

FFT Monthly Summary: March 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
87	12	0	0	0	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:	301						
Responses:	99						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	87	12	0	0	0	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	87	12	0	0	0	0	99
Total (%)	88%	12%	0%	0%	0%	0%	100%

Summary Scores

100% 0% 0%

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:

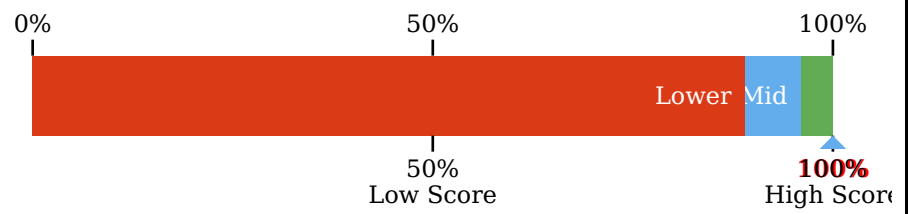
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

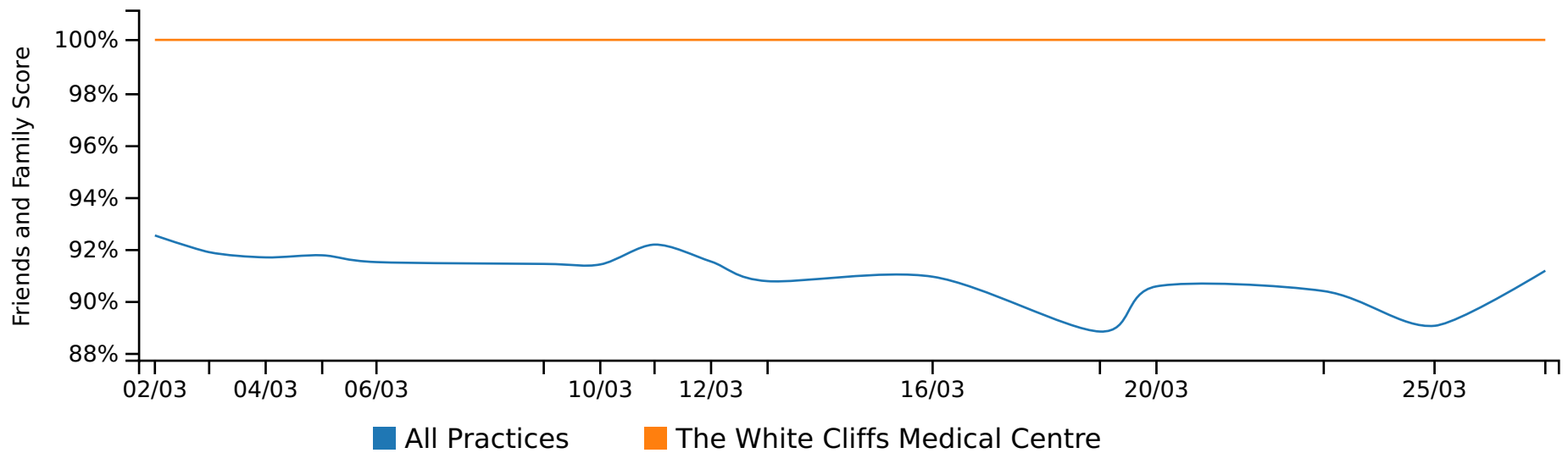
Your Score: 100%

Percentile Rank: 100TH



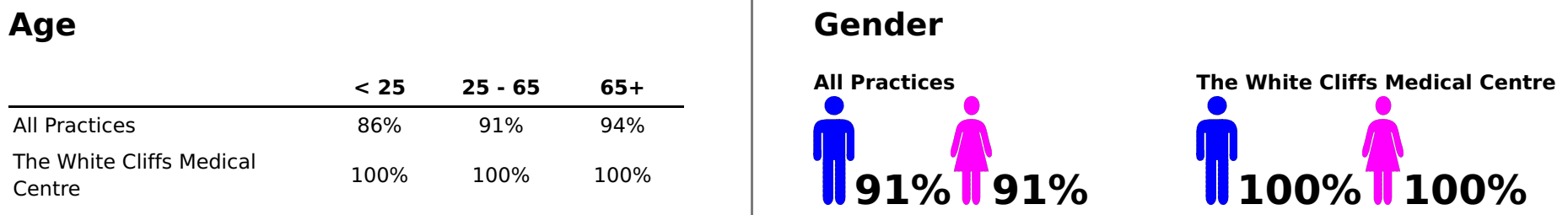
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 100th percentile means your practice scored above 100% of all practices.

Practice Score: 'Recommended' Comparison



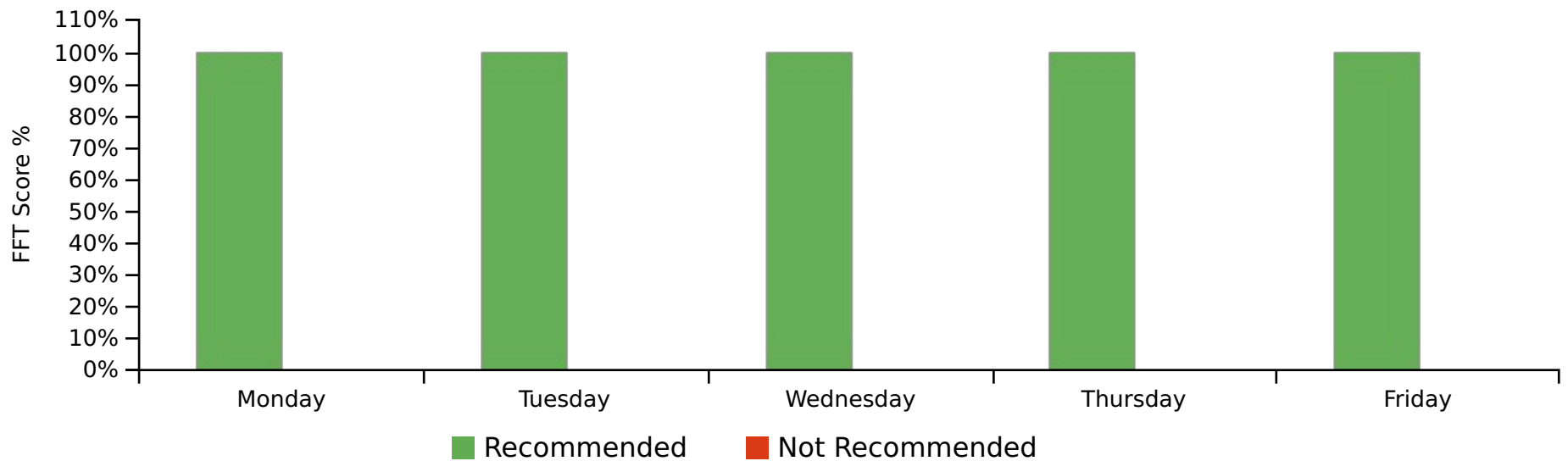
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

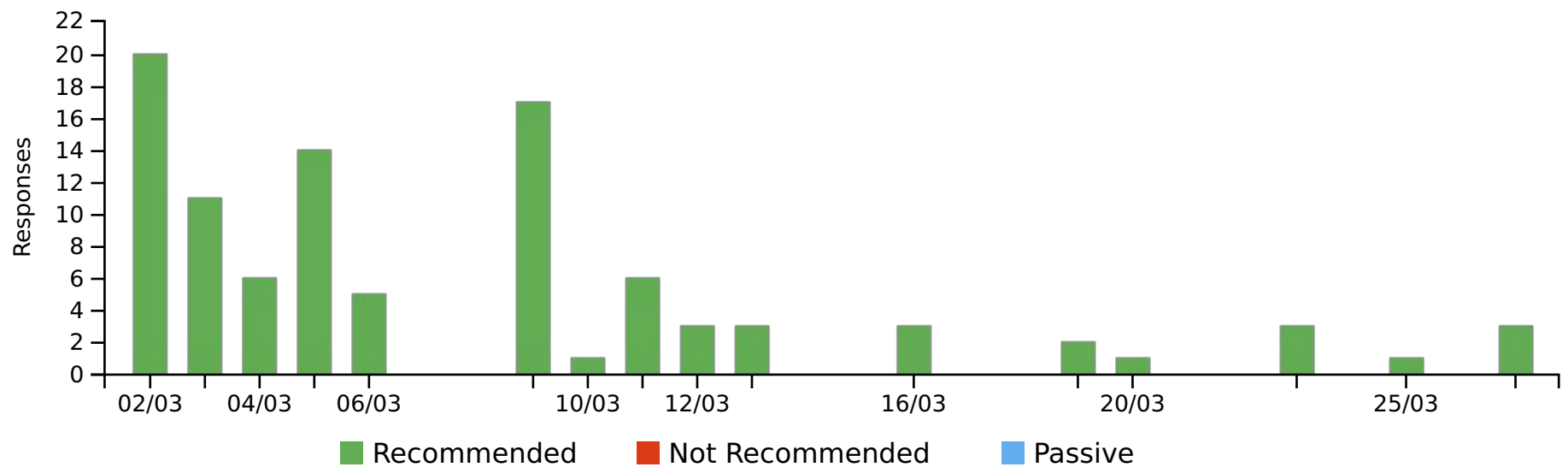
Practice Score: Day of the Week Analysis



- 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.

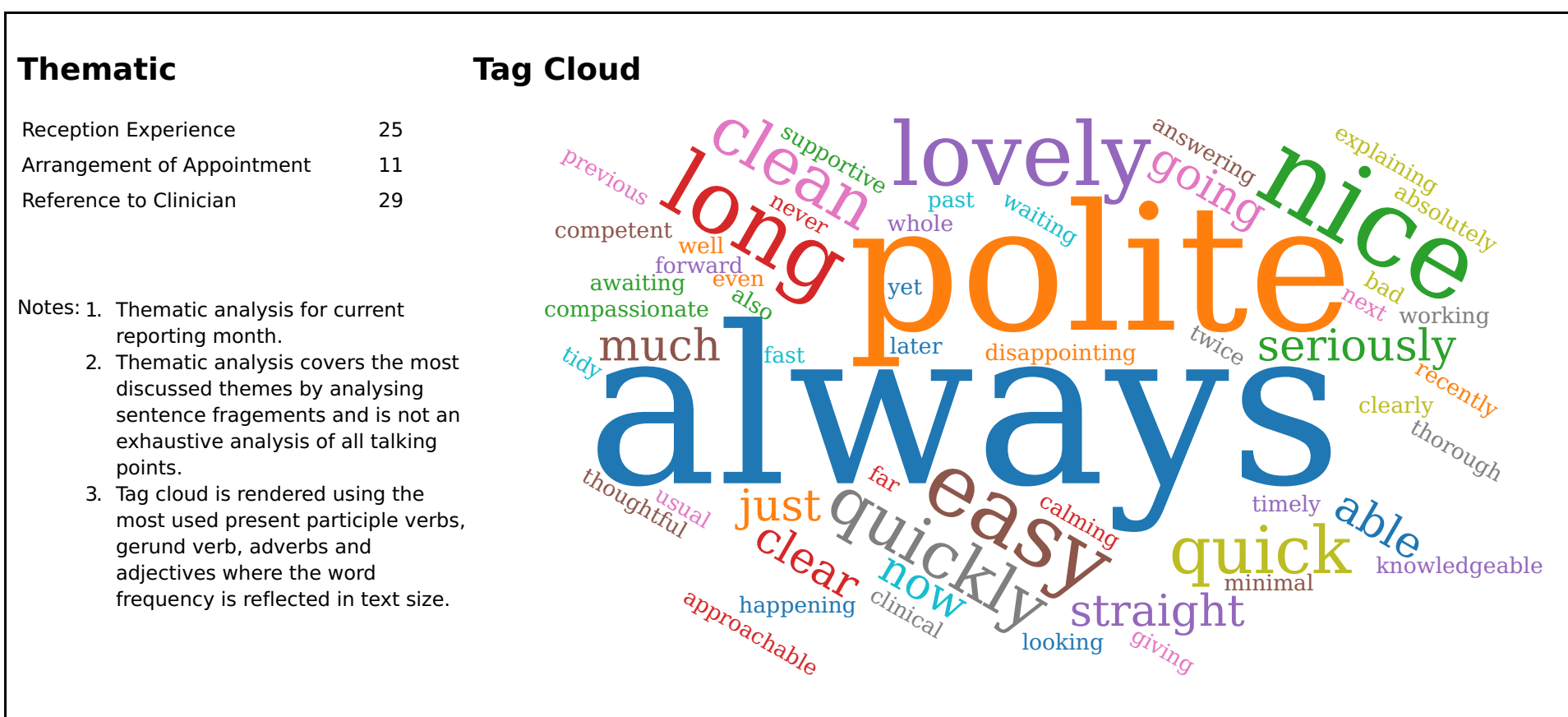
SECTION 4 Patient Response Analysis

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.

SECTION 5 Patient Free Text Comments: Summary



Patient Free Text Comments: Detail

- Notes: 1. Free Text Comment received for current reporting month.
2. Classification based on initial response to Q1 rather than content of message.
3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓ Doctor is brilliant very helpful and caring have had blood taken twice now both ladies very nice
- ✓ Dr was patient, answered questions, and clearly explained diagnosis and treatment
- ✓ Good service
- ✓ Because they were on time and helpful and efficient
- ✓ All clean and staff polite and scan on time no waiting to long
- ✓ The girls that work at reception are lovely. The nurses are great?
- ✓ Always a good friendly service received at the surgery
- ✓ Because the service was very good
- ✓ The reception staff are friendly and the nurse was very kind and polite and very helpful and the atmosphere was very clean and welcoming
- ✓ Ease of booking. Went in quickly. Professional
- ✓ Always polite, professional and friendly
- ✓ I was given a telephone consultation with the GP the same day as I rang and a follow up with the nurse 2 days later. Very efficient and helpful
- ✓ Quick service kind and friendly staff
- ✓ Because you asked me to
- ✓ Disappointing not to be able to make an appointment to see a Dr. Excellent service when I did see the Dr and the Nurse was also excellent
- ✓ It's nice to be able to make planned appointments at this surgery. The surgery is very nice and calming with good services. The staff are really helpful and friendly.
- ✓ Both the receptionist so friendly and nurse is as always so kind x
- ✓ Was very welcoming my appointment was in time the staff very friendly and very helpful.
- ✓ Because I have issues about my health checks
- ✓ Was seen quickly, the whole process was easy
- ✓ Very good very nice nurse thank you
- ✓ Excellent and caring service
- ✓ Lovely friendly nurse, minimal wait time and easy to book my next appointment.
- ✓ Because the nurse and the girl that was in reception were both very helpful
- ✓ The service was on time and very efficient
- ✓ Easy process and friendly staff
- ✓ Reception always helpful all staff excellent at all times GPS kind and caring
- ✓ Because it was good service
- ✓ Been a patient for a number of years now and have always had a good service.
- ✓ Very good service and always gives me great advice
- ✓ Prompt and pleasant service.
- ✓ Ace staff
- ✓ EVERY ONE @ PRACTICE KIND AND HELPFULL THANKS
- ✓ The people working at Whitecliffs are really great. Thank you
- ✓ Polite staff
- ✓ Good
- ✓ Good service quick
- ✓ My appointment was on time and Leeann was great and told me everything I asked questions of.
- ✓ Nothing bad to say
- ✓ I find them very helpful and friendly
- ✓ Seen in time by nurse alex. Felt comfortable and was given time to explain my situation.
- ✓ Very helpful staff and good communication skills I felt very at ease
- ✓ As always the receptionists and doctors were all friendly, helpful & on time.
- ✓ I feel in the past doctors don't take patients seriously and just write prescriptions without looking into the problem. For example I requested an ENT Appointment so I can get my problem taken seriously.
- ✓ Clear and pleasant nurse, I felt looked after.
- ✓ The nurse was very efficient, explained everything, answered any questions before I could even ask them as she knew what I would ask, made me feel very comfortable and the appointment was dealt with very quickly, a brilliant service

- ✓Very polite and answered all my questions.
- ✓*Hailie was Evelynt to me very good and thanks to you all there*
- ✓Didn't have to wait long , doctor was very patient and listened . Got what needed to be sorted .
- ✓*Excellent service no problems*
- ✓Welcoming helpful receptionist and nurse, made me feel at ease.
- ✓*Prompt service, straight to the point, good advice.*
- ✓Because I was listened to, given eye to eye contact and plans were put in place to help my ailments. All nurses at the WCMC are caring kind and compassionate
- ✓*Made to feel very much at ease. Professional and helpful. I've never been one much for going to the doctor's but having someone help me sort my problems is really going to help.*
- ✓I have recieved really good treatment and the staff have been polite and very helpful
- ✓*Very friendly, effiecient and not a long wait!*
- ✓Very straight forward with my appointment and the doctor was clear and to the point
- ✓*I didn't have to wait long for my appointment. The nurse was very friendly and professional, answering all my questions and giving advice.*
- ✓Thorough and kind professional dr
- ✓*Staff always friendly and helpful*
- ✓Appointment was on time,staff friendly and helpful
- ✓*Great information and everything explained. Very looked after.*
- ✓Because I always feel at ease with Hailie the nurse practitioner, & her colleagues,they are very professional & put me at ease whilst explaining what I need to improve my health.
- ✓*Rating 1-Very good. Because I didn't have to wait at all which is great. The nurse was fast and yet took the time to look at the results of another exam I had recently and for which I was awaiting feedback - which was helpful. The receptionists have been lovely so far too. Please keep up the good work.*
- ✓I have always received very good service from all of the practice staff, GP's, Nurses, Reception Staff.
- ✓*Polite friendly staff and seen with respect.*
- ✓Timely, kind, thoughtful- went out of her way to help
- ✓*As usual, both reception and clinical staff were very helpful, friendly and polite. I couldn't have asked for more.*
- ✓I ve had a few doctors over the years and this one is the best as it feel like they listen and help.
- ✓*Every step was explained to me and all the questions I had were answered, absolutely lovely manner and made me feel comfortable*
- ✓Clean and tidy. And friendly staff.
- ✓*Because everything about the service from reception to the Doctors was brilliant. Thank you.*
- ✓The lady who did my scan was very nice told me everything that was happening
- ✓*Quick appointment to see nurse. She was very well prepared.*
- ✓Jayne was supportive, helpful, pleasant and very easy to talk to Receptionists were friendly & approachable
- ✓*Friendly, caring and knowledgeable, felt valued and cared for.*
- ✓Good service
- ✓*Please see my previous reply.*
- ✗I feel it was just good
- ✗*Friendly and competent, professional nurse*

Not Recommended

Passive