

FFT Monthly Summary: October 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
84	13	1	0	2	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	278						
Responses:	100						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	84	13	1	0	2	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	84	13	1	0	2	0	100
Total (%)	84%	13%	1%	0%	2%	0%	100%

Summary Scores

97% 2% 1%

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:

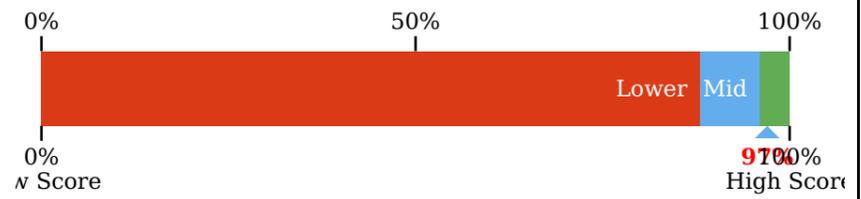
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

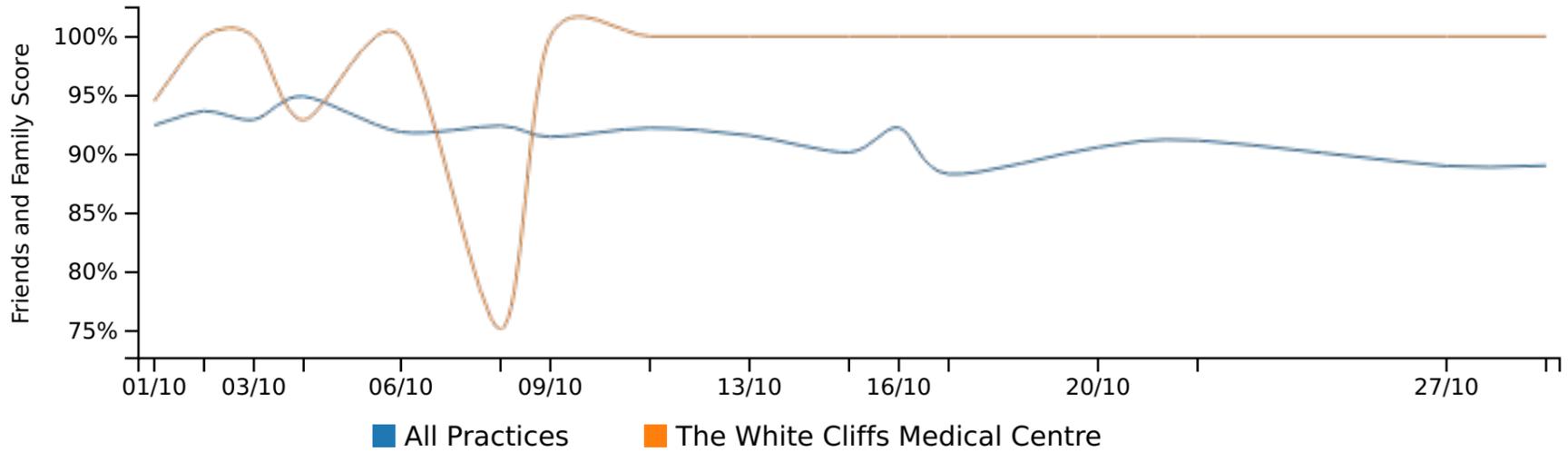
Your Score: 97%

Percentile Rank: 80TH



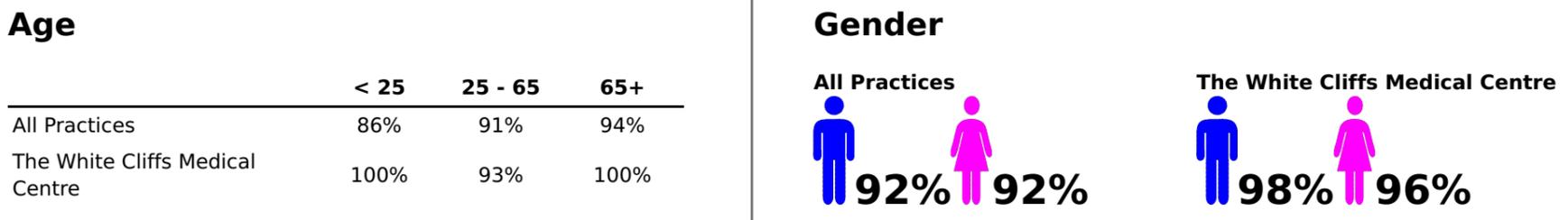
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means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

Practice Score: 'Recommended' Comparison



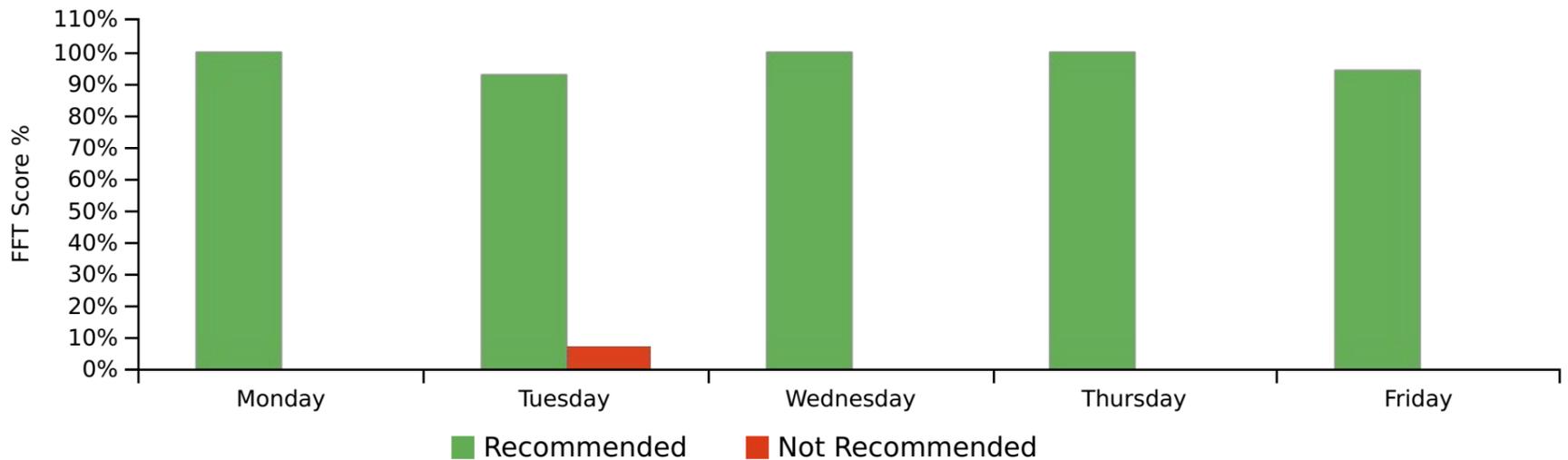
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

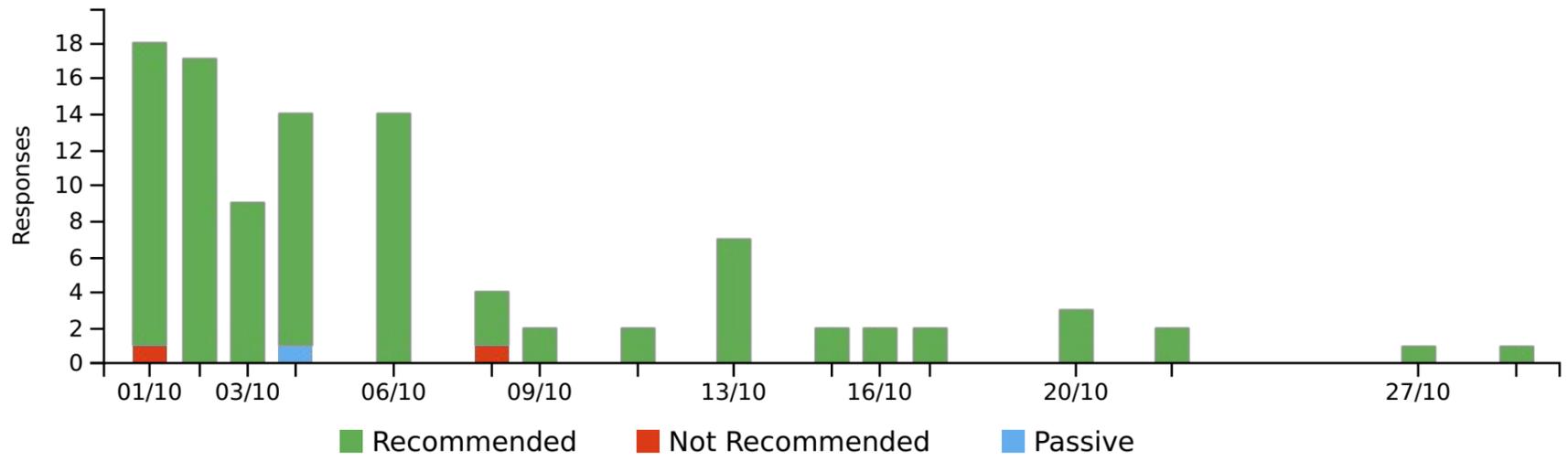
Practice Score: Day of the Week Analysis



- 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.

- ✓ *Very good but a bit rushed*
- ✓ *Because ever since my wife and I joined you're surgery we have both been looked after so efficiently in both preventive and actual treatments from day one That's what we call exceptional*
- ✓ *Checked in at reception and the young lady was professional and friendly and told me where to go. I sat in the 3rd floor waiting area and was called in to have my ultrasound, on time, and the young lady, introduced herself and was professional and very thorough. Thank you for a pleasant experience.*
- ✓ *Such a nice Nurse, in fact everyone there are so pleasant and helpful.*
- ✓ *The nurse Sue Brain, was very caring and helpful when taking my blood.*
- ✓ *Would have given a 1 as excellent, but poor nurse giving covid jabs hadn't been given the correct patient list. However, she apologised for taking time to sort it and was extremely polite and friendly.*
- ✓ *Prompt pleasant and efficient experience*
- ✓ *Because you asked for it*
- ✓ *Nurse very understanding with older patients big thank you*
- ✓ *I always get service from the staff*
- ✓ *All the staff who work there very helpful and kind to everyone*
- ✓ *I was seen on time and Sue is always so lovely. She is very gentle and helpful.*
- ✓ *A very cheerful nurse called Sue, she was very thorough. Great service*
- ✓ *Laura made me feel comfortable & relaxed I hate having my lady bits checked but we have too*
- ✓ *Professional, polite, all employees often go above and beyond to help me.*
- ✓ *Prompt, friendly and professional consultation.*
- ✓ *I was in and out in a few minutes. Blood test at Shepherdsweil surgery.*
- ✓ *Nurse was very caring and listened to me. She was very gentle with taking my blood as last time my arm was left very painful with a reddy purple mark that took wks to go away. She was very reassuring in her manner and actions.*
- ✓ *I went it promptly and the lady I saw was very professional and helpful*
- ✓ *Brilliant friendly staff. Walkin service and always being able to see a doctor is brilliant.*
- ✓ *I always get great service and Kindness from the Nurses cleaning and dressing my leg. Thank you.*
- ✓ *Because I arrived on time was seen immediately including having my blood pressure measured as well I was in and out in 5 minutes.*
- ✓ *I always find the staff helpful and efficient*
- ✓ *I was seen on time and the staff were very friendly*
- ✓ *Exceptional care always given*
- ✗ *The staff are very helpful and friendly*
- ✗ *I'm appreciate every time when visiting .Doctor and nurses sacrifice thank you very much xxx*

Not Recommended

- ✓ *I wasn't in the appointment long. Just to have my ecg removed. But the nurse was very friendly and very polite.*
- ✓ *From the moment I arrived the reception lady always very polite and very helpful. Nurse Emma always very efficient, caring - excellent in all ways . The surgery is outstanding,.*

Passive

- ✓ *Waiting to see a Dr for 3hrs to be sat in the room for 30 seconds is not good. Not impressed, I am reluctant to return for my issues.*