

FFT Monthly Summary: June 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
81	14	1	0	2	1	0	0	0	98	1	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:	292						
Responses:	99						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	81	13	1	0	2	1	98
SMS - User Initiated							
Tablet/App							
Web/E-mail	0	1	0	0	0	0	1
Manual Upload							
Total	81	14	1	0	2	1	99
Total (%)	82%	14%	1%	0%	2%	1%	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:

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

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

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

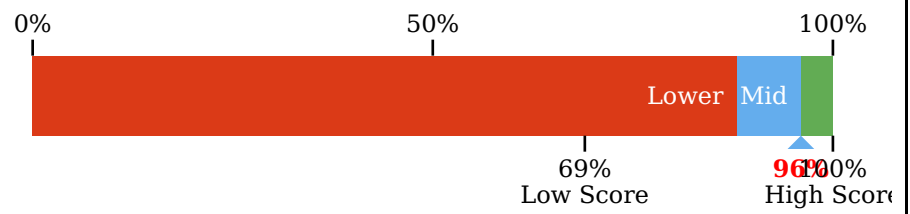
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 96%

Percentile Rank: 80TH

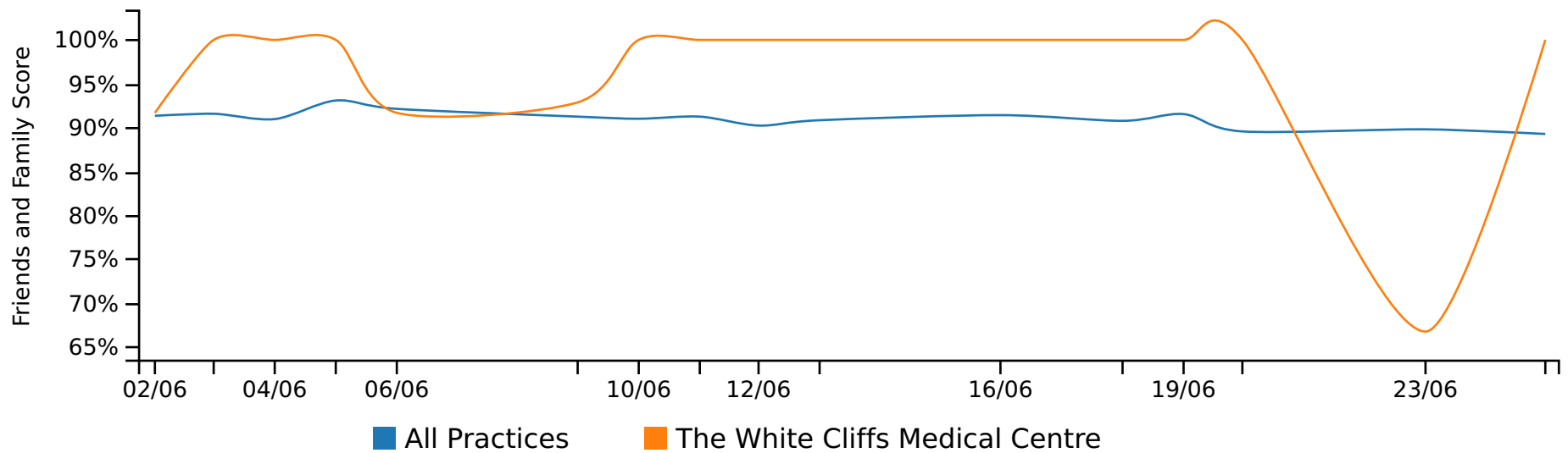


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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.

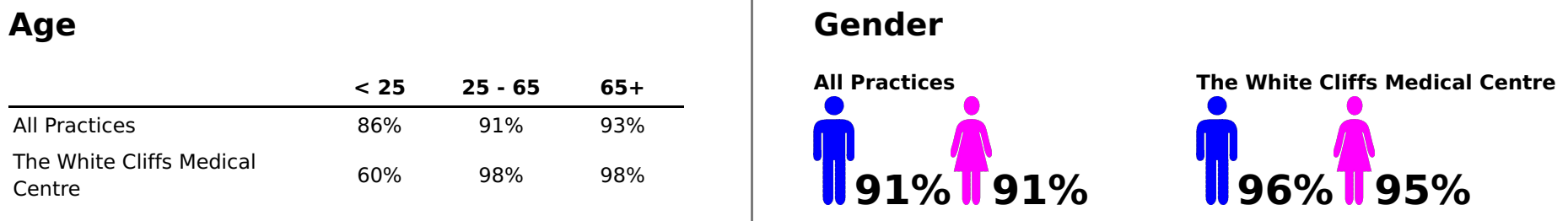
Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

2. Score calculated as per NHS requirements. See scoring guidance section.

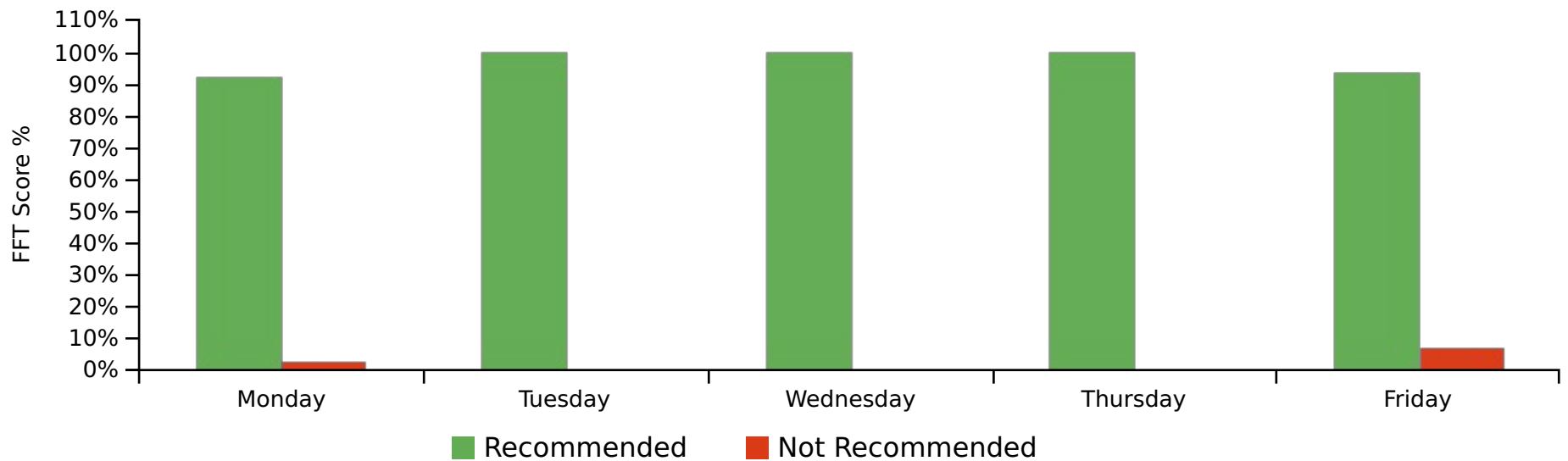
Practice Score: 'Recommended' Demographic Analysis



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

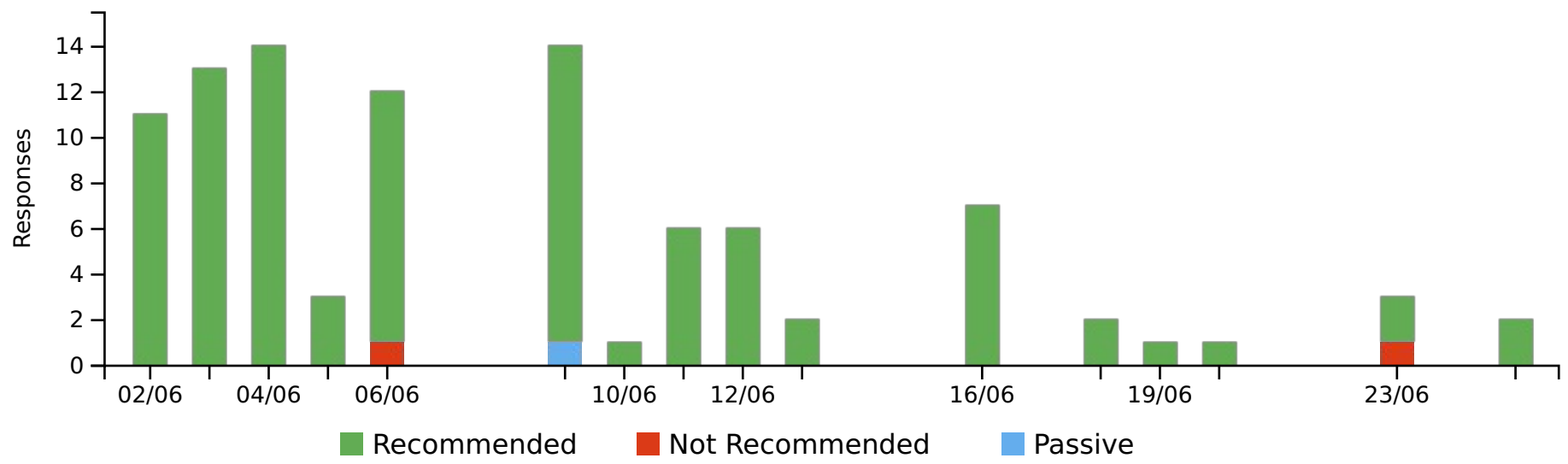


Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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.

- ✓ *There was a rather long wait to see GP.*
- ✓ *Staff are polite, friendly and efficient*
- ✓ *Shepherdswell surgery staff are friendly, helpful ,always try to accommodate your needs,& professional.*
- ✓ *Always helpful, giving good advice as well as not kept waiting*
- ✓ *Ok Well as usual the service was very good , well organised , on time & very professional but friendly at the same time, including good explanation of matters regarding treatment & solutions! This is in line with my general experience and that of others I know in the area 10/10*
- ✓ *Always pleasant staff always helpful*
- ✓ *Emma, the nurse was very helpful.*
- ✓ *The nurse was kind and patient when administering my child's vaccinations*
- ✓ *Staff friendly and helpful*
- ✓ *Was impressed with consultant nurse*
- ✓ *Quick and efficient*
- ✓ *Very quick efficient service. Shame about the process of getting your results.*
- ✓ *I was seen on time and efficiently. The nurse who saw me was friendly and efficient*
- ✓ *The lady was very understanding and helpful thank u*
- ✓ *The doctor was caring*
- ✓ *Because they good*
- ✓ *Because you asked*
- ✓ *Friendly, professional excellent care.*
- ✓ *All went smoothly and to my satisfaction.*
- ✓ *Very helpful and understanding*
- ✓ *No waiting around I went in 5mins early very efficient and friendly nurse !*
- ✓ *Staff are always polite and friendly. The only time I've had to wait to see a doctor is when I had to attend the walk-in clinic.*
- ✓ *Hailey is always amazing. She listens and takes action if needed.*

Not Recommended

- ✓ *I meant to say 1 . I was very pleased with my consultation.*

Passive

- ✓ *I find it logistically very difficult to get my test results as the only choice seems to be going to the walk in clinic which takes up at least 3 hours of my working day. I still have results I have not been able to access.*