

# FFT Monthly Summary: January 2026

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
80	10	5	3	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>284</b>						
<b>Responses:</b>	<b>99</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	80	10	5	3	1	0	<b>99</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>80</b>	<b>10</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>99</b>
<b>Total (%)</b>	<b>81%</b>	<b>10%</b>	<b>5%</b>	<b>3%</b>	<b>1%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 91% 👎 4% 🗳️ 5%

## 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:

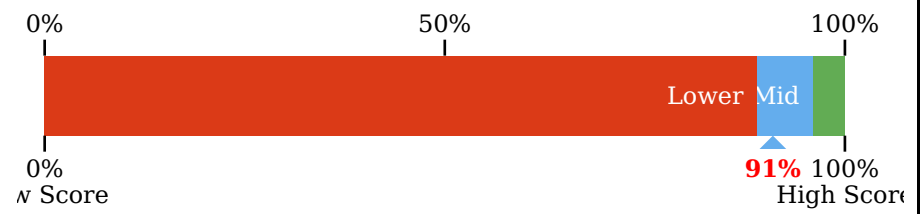
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

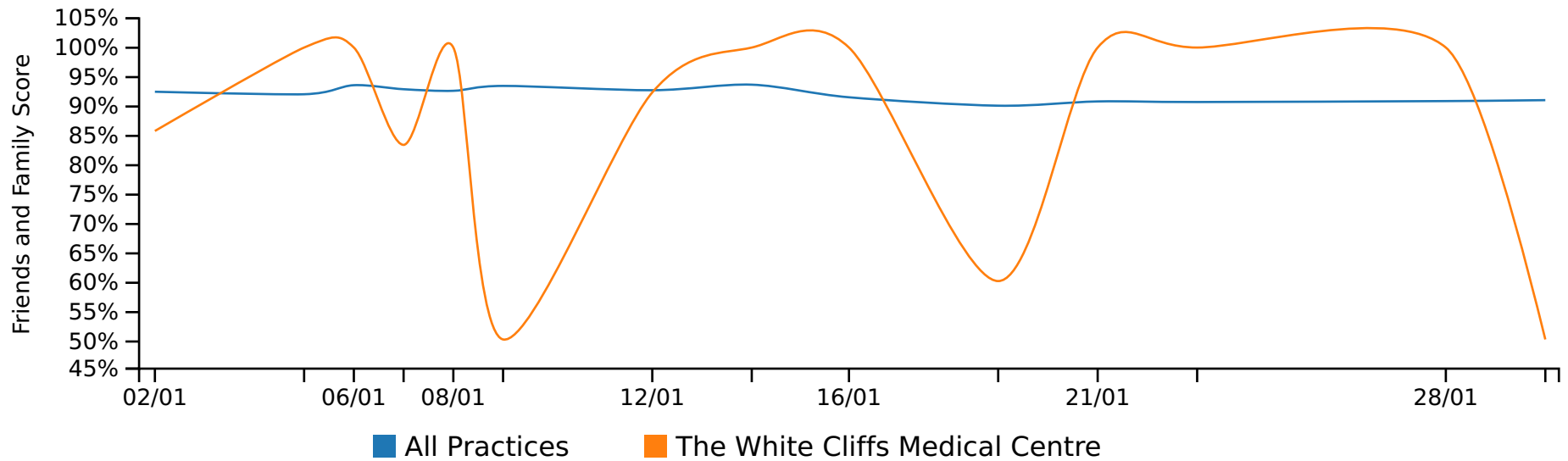
**Your Score: 91%**

**Percentile Rank: 35TH**



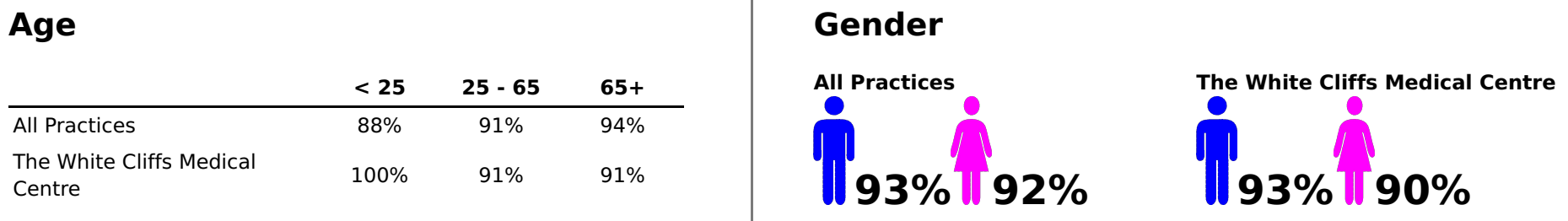
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 35th percentile means your practice scored above 35% of all practices.

### Practice Score: 'Recommended' Comparison



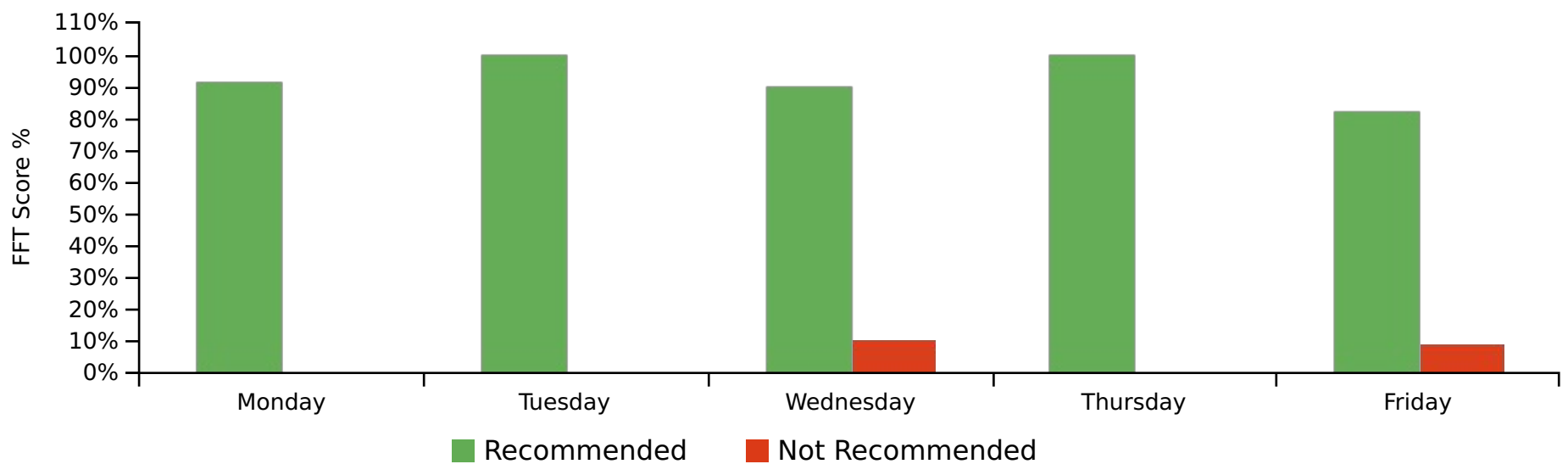
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

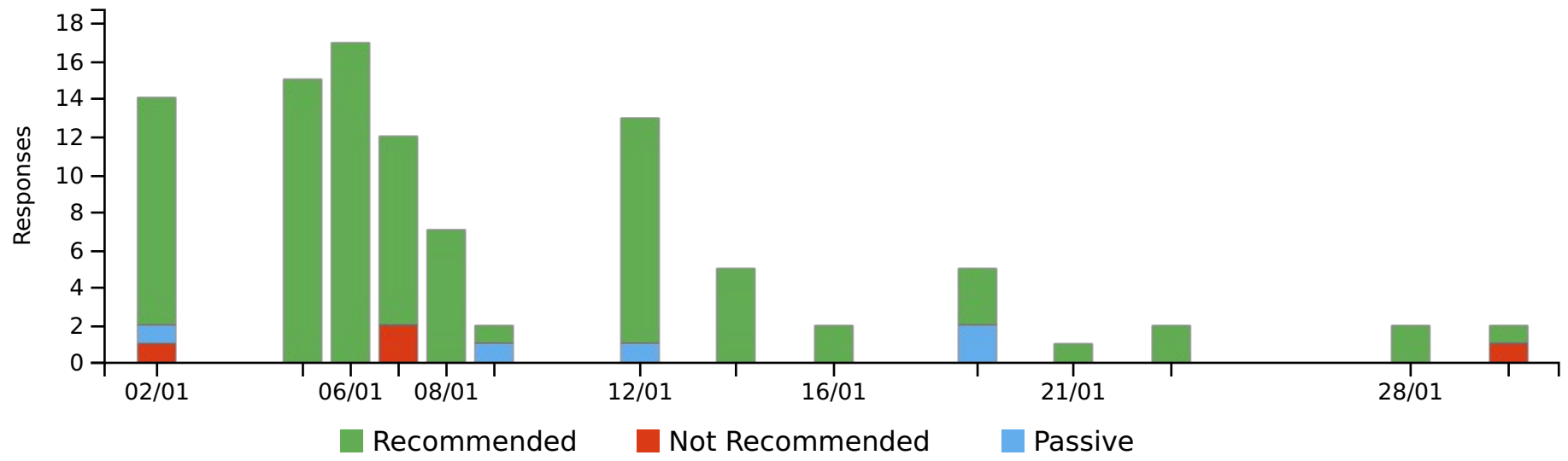
### Practice Score: Day of the Week Analysis



- 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.



- ✓ *Good, clear advice all accompanied along with a strong caring nature.*
- ✓ *The sonographer was polite, pleasant & explained everything to me.*
- ✓ *Great service. Very professional nurse.*
- ✓ *Really quick appointment given for my ultrasound - within a week excellent communication about appointment and reminders easy check-in on arrival and instructions where to go really clean everywhere including toilets excellent signage and info everywhere very efficient and on-time appointment with kind practitioner and clear communication about next steps. Thank you!*
- ✓ *The surface I get from the doctors surgery is always excellent. I had a blood test today exactly on time without any pain. How good is that? Thank you again. Oliver Oconnor. The deaf one.*
- ✓ *Leeann was friendly and efficient*
- ✓ *Just an impression*
- ✓ *Great staff Kind staff Helpful staff Clean building*
- ✓ *Efficient, friendly and helpful, as usual.*
- ✓ *The nurse was lovely and professional.*
- ✓ *Professional & Clear person I had an appointment with.*
- ✓ *She was very patient and listened to what I had to say.*
- ✓ *I had a very good professional experience with nurse Jane who took some blood from me, she was friendly but very efficient and I'd happily see her again. ?*
- ✓ *Dr always professional always listens never rushes you. Also saw the nurse she was the same very calming and professional. All staff at the surgery are very helpful*
- ✓ *Friendly Efficient Kind*
- ✓ *I did not have to wait long once I got to the surgery to go into my appointment.*
- ✓ *The nurse was nice, happy and put me at ease.*
- ✓ *Emma was very quick and efficient Thanks*
- ✓ *The lady who did my ultra sound explained everything and made me feel very comfortable.*
- ✓ *Jane is fantastic and caring. Always helpful and supportive*
- ✓ *I'm very happy with the surgery. Dr jan is an Angel. The staff is very kind as well always helping myself & my family*
- ✓ *Everyone was very kind and helpful when I arrived... and Emma Webster was fantastic and put me at ease and the experience was 1st class... thank you all very much.*
- ✓ *Both surgeries have friendly staff and have always been polite.*
- ✗ *I have to go back xx*

### **Not Recommended**

- ✓ *Impersonal, abrupt, cold and severely lacking in reassurance and bedside manner*
- ✓ *Disinterested, uncaring, keep mucking me about with my medications, a year wait to have a small growth on my head. No communication!!*
- ✓ *3 I gave.*

### **Passive**

- ✓ *I have had a poor experience with my smear testing. 3 years ago the smear was done incorrectly (the bottle being out of date and labelled incorrectly), I had to have another as it happened again, you have to wait 3 months until you can have your next smear so I had to wait 9 months in total. I had my most recent smear in October 25 and the same thing happened again, the bottle was out of date so I've had to wait another 3 months and have a second smear today. I have had to have 5 smear tests when I should have had two and this is down to poor practice*
- ✓ *Service was quick but the ultrasound result was not clarified properly.*
- ✓ *No problem seeing doctor or nurse*