

FFT Monthly Summary: December 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
85	9	3	1	1	0	0	0	0	99	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:	295						
Responses:	99						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	85	9	3	1	1	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	85	9	3	1	1	0	99
Total (%)	86%	9%	3%	1%	1%	0%	100%

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:

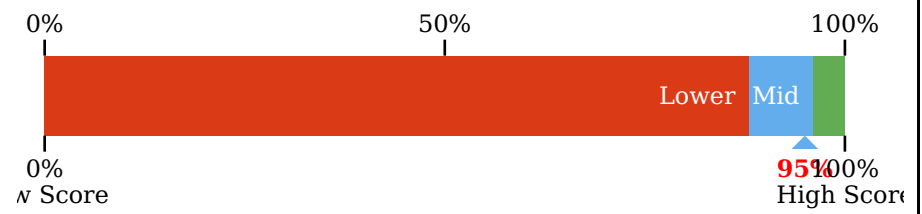
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

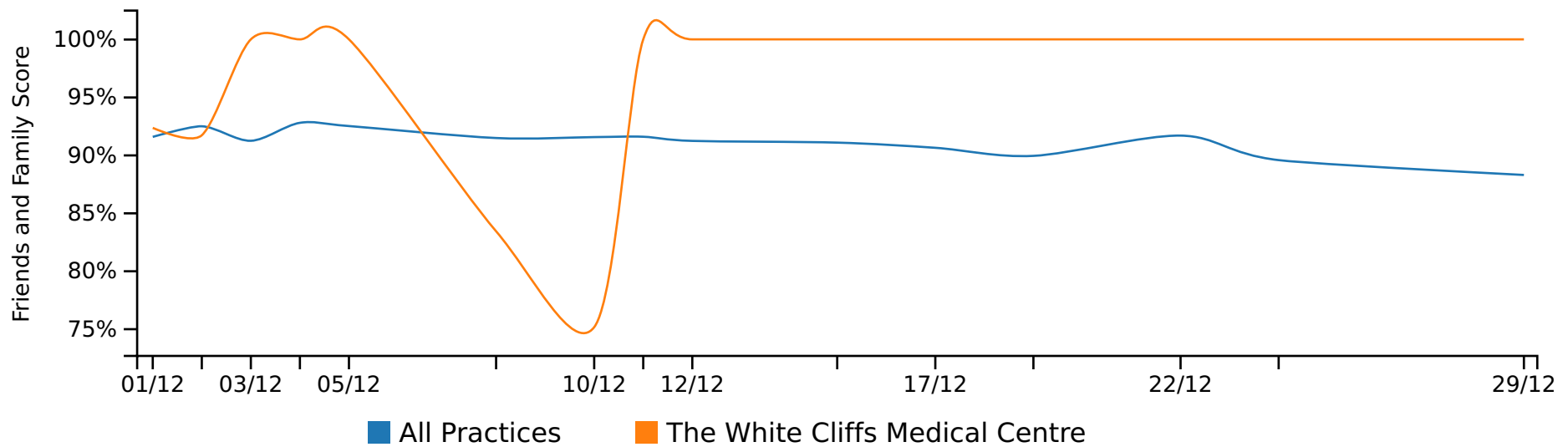
Your Score: 95%

Percentile Rank: 70TH



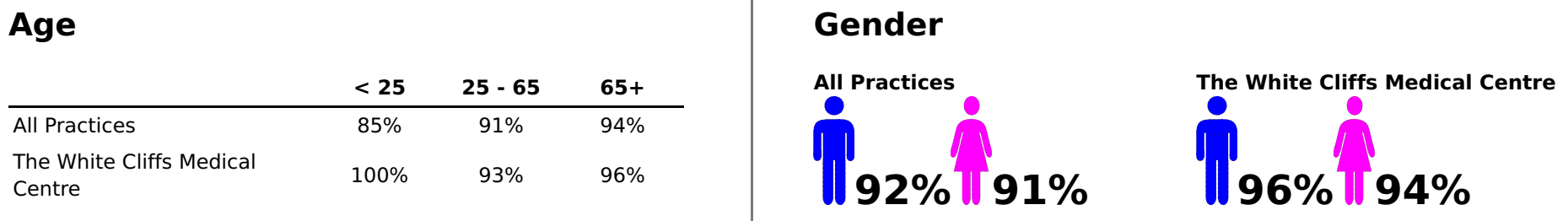
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means your practice scored above 70% of all practices.

Practice Score: 'Recommended' Comparison



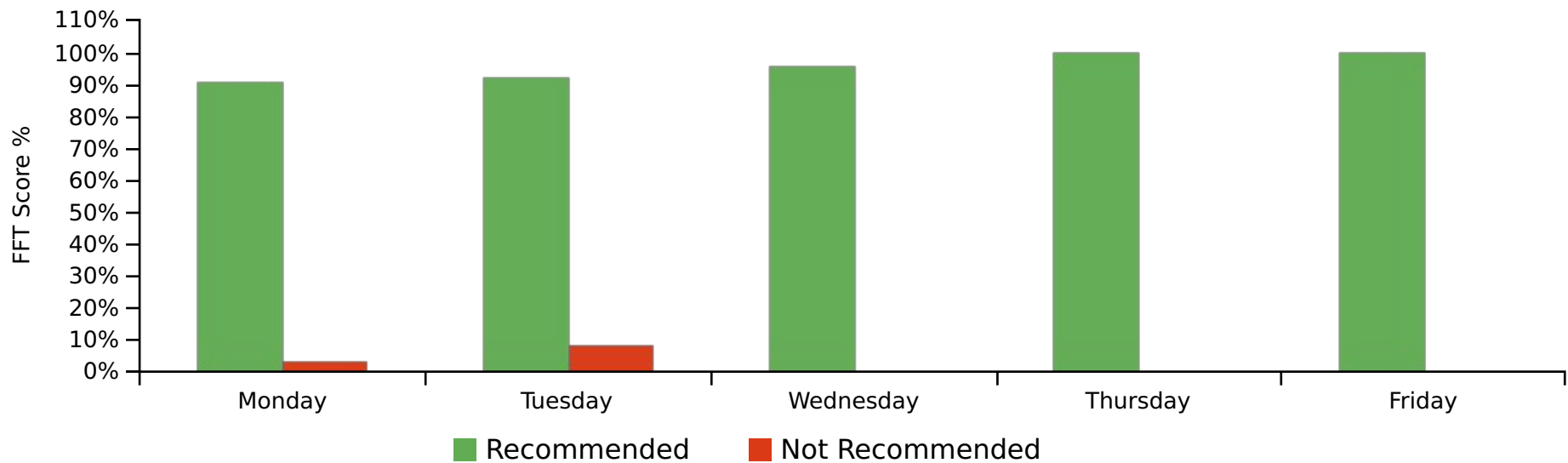
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

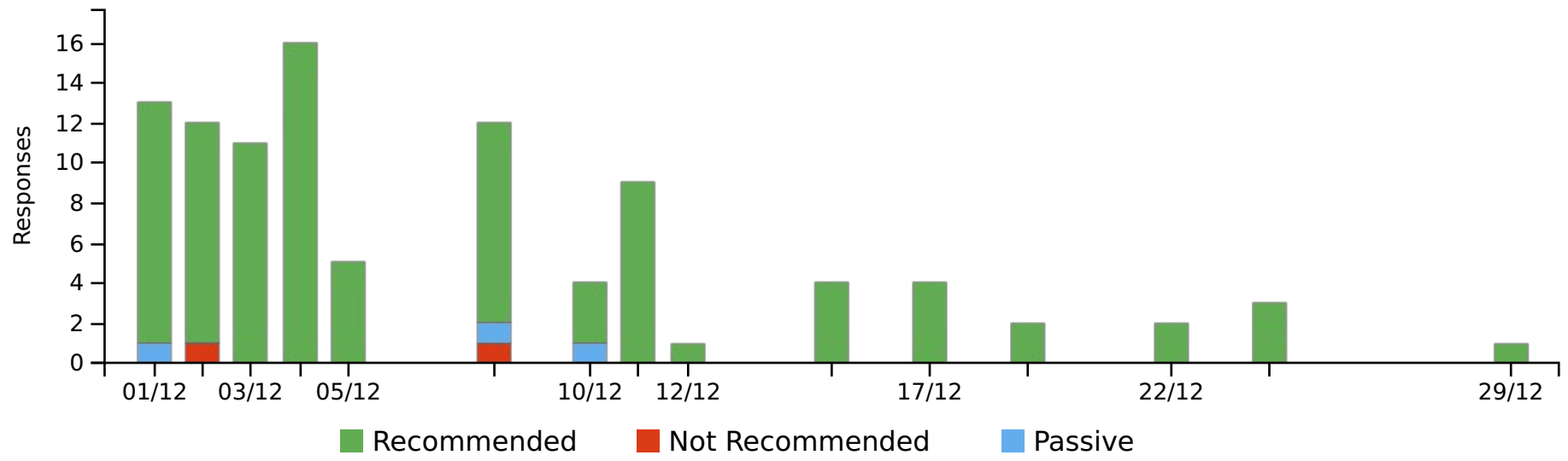
Practice Score: Day of the Week Analysis



- 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.

- ✓ *On time , polite , knowledgable*
- ✓ *Very prompt service Very kind & considerate nurse that I saw*
- ✓ *good service, quick, efficient, emma is very nice and personable.*
- ✓ *Very efficient*
- ✓ *2 reminders sent to me before the appointment. The appointment was on time and was carried out by a friendly professional.*
- ✓ *Staff very polite and helpful*
- ✓ *Both medical staff were very caring and kind.*
- ✓ *Had 0 issues*
- ✓ *All in Shepherdswell surgery are always very helpful*
- ✓ *Saw Nurse Practitioner who was very helpful*
- ✓ *Excellent service from the nurse Mrs brain as always.*
- ✓ *Really helpful and kind and patient nurse*
- ✓ *Everything was good.*
- ✓ *Have always had very kind nurses and doctors who listen and make you feel like you are a person and not a just another number ! Reception staff are always polite and helpful , I have never received any negativity and feel extremely grateful.*
- ✓ *Always very helpful & professional*
- ✓ *Appointment was on time and conducted in a very professional and friendly way.*
- ✓ *A little wait but more than made for by a pleasant knowledable locum doctor*
- ✓ *Welcoming, clean, helpful team and friendly doctor*
- ✓ *That was my experience today and other appointments.*
- ✓ *The staff was very helpful and friendly which made my experience very easy and quick*
- ✓ *Listened to what I was saying and pleasant*
- ✓ *On time appointment, lovely lady who did ultrasound, even at 8am*
- ✗ *Nurse made me feel at ease and was very friendly xx*
- ✗ *Good service*

Not Recommended

- ✓ *Because you sent a review for me to answer, and that's what I thought*

Passive

- ✓ *My appointment was cancelled and hour before it was due.*
- ✓ *Person performing scan was v thorough and efficient but hampered by not having access to my previous U/S which was done by South East Ultrasound at the Marlowe. Centre. Seems mad that the follow up appointment was done by different provider who didn't have access to previous result....?!*