

# FFT Monthly Summary: May 2025

The White Cliffs Medical Centre  
Code: G82729



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
80	13	2	1	0	1	0	0	0	97	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>297</b>						
<b>Responses:</b>	<b>97</b>						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	80	13	2	1	0	1	<b>97</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>80</b>	<b>13</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>97</b>
<b>Total (%)</b>	<b>82%</b>	<b>13%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

96% 1% 3%

## 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:

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

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

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

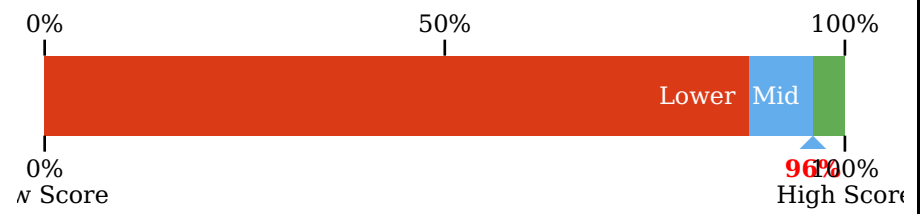
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

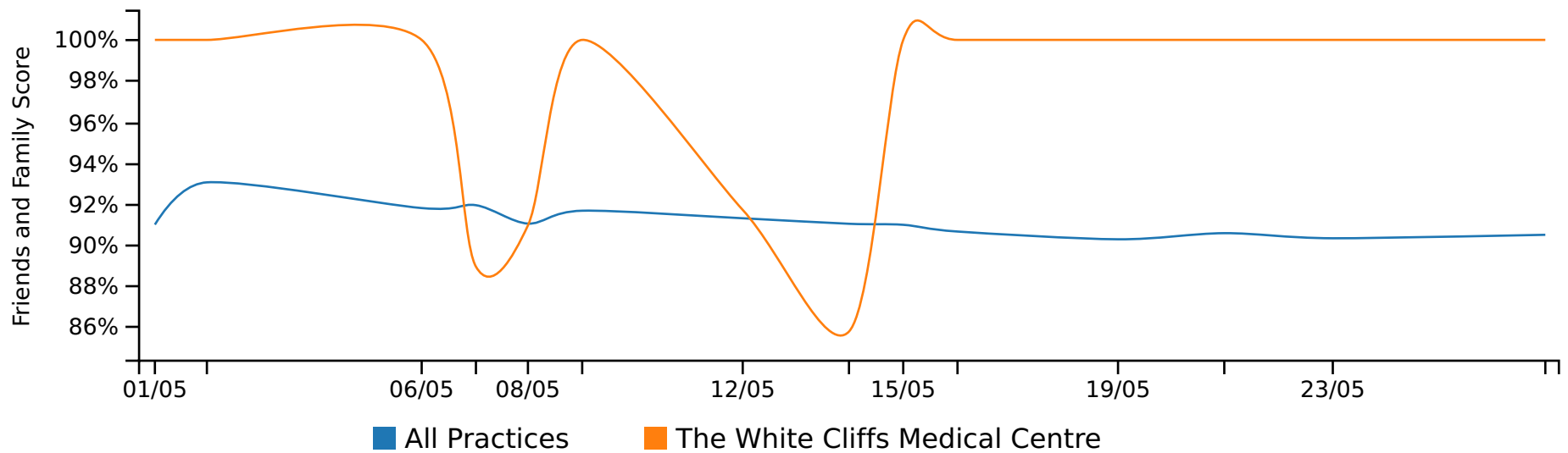
**Your Score: 96%**

**Percentile Rank: 80<sup>TH</sup>**



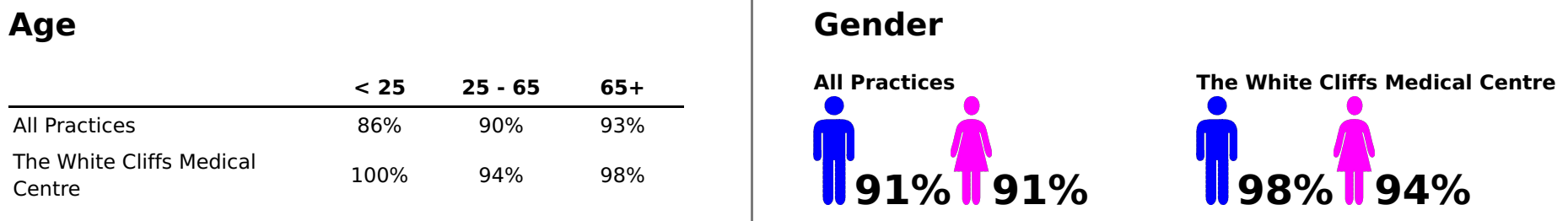
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means your practice scored above 80% of all practices.

### Practice Score: 'Recommended' Comparison



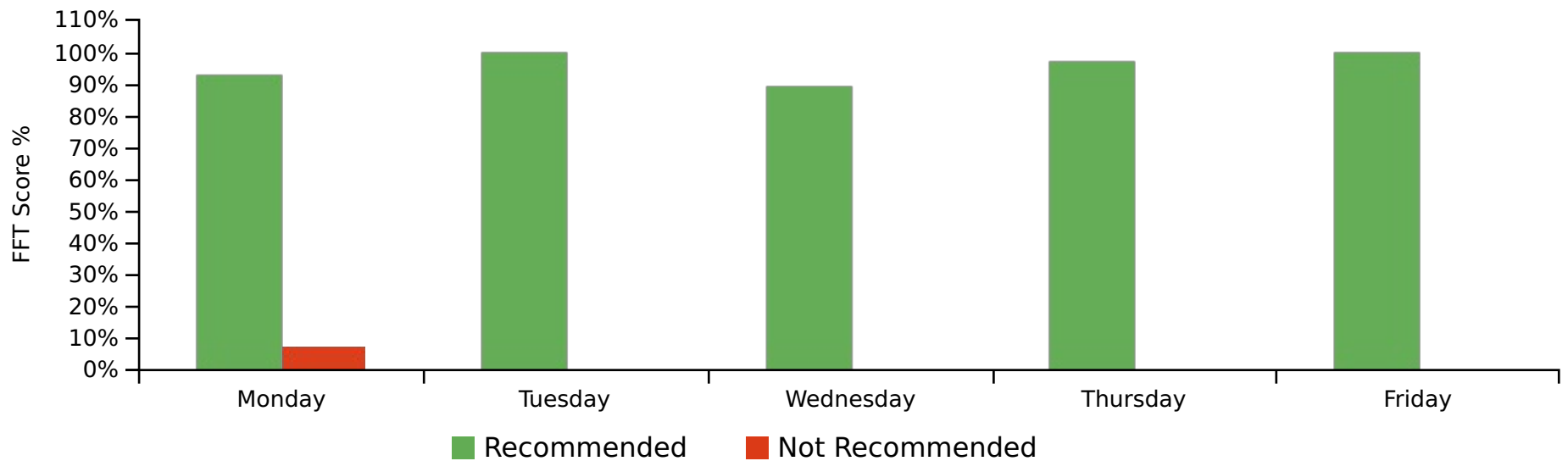
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

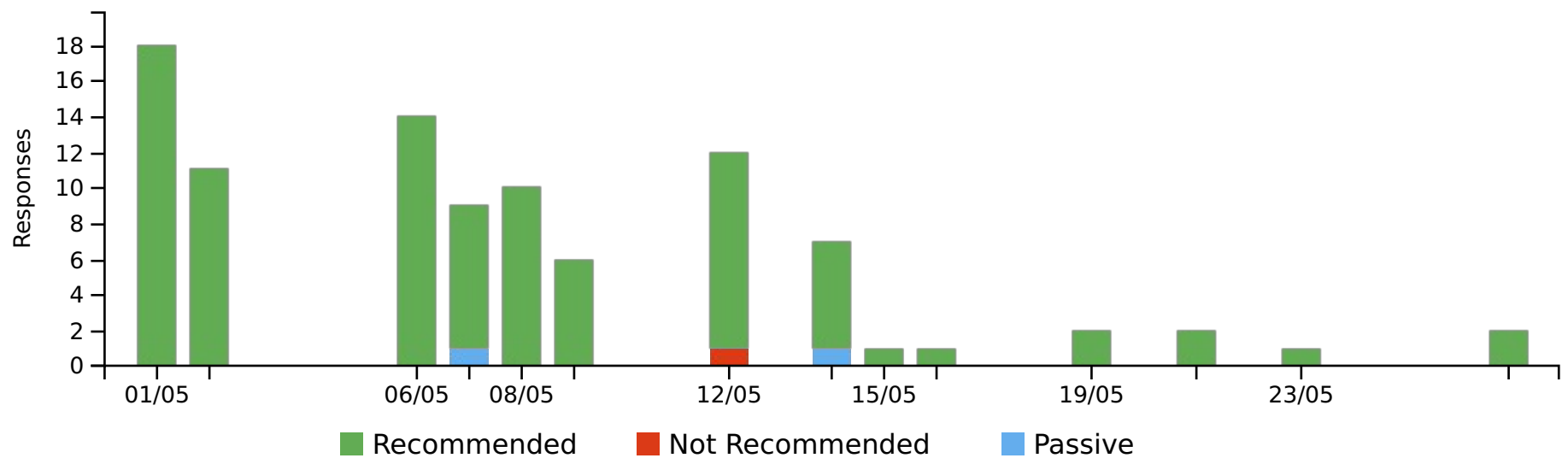
### Practice Score: Day of the Week Analysis



- 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

### Patient Responses



- Notes: 1. Total responses historic by day.  
2. Represents actual responses received from all methods.  
3. Responses classified as per NHS guidelines. See scoring guidance section.



- ✓ *Friendly and helpful*
- ✓ All the staff were welcoming, professional and kind.
- ✓ *Polite and helpful reception and I went straight into my appointment with no waiting thank you*
- ✓ Because we had great device
- ✓ *I was seen on time and the nurse I saw was very friendly and helpful*
- ✓ Doctor very patient and helpful, currently receiving loading injections of vit B12 clean efficient practise
- ✓ *Because that's the answer I wanted to give*
- ✓ Dr Tapping is an excellent Doctor, show empathy, is efficient and knowledgeable. I feel totally confident and feels she excels as a GP
- ✓ *Excellent personal experience*
- ✓ Help and good I understand them
- ✓ *Every member of the staff present as caring, knowledgeable and efficient. I cannot complain.*
- ✓ In and out very quickly and efficiently.
- ✓ *The nurse was very good, not much waiting around.*
- ✓ The nurse was very polite, kind and considerate met my needs and
- ✓ *Dr Tappen has been very good and thorough looking in to my problems*
- ✓ Seen on time and lady was kind and caring.
- ✓ *Didn't wait long to be seen in ultrasound. Staff were very helpful*
- ✓ On time, thank you
- ✓ *Fortunately I don't go to the doctors that often. I felt that I've had very good care and prompt follow up recommendations.*
- ✓ Because I was very satisfied with the whole of the medical centre!!
- ✓ *All staff polite and helpful. Never feel I'm time wasting.*
- ✓ Pleasant reception staff and got seen on time
- ✓ *No waiting polite friendly and professional nurse*
- ✓ Helpful staff, good GP visit, sent for appropriate tests, the appointment dates for the tests arrived quickly.
- ✓ *Every service is excellent . Patient care is exemplary with access 200% to be able to get medical appt any week day plus ability to make appts or telephone consultations .I always speak up for ours when other people complain about theirs . We are very lucky thank you*

### **Not Recommended**

- ✓ *I had a blood test and the nurse did not check if it had stopped bleeding, she just stuck the tape over the cotton wool. When I got to my car outside I had blood dripping down my arm which had dripped onto my top and blood was all down my are! Luckily I had tissue in my car to stop the bleeding! I wasn't very happy though as I had to go home to change as I was going to work!!!*

### **Passive**

- ✓ *Seemed very "matter of fact"*
- ✓ *Locum GP excellent, availability of appointments poor, phone answering poor*