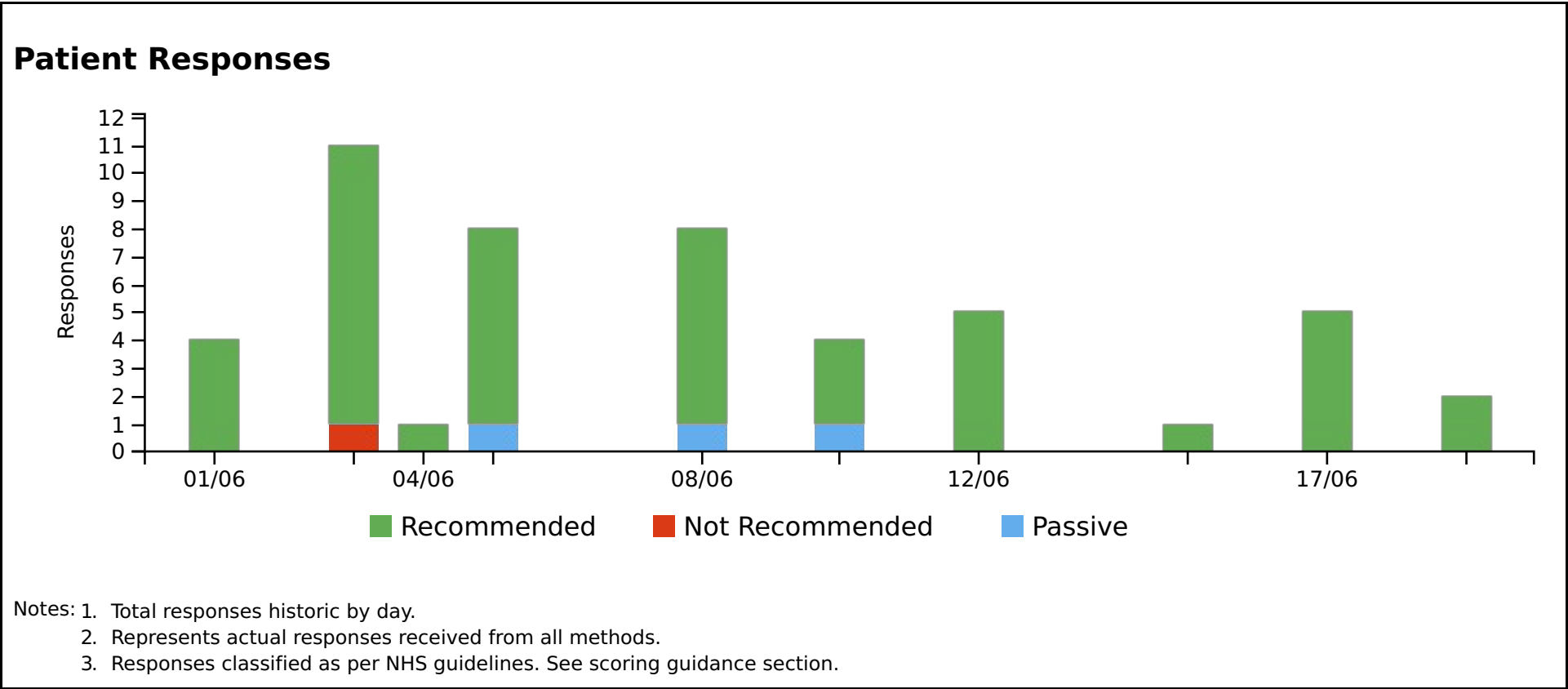
Practice Score: Day of the Week Analysis



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	6
Arrangement of Appointment	9
Reference to Clinician	16

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

- ✓ Good communication, appointment on time.
- ✓ *Saw nurse for blood test, didn't have to wait to long from given appointment time, nurse great, polite and friendly.*
- ✓ Nurse Carol was excellent and explained everything.
- ✓ *So far no issues with service*
- ✓ Great communication and efficient booking lots of appointments at short notice. Jamie on reception is super helpful and efficient, and the nurses are all fab ??
- ✓ *The staff and doctor were very nice and helpful doctor was excellent and took time to listen and did a thorough examination.*
- ✓ The nurse was polite and pleasant.
- ✓ *Nurse was nice*
- ✓ Friendly, efficient and reassuring.
- ✓ *We were seen on time and the nurse was so friendly and quick*
- ✓ I was able to book an appointment easily. The doctor I saw was friendly and helpful
- ✓ *Carole was great*
- ✓ Today's experience was good
- ✓ *Appointment was on time, nurse was very friendly and efficient. No issues. All good.*
- ✓ Dr Mweemba was exceptionally calm. He listened to my symptoms and was able to suggest appropriate investigations and medicines to support and alleviate the condition. Really excellent patient care.
- ✓ *Jamie was excellent and noticed that something needed to be acted on.*
- ✓ Just had my 6monthly mot. The nurse was very good and efficient. She also listened to a problem that I told her about.
- ✓ *Relaxed professional gave time*
- ✓ Great service all round
- ✓ *Very impressed most thorough and helpful asthma review*
- ✓ 1because they are helpfull and and effcient at mosslands.
- ✓ *There was no miver just got me a appointment sorted*
- ✓ Staff were professional, seen to quickly.
- ✓ *Really polite staff and a very organised*
- ✓ The nurse was very good at her job
- ✓ *Always been good*
- ✓ My appointment was 10 o'clock and I was straight in right on time my doctor was very good answering all my questions and putting my mind at rest
- ✓ *Very friendly and professional service.*
- ✓ Excellent medical service & lovely staff?
- ✓ *The nurse who i saw was very professional but more importantly took time to listen and explain what questions she was asking and why. My examination was very thorough and not hurried at all. I felt listened to and she answered every question very knowledgably and patiently. A very worthwhile appointment for me.*
- ✗ The care and kindness I was treated with in the meeting
- ✗ *Staff were helpful on reception and in my actual appointment.*

Not Recommended

- ✓ Dr kapur and dr Dillon awful. Never any follow ups have to chase own results and investigations Arrogant Never want to help Make u feel like you're lieing

Passive

- ✓ Well the problem not been solved only time will tell once I have done what they have asked.