

# FFT Monthly Summary: August 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
79	14	7	0	0	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

<b>Surveyed Patients:</b>	<b>268</b>						
<b>Responses:</b>	<b>100</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	79	14	7	0	0	0	<b>100</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>79</b>	<b>14</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100</b>
<b>Total (%)</b>	<b>79%</b>	<b>14%</b>	<b>7%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

93% 0% 7%

## 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:

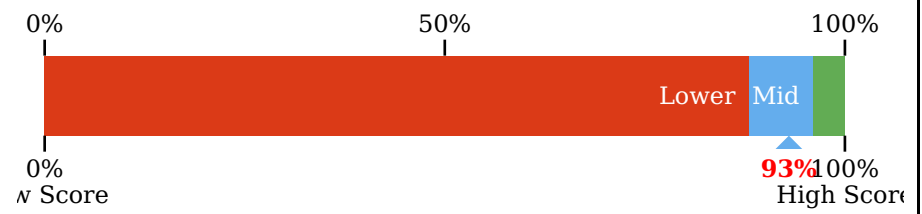
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

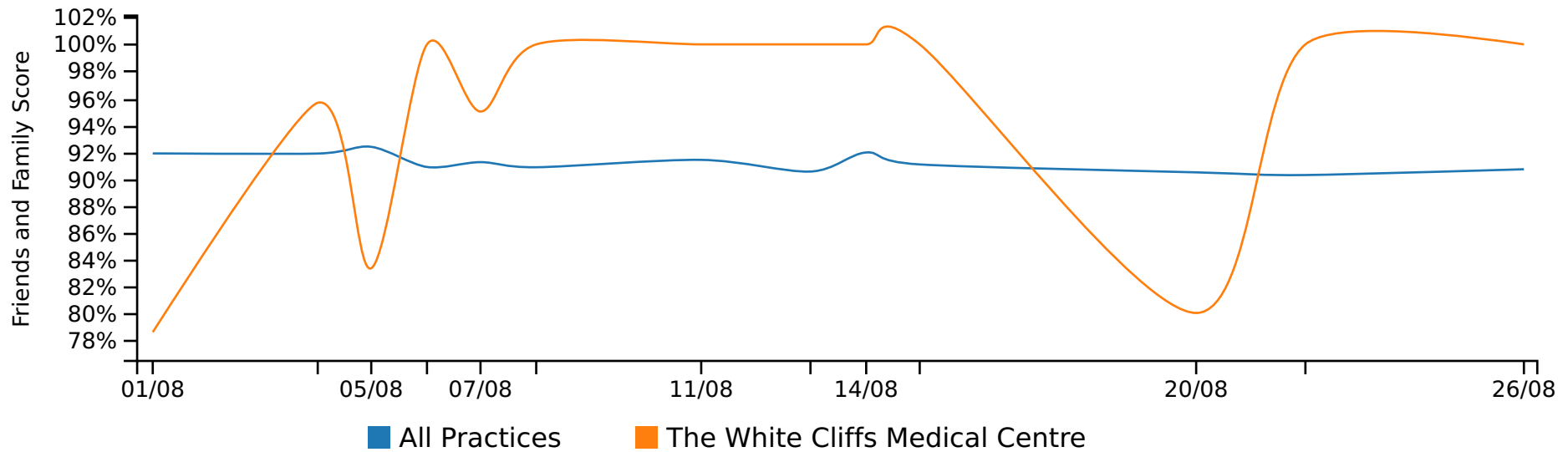
**Your Score: 93%**

**Percentile Rank: 60<sup>TH</sup>**



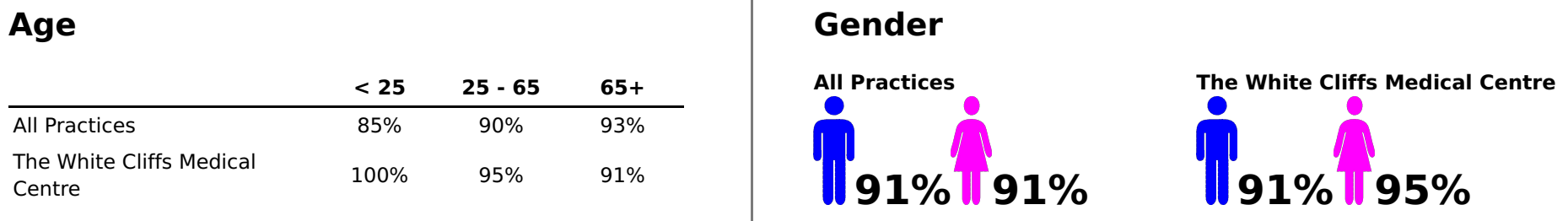
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 60th percentile means your practice scored above 60% of all practices.

### Practice Score: 'Recommended' Comparison



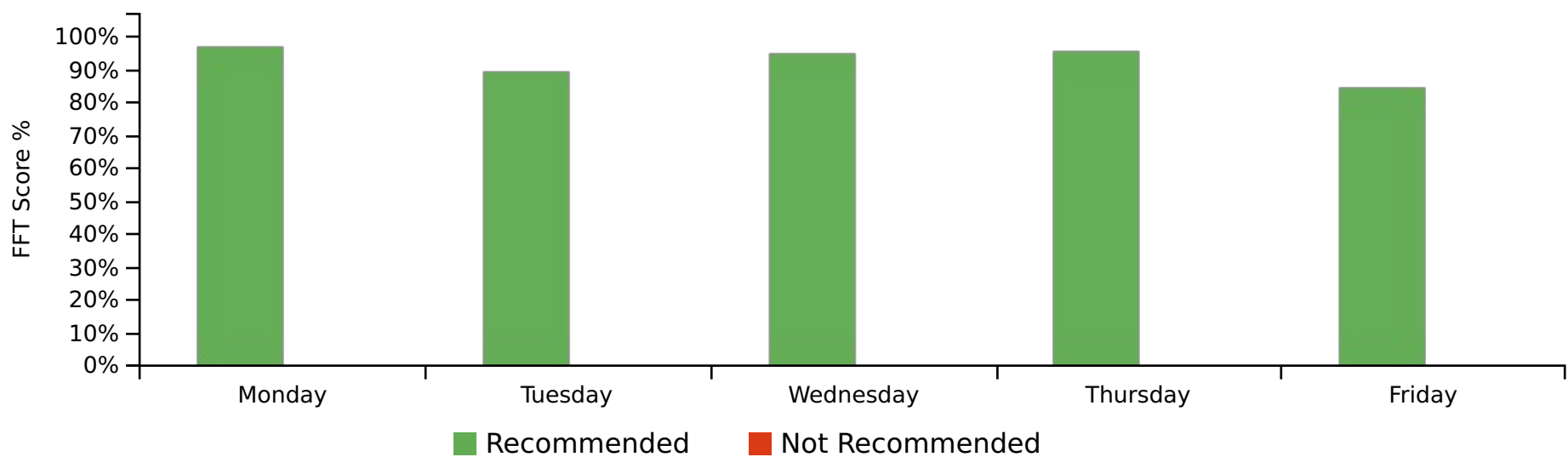
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

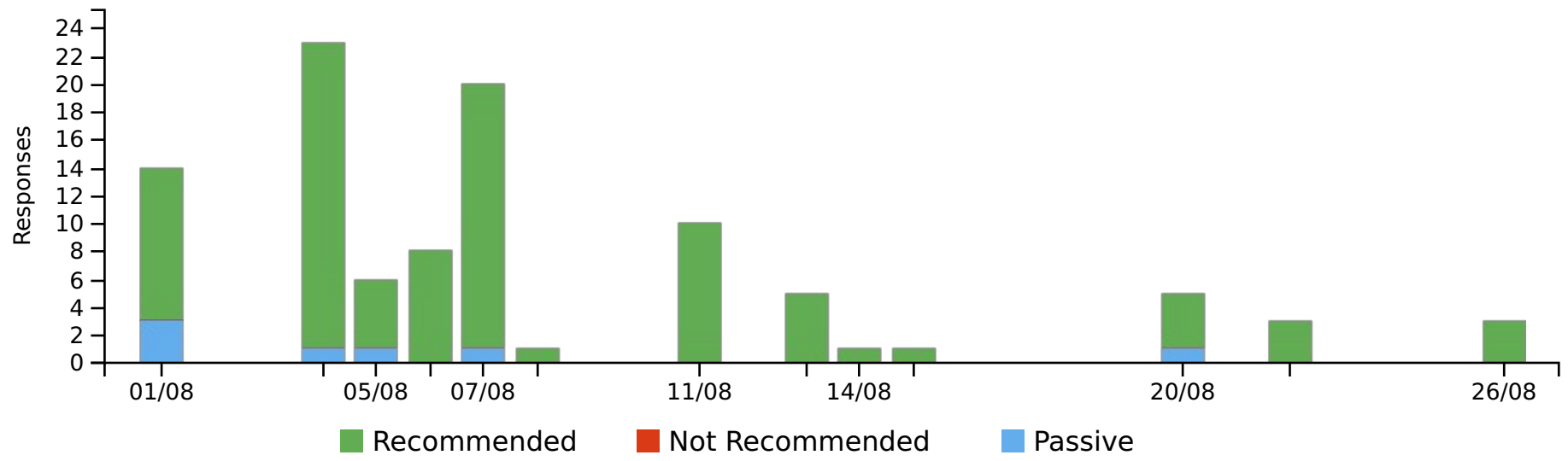
### Practice Score: Day of the Week Analysis



- 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.



- ✓ *Shi very lously girls*
- ✓ The nurse was pleasant very efficient, and very helpful. Also I
- ✓ *It was easy to get through and give the message*
- ✓ Service was very good and very friendly plus informative, answered all my questions
- ✓ *It was on time good service just a shame I can't get urgent appointment with GP, as I can't go to walk in clinic ,and need medically seeing ,have to wait to weeks for appointment*
- ✓ Emma was very friendly, and efficient. She was punctual and treated me with respect.
- ✓ *Always polite and friendly and helpful and I was seen straight away.*
- ✓ Painless thorough examination ( ultrasound)
- ✓ *Jane was great, putting my little boy at ease with his vaccinations.*
- ✓ My opointment was on time
- ✓ *Very helpful and friendly staff*
- ✓ Emma was very friendly and appointment went well.
- ✓ *Easy to find , friendly staff*
- ✓ Because you asked for my opinion!
- ✓ *I was very happy with the service provided .*
- ✓ Was seen on time and nurse was very helpful and professional
- ✓ *Very pleasant experience*
- ✓ Always easy to see & staff always very helpful
- ✓ *Good overall service, staff are friendly and polite. Quick wait time*
- ✓ The nurse was really lovely

## **Not Recommended**

### **Passive**

- ✓ You asked about my experience,that's what I've given you .
- ✓ *What I am going through is on going and I don't know how it will end and where it will end how long it will take*
- ✓ Don't like the walk in centre & to get a doctor face to face appointment it takes a month! & to get results from MRI or CT scans etc takes about 6weeks! Just don't think it's good enough!
- ✓ *Can't always get an appointment*