

# FFT Monthly Summary: July 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
83	12	3	1	1	0	0	0	0	100	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

**Surveyed Patients: 267**  
**Responses: 100**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	83	12	3	1	1	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>83</b>	<b>12</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>100</b>
<b>Total (%)</b>	<b>83%</b>	<b>12%</b>	<b>3%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

95% 2% 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:

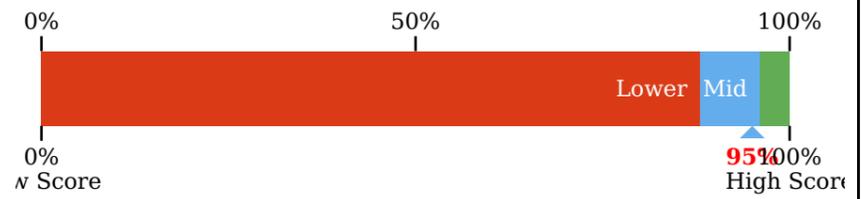
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

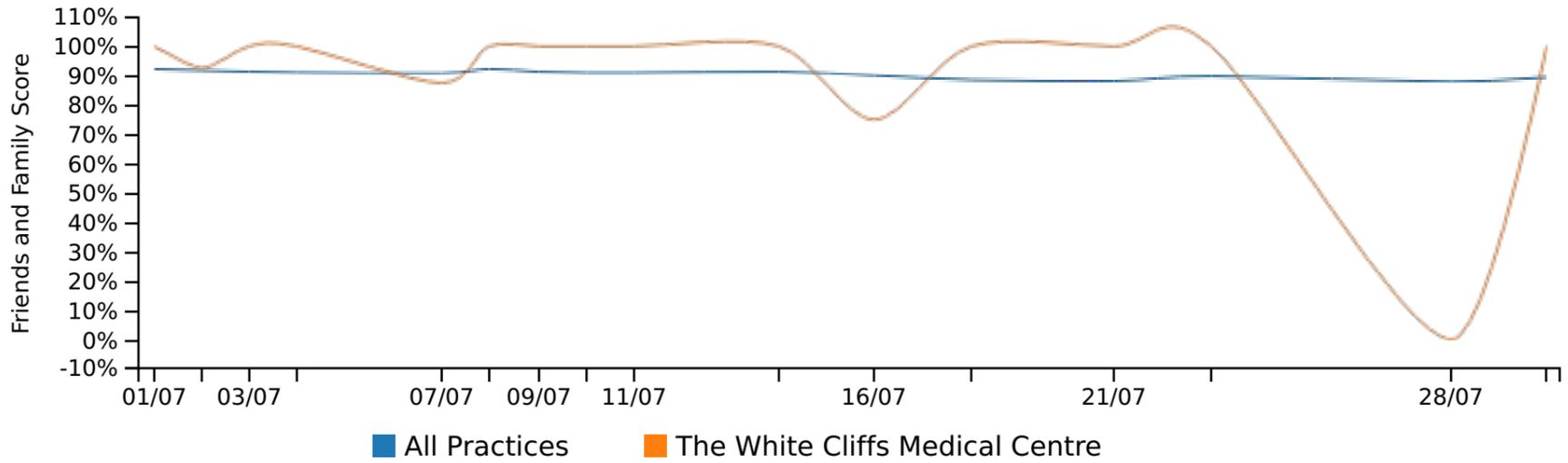
**Your Score: 95%**

**Percentile Rank: 75<sup>TH</sup>**



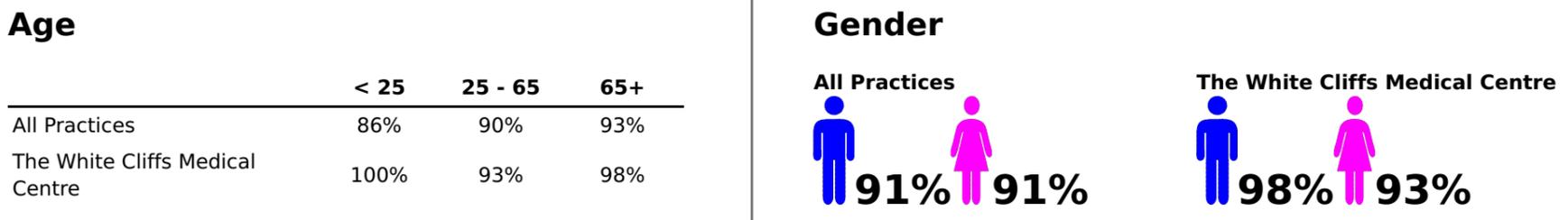
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 75th percentile means your practice scored above 75% of all practices.

### Practice Score: 'Recommended' Comparison



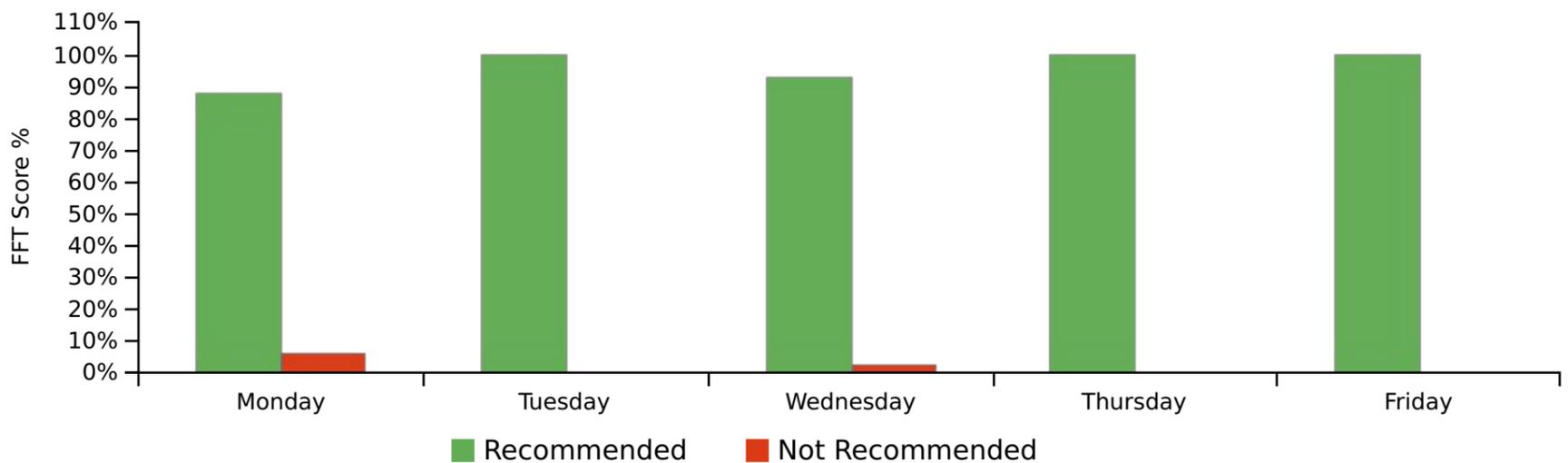
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

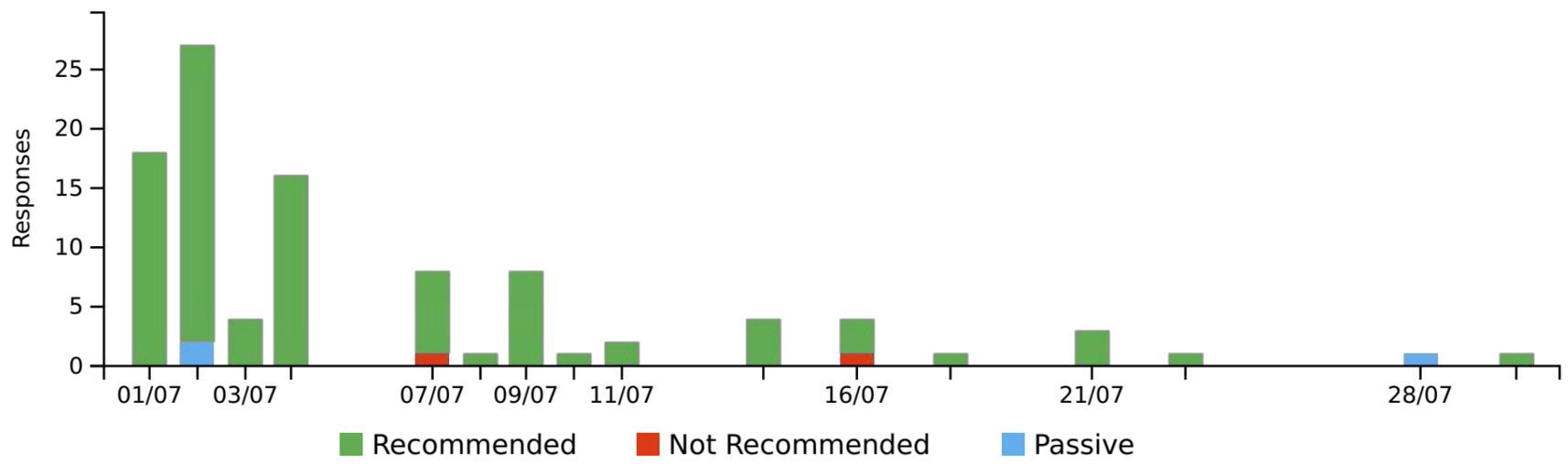
### Practice Score: Day of the Week Analysis



- 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.



- ✓ *Nurse was informative and explained what I could do to improve my results.*
- ✓ *Every experience I have with my GP surgery is positive, from calling to make an appointment, to seeing results on NHS app, econsult, GP appointments, walk in service, blood tests. Everything is easy. I've never had to wait long on the phone or to talk to someone. They give you all the information you need, they show an interest in you and make you feel that your well looked after.*
- ✓ *GP listened well and tried to help . Very pleasant and professional.*
- ✓ *Appointment on time, lovely consultation and very thorough.*
- ✓ *Good service, did not have to wait long. Very thougher.*
- ✓ *Because everyone is very nice especially Cherry who did my scan*
- ✓ *I was pleased with the service I received*
- ✓ *The nurse i saw was lovely and gentle when she gave me an injection I hardly felt it and she had time to talk if you had any problems!*
- ✓ *The walk in centre means that you're guaranteed to see a doctor if you arrive by 09:30 and no wasted GP time by people booking appointments and not showing up. However at times it would be nice to book an appointment for test results or have a telephone appointment as sitting in the waiting room for hours is very painful due to disk degeneration and a trapped nerve causing sciatica when sitting or standing for too long. I feel too self conscious there to keep changing position so end up in a significant amount of pain.*
- ✓ *Fast, efficient and painless blood test.*
- ✓ *Seen promptly and efficiently*
- ✓ *Taken straight in when they open end and the appointment on time*
- ✓ *Overall the treatment with the GP's & Clinician's is 1 the Pharmacy needs either more staff and more organisation in terms of dispensing medications either to accommodate the patient needs ie delay meds not ready on arrival to collect and delays in waiting*
- ✓ *Quick response throughout the various people needed to see.great service and helpful*
- ✓ *Thorough and pleasant people from all staff.*
- ✓ *Never had any issues with the gp practice it only got a 2 because of waiting times on walkin clinic otherwise i would give a 1.*
- ✓ *My consultation took place on time, the nurse was pleasant and efficient.*
- ✓ *Professional, hardly any wait time, took time to listen to my health concerns relating to the matter I attended for*
- ✓ *Because they were friendly and did not have to wait to long thanks*
- ✓ *My first visit to the diabetes clinic and was very impressed about the service I received , and how things were simply explained and a drug review too*
- ✓ *It was a great service on the time arranged.*
- ✓ *Went in early , very thorough , great*
- ✓ *i was not waiting long the environment was clean nurse jane was kind and friendly*
- ✓ *Nurse was very kind and helpful*
- ✓ *Doctor was efficient and kind and helpful*
- ✓ *Excellent service*
- ✓ *Quick service. Dealt with efficiently. Friendly staff.*
- ✓ *The service provided by Laura the nurse today was fantastic. I couldn't fault her. She covered everything that was required today.*

## **Not Recommended**

### **Passive**

- ✓ *Because the appointment was on time I just had a small issue*
- ✓ *Staff were pleasant enough But parking and location not the best had to park and walk*
- ✓ *Reception staff not always as friendly as they could be. Often a bit sharp.*