

# FFT Monthly Summary: February 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
90	8	0	1	0	1	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>250</b>						
<b>Responses:</b>	<b>100</b>						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	90	8	0	1	0	1	<b>100</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>90</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>100</b>
<b>Total (%)</b>	<b>90%</b>	<b>8%</b>	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

👍 98% 👎 1% 🙋 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:

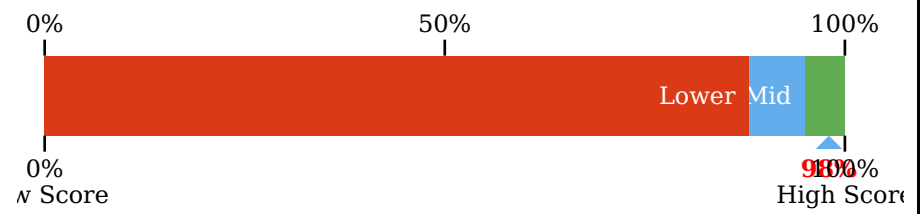
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

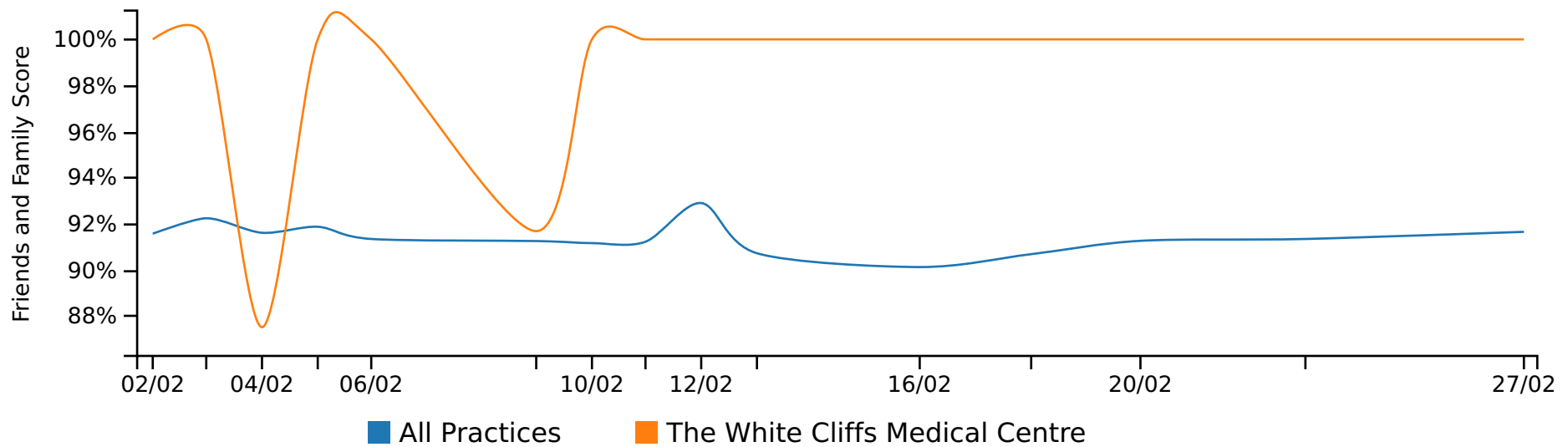
**Your Score: 98%**

**Percentile Rank: 95<sup>TH</sup>**



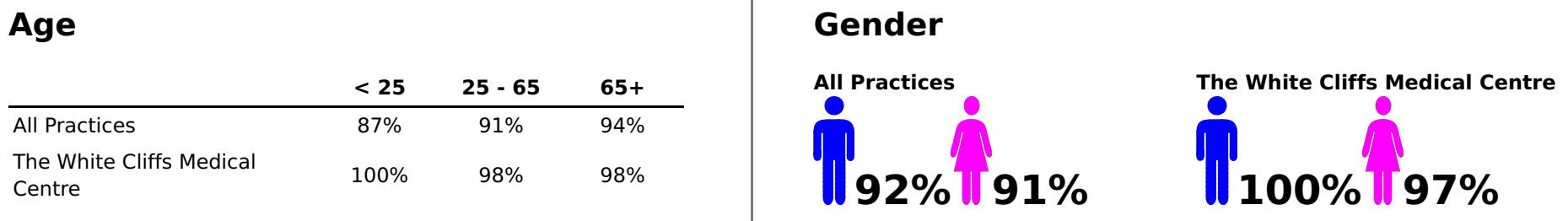
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 95th percentile means your practice scored above 95% of all practices.

### Practice Score: 'Recommended' Comparison



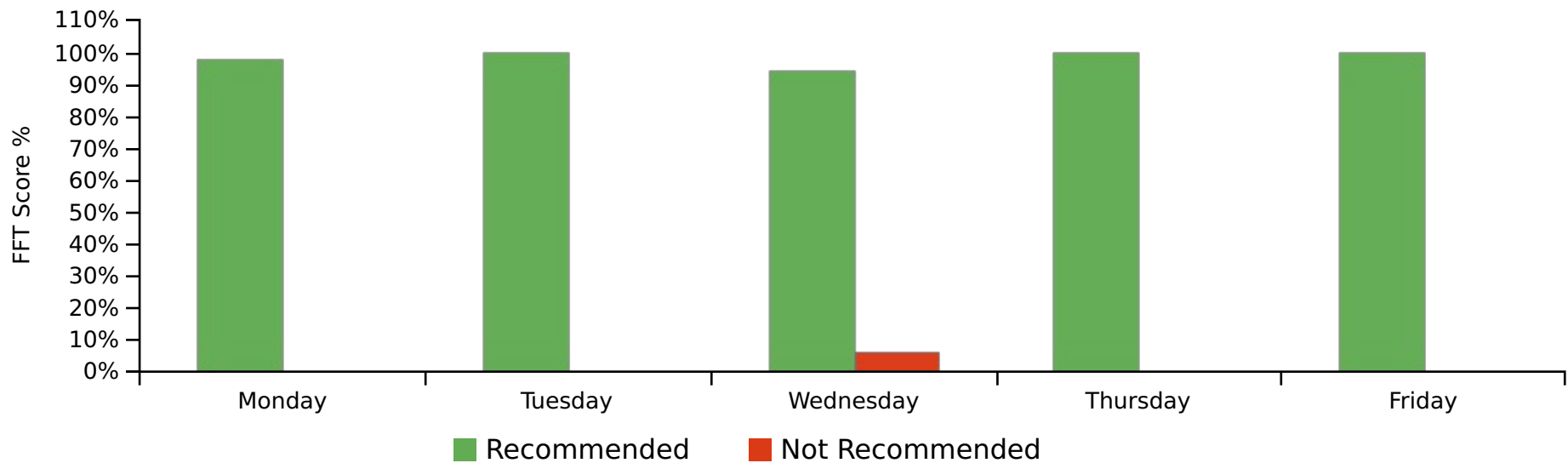
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

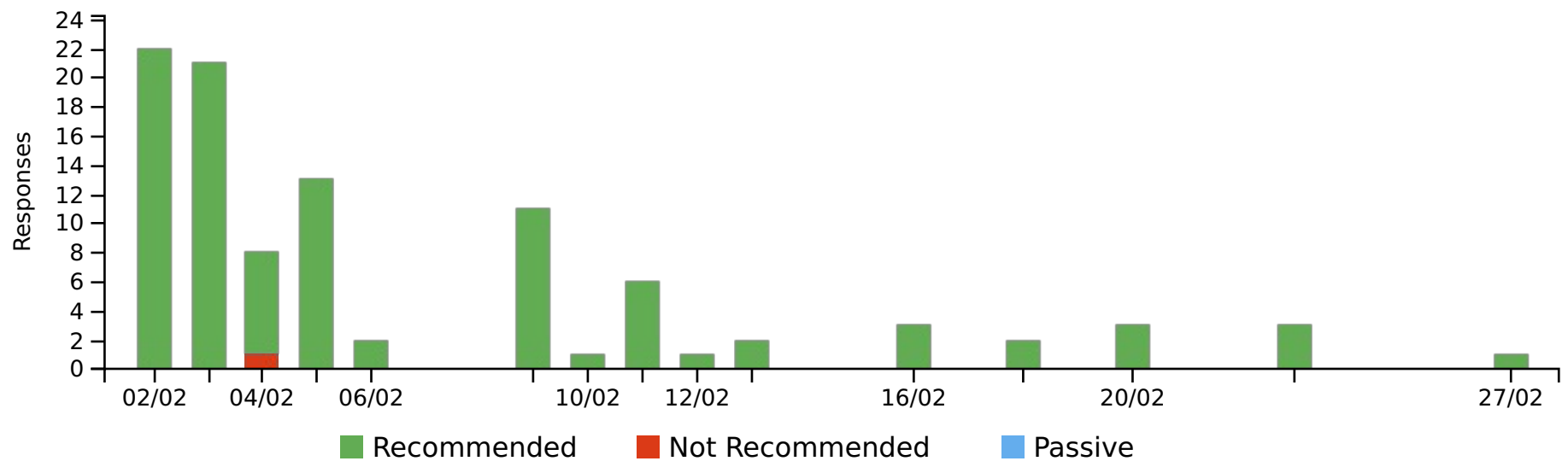
### Practice Score: Day of the Week Analysis



- 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.



- ✓ *Amazing service really quick and very organised. Nurse and reception staff were so kind.*
- ✓ *Totally trust Dr Tapping, she always goes above and beyond for her patients. Felt looked after and listened too. Only downside of her being so professional was that I had to wait 40 minutes*
- ✓ *Because appointment was very quick a was send texts right up to appointment and friendly reception*
- ✓ *Quick and professional service. The nurse was really personable and put me completely at ease*
- ✓ *The nurse was lovely put me at ease and made me feel comfortable*
- ✓ *The lady that did my scan was very nice polite and took her time it was a nice experience*
- ✓ *Appt on time and treated with respect*
- ✓ *Dr. Tapping is very thorough*
- ✓ *Because of the overall service. Polite and friendly. Also, I feel confident that I am being medically well looked after.*
- ✓ *Great service..nice people*
- ✓ *Had an appointment so was called in first and the nurse was friendly and helpful*
- ✓ *Number good 1 very*
- ✓ *a) You asked me. b) It was very good.*
- ✓ *The team at the doctors are very very good direction and, can't fault any of them, nothing is too much bother for them, they're very polite and courteous and treat people with great respect, which I think is most important? Much love to all of you and thank you for all that you do for everyone of us thank you*
- ✓ *The lady I saw was very thorough very gentle explained everything what she was doing made me feel at ease lovely lady*
- ✓ *I saw Nurse Jane and she was very helpful*
- ✓ *Simple, quick and professional*
- ✓ *Everyone is awesome there*
- ✓ *Very kind and helpful staff ?*
- ✓ *I left the practice in an upbeat mood... Hailey explained so much, one regarding the way to use my puffers correctly, also medicine I have little used believing it to be for another ailment...plus other things so relevant in restoring/improving my condition...*
- ✓ *Have always been pleased with the service received. Everyone is always very pleasant and also very helpful.*
- ✓ *I accept the fact that when its a walk in clinic, I have to wait. Thats understandable... I had an appointment with Nurse Brain, for bloods no delays booked for 0840 called in on time. So im totally happy and satisfied with Whitecliffs*
- ✓ *On time, professional and pleasant*
- ✓ *I saw Laura today and she was patient and informative. I felt calm and relaxed and nothing was to much trouble. She all so had a pharmacist in with her how was equally lovely.*
- ✓ *Friendly staff, clean and tidy premises and on time*
- ✓ *Because the nurse was amazing. The staff at the front desk as always very helpful.*
- ✓ *The treatment and advice was excellent a credit to the practice.*
- ✓ *My original appointment was cancelled due to staff sickness. The receptionist at the Dover surgery was amazing and was able to find an appointment for me for this afternoon in Shepherdswell. The receptionist in Shepherdswell was welcoming and friendly and the nurse, Sue, was brilliant, friendly, professional and explained every step. Very helpful. A lovely surgery.*
- ✓ *She made feel relaxed and took my blood sample at a go.*
- ✓ *Appointment was on time . Friendly and helpful staff.*

## **Not Recommended**

## **Passive**