

FFT Monthly Summary: November 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
87	7	2	0	1	0	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	303						
Responses:	97						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	87	7	2	0	1	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	87	7	2	0	1	0	97
Total (%)	90%	7%	2%	0%	1%	0%	100%

Summary Scores

👍 97% 👎 1% 🙅 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:

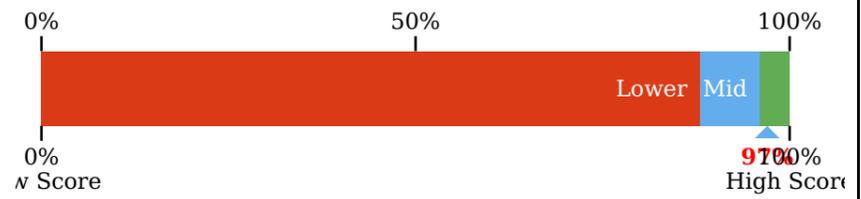
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

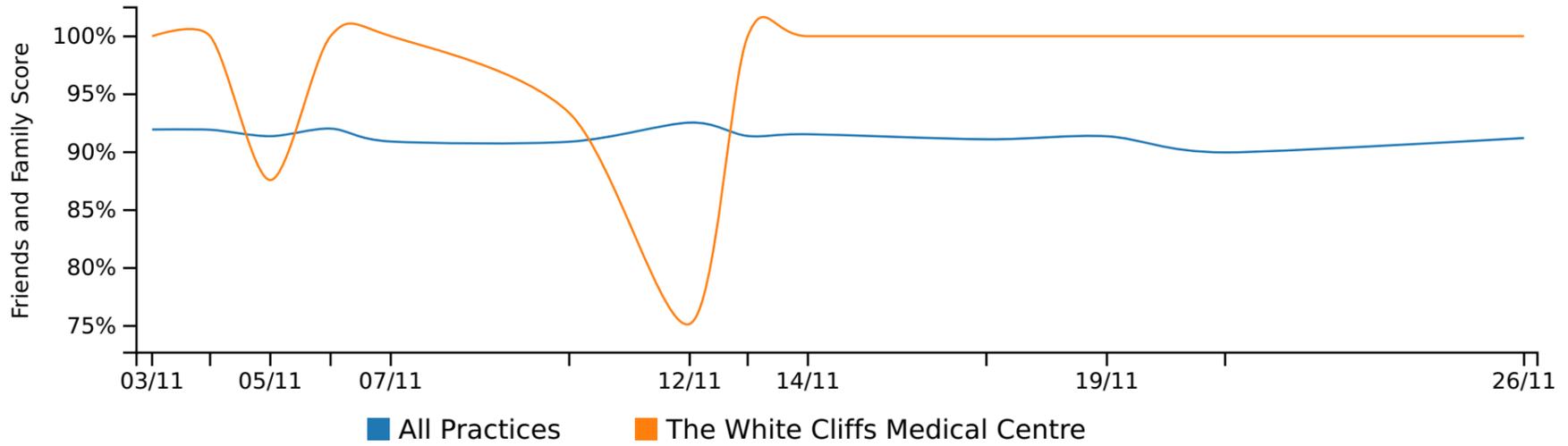
Your Score: 97%

Percentile Rank: 85TH



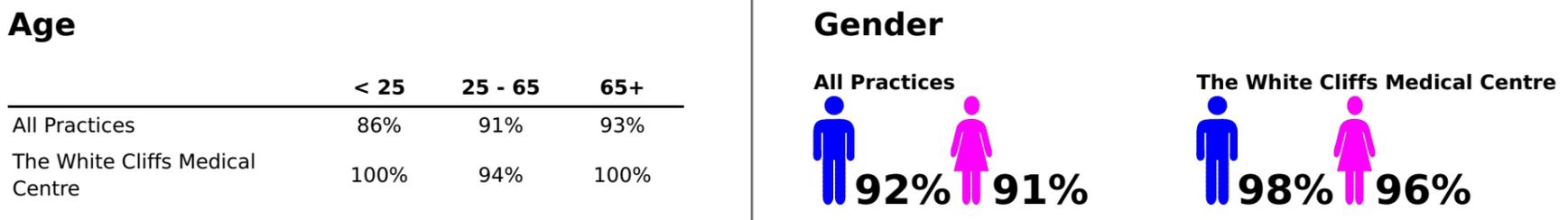
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile means your practice scored above 85% of all practices.

Practice Score: 'Recommended' Comparison



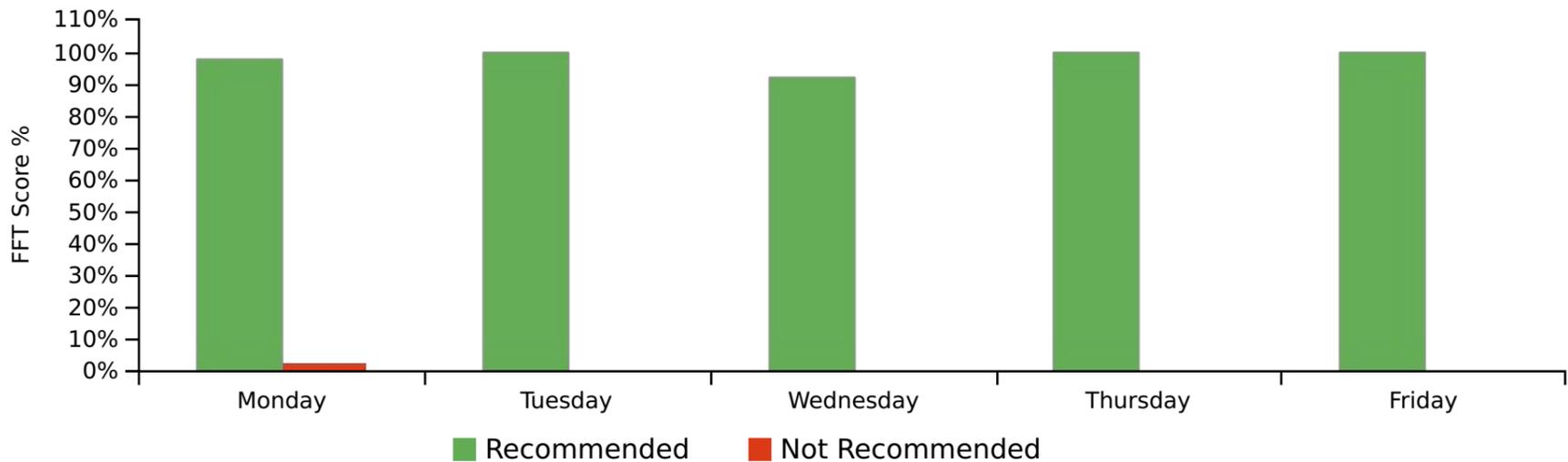
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

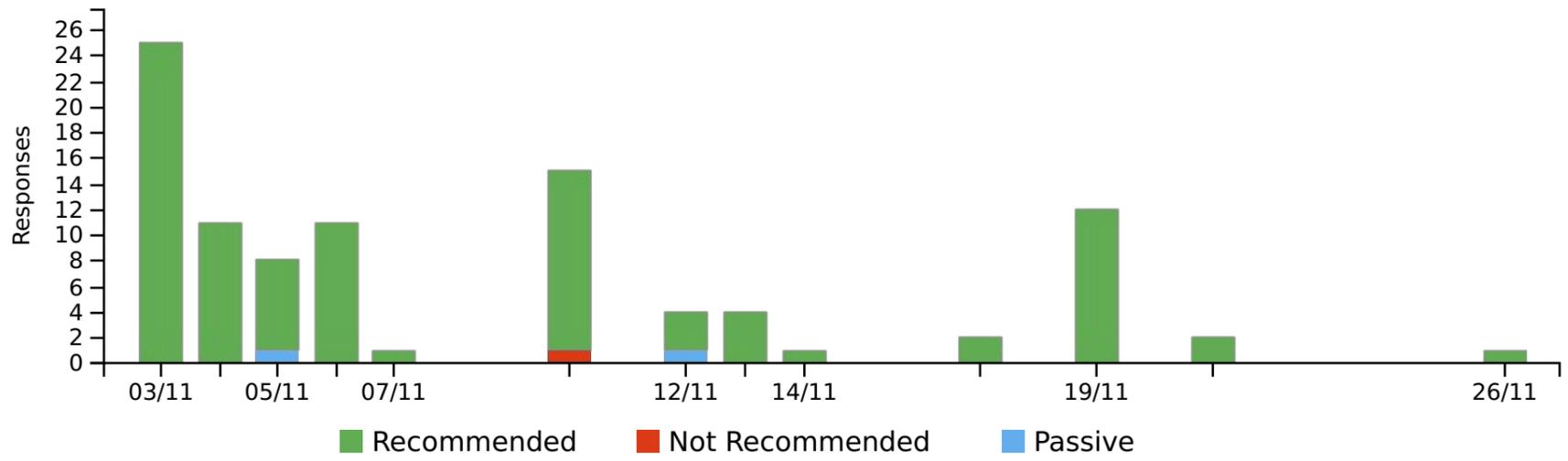
Practice Score: Day of the Week Analysis



- 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.

- ✓ *Excellent patient care, highly professional and caring service by the nurse.*
- ✓ *Surgery clean and tidy Parking available Nurse was very friendly and professional*
- ✓ *Excellent service and nurse was very friendly and quick*
- ✓ *Nurse was lovely, quick and made me feel comfortable*
- ✓ *Seen on time and very friendly member of staff.*
- ✓ *Very helpful staff*
- ✓ *Very efficient and very polite and helpful.*
- ✓ *Appointment was on time. Friendly and professional nurse*
- ✓ *Nurses are always friendly and thorough*
- ✓ *On time Seamless appointment and treatment from the nurse*
- ✓ *on time , welcoming and efficient*
- ✓ *Good experience*
- ✓ *Hallie lovely , easy to chat too . Ringing me back in two weeks to check medication working for me . Reception lovely too*
- ✓ *Helpful staff and no queues. Prompt service.*
- ✓ *Because it was a nice on time efficient appointment*
- ✓ *Appointment was on time and Emma is very friendly*
- ✓ *Appointment convenient, on time, results swift*
- ✓ *Polite receptionist, went in on time , friendly and efficient appointment*
- ✓ *Nurse was lovely. Injection not much pain. And all done very quick. Thank you*
- ✓ *Staff very efficient good service*
- ✓ *Nurse so kind help full*
- ✓ *The Physio had a lovely demeanour*
- ✓ *I was seen swiftly and Sue Brain was friendly, professional and accommodating.*
- ✓ *I find Whitecliffs Surgery to be extremely efficient appointments, polite and friendly.*
- ✓ *Hailie is very knowledgeable, kind & caring.*
- ✓ *Very nice nurse and very thorough*
- ✓ *Very good service*
- ✓ *Always on time appointments friendly and helpful*
- ✓ *Efficient helpful nurse and welcoming staff*
- ✗ *Went in on appointment time good service by the nurse*
- ✗ *Was an amazing service with care dignity and kindness*
- ✗ *I have no current issues*

Not Recommended

- ✓ *Doctor rejected my regular medication order with no explanation as to why I have now run out of my long term meds and will have severe withdrawal symptoms*

Passive

- ✓ *I would have preferred a sonographer that had been friendly and calming.*