

FFT Monthly Summary: July 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
78	13	2	2	2	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: 302

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	78	13	2	2	2	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	78	13	2	2	2	0	97
Total (%)	80%	13%	2%	2%	2%	0%	100%

Summary Scores

94%

4%

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:

Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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:94%

Percentile Rank:70TH

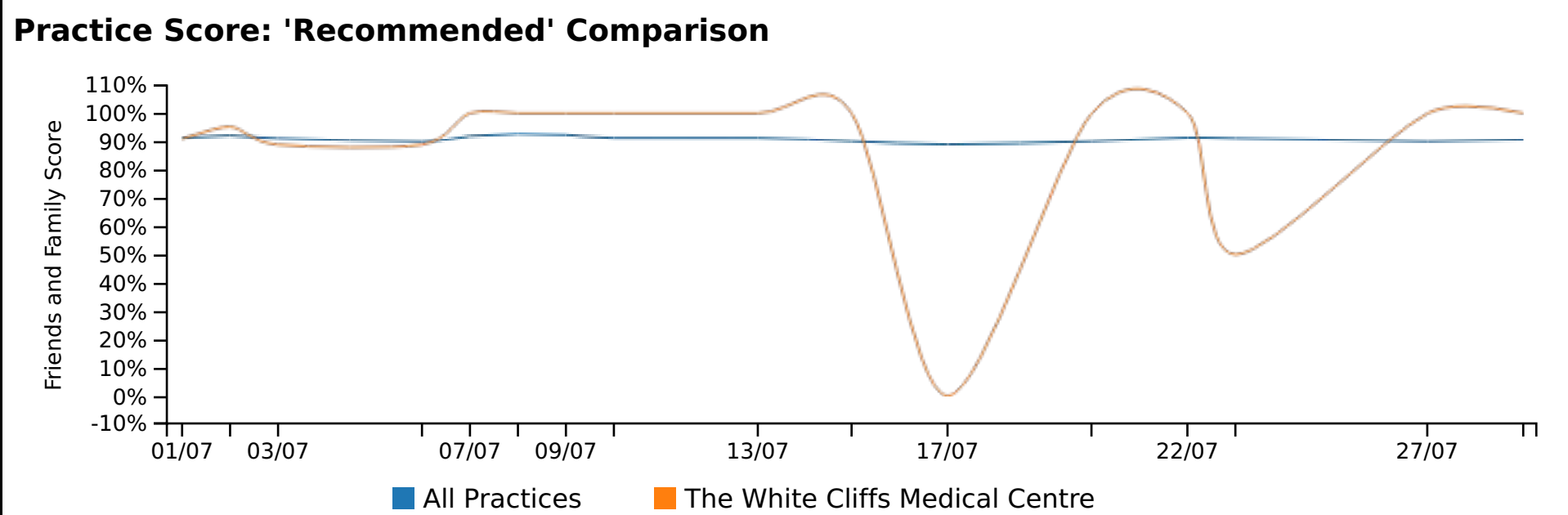
0%50%100%

0% Score

LowerMidHigh Score

94%100%

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.



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

Age

	< 25	25 - 65	65+
All Practices	85%	90%	94%
The White Cliffs Medical Centre	100%	92%	95%

Gender

All Practices

91%

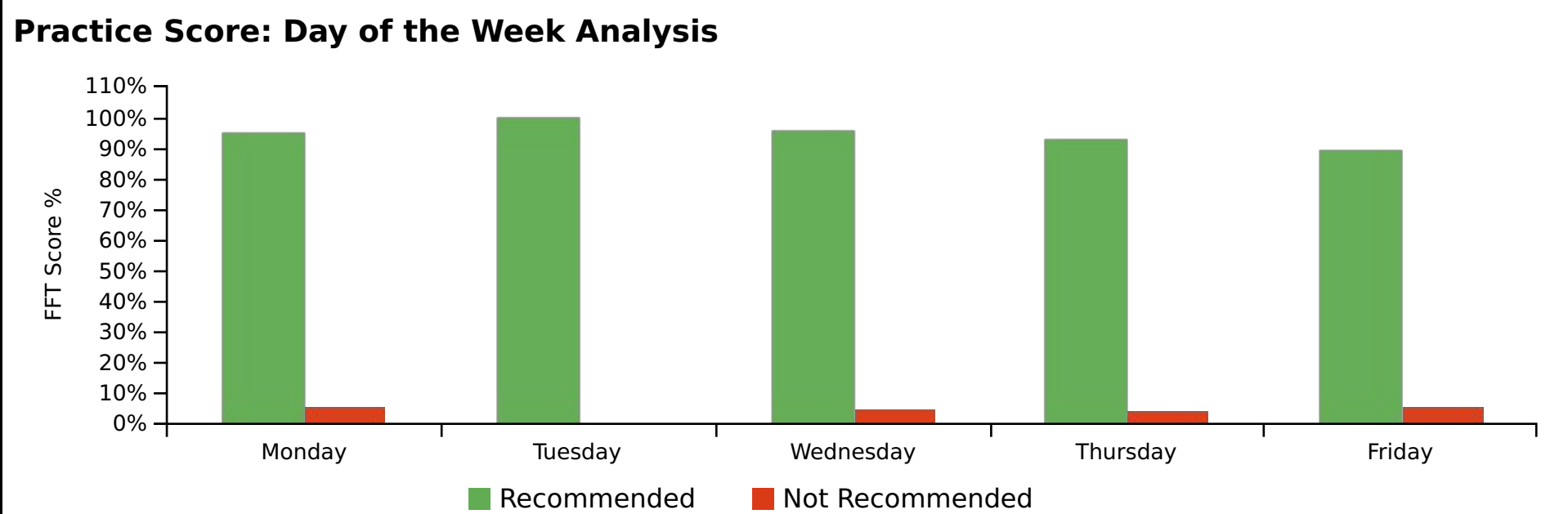
91%

The White Cliffs Medical Centre

92%

95%

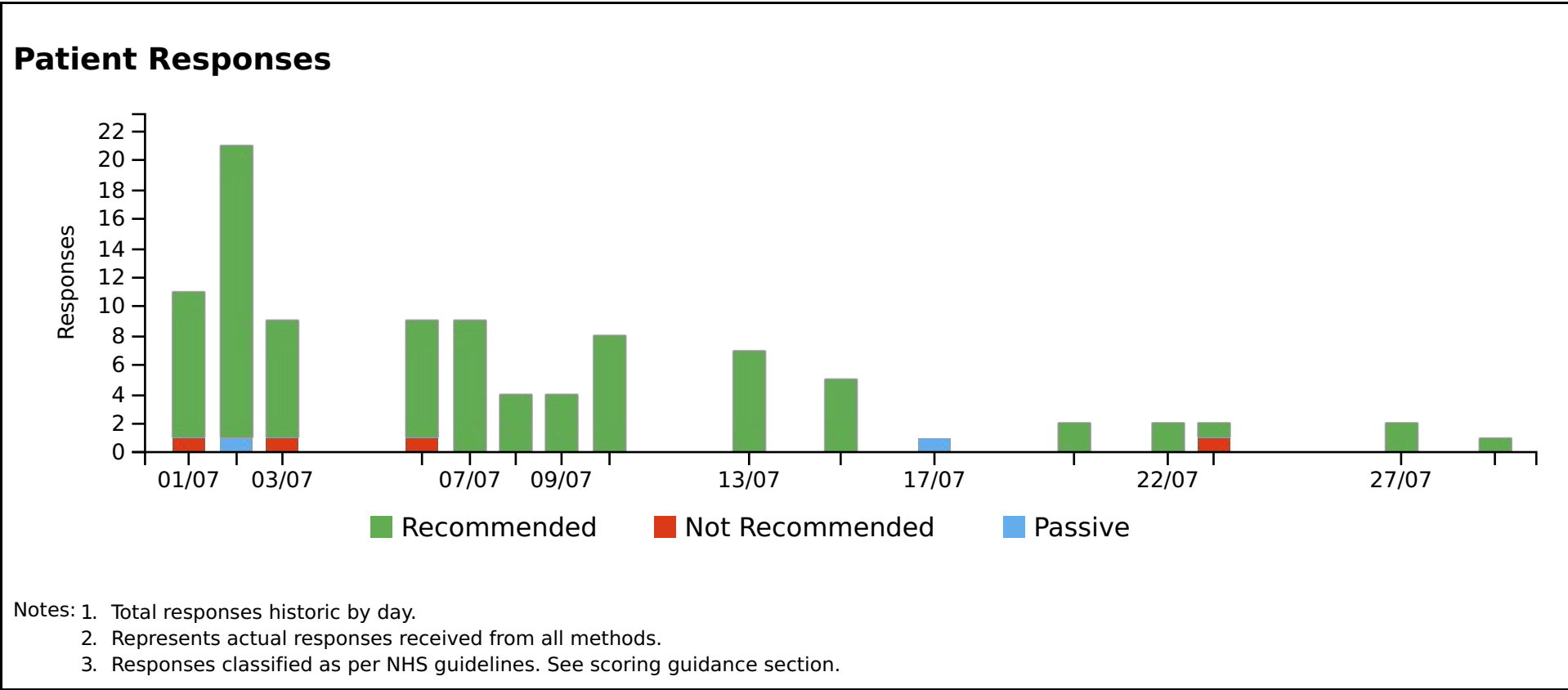
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



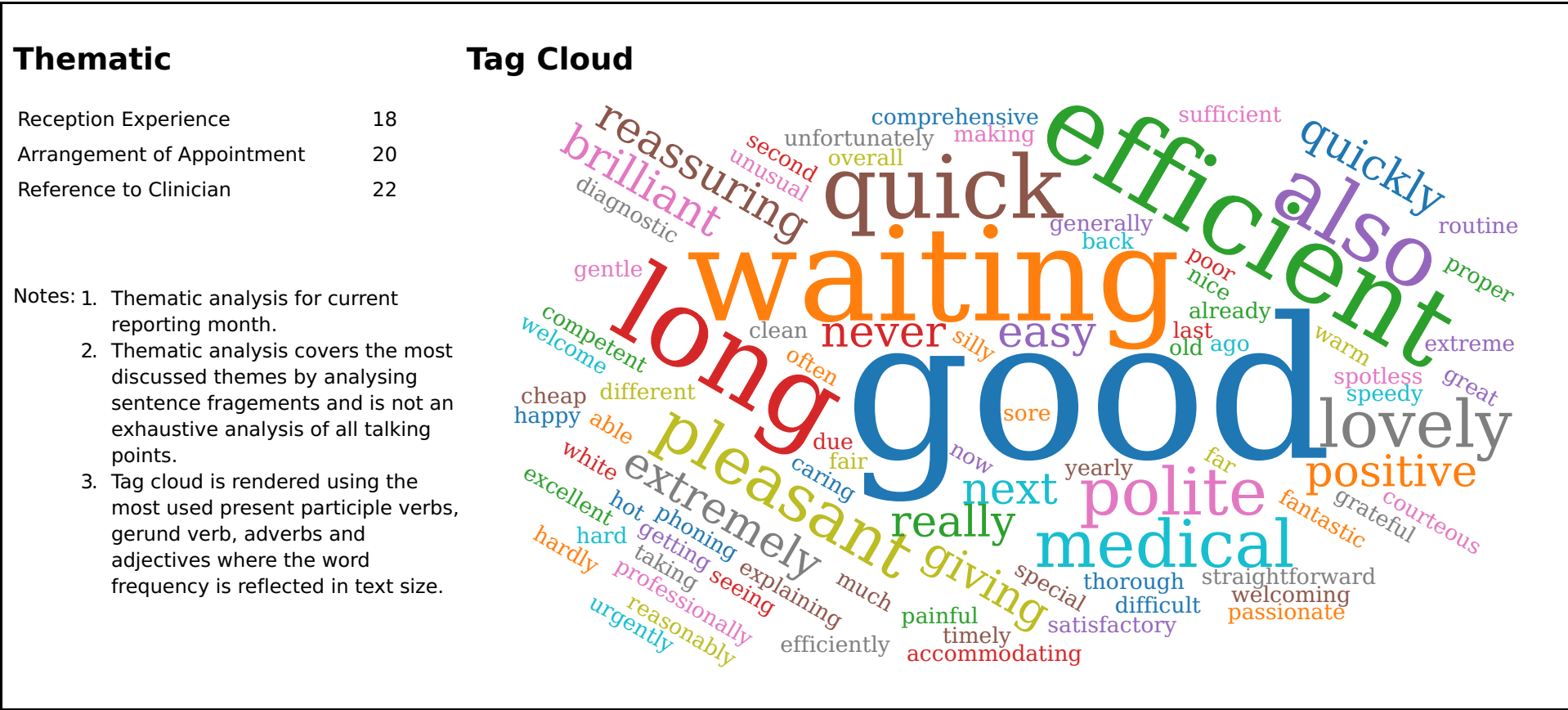
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis



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

- ✓ Quickly seen over in 5 mins
- ✓ Very efficient and helpful
- ✓ Can access GP 5 days a week.Good clinicians
- ✓ The appointment was on time I can't fault this surge
- ✓ A I got an appointment B it was on time long May it continue
- ✓ Appointment was on time and all explained
- ✓ I was seen on time of my appointment and the staff are so kind and caring
- ✓ I've always had a positive experience at the Shepherdswell surgery. The staff are always friendly and professional.
- ✓ Good service
- ✓ On time. Polite. Helpful
- ✓ Prompt service at reception, appointment was on time, and the doctor was professional
- ✓ It was as to be expected. Didn't feel a burden. When people are scares about their bodies they need to be reassured by the GP or nurse. It's not a job it takes a very special person.
- ✓ Always very friendly and professional staff. Practice is always spotless. Very grateful for this practice.
- ✓ Easy booking service and on time when I arrived and the nurse was lovely to
- ✓ Making the appointment was straightforward, I was seen on time and my consultation was all very positive & reassuring - very pleased overall.
- ✓ Waiting cabed long but at least you do get seen
- ✓ The nurses that took my blood was lovely. Nurse Hailey is alway brilliant and with me.
- ✓ Very good service
- ✓ Because I was pleased with the outcome of my appointment with the nurse
- ✓ very helpful read my notes
- ✓ Pleasant and speedy responses
- ✓ Always go in on time, staff are friendly
- ✓ Waiting room too hot
- ✓ Accessibility, being able to see a doctor , when you need to , Monday to Friday am . Very professional, and extremely competent staff, from the receptionists, to all the medical professionals. I am extremely impressed by every aspect of White cliffs medical centre .
- ✓ Emma the nurse I saw this morning was very helpful giving information about pre-diabetes. Also doctor was quick to send details about getting a hospital appointment.
- ✓ Appointment on time, friendly polite staff, didn't feel they were rushed, took time to listen and answer questions
- ✓ Very efficient and helpful
- ✓ The doctor gave their time in explaining the problems I might be having also giving me a follow up telephone appointment to see how I am. Very good doctors surgery.
- ✓ I did not experience any unusual delays, staff were professional and helpful.
- ✓ Clean, today and professional reception staff with a warm welcome
- ✓ The nurse was friendly and thorough and on time
- ✓ Easy to make appointment for blood test with nurse. Seen on time and really friendly and efficient service
- ✓ Great service
- ✓ The nurse was very gentle taking bloods and also very reassuring about issues we discussed.
- ✓ I feel that it is fair Drs and all staff work V hard in difficult times
- ✓ Because I received good service from the nurse
- ✓ I went in in good time ... Emma looked at my sore painful ulcer area...we discussed it's condition...she re-dressed it...I explained that I was seeing the Podiatry team on Thursday.. Then Emma ran through my blood test results..all round satisfactory appointment...thank you
- ✓ Today's appointment was timely and professionally administered. Unfortunately the waiting times for appointments is far too long. It was not like this 10 years ago.
- ✓ Comprehensive passionate understanding
- ✓ Appointment on time reception staff helpful always a good service
- ✓ Excellent service. Was seen earluer than anticipated. The care and consideration given by the nurse was second to none
- ✓ The staff member was very helpful and explained everything that would happen. The only downside was the extreme heat in the waiting room, a cheap fan isn't sufficient for the job
- ✓ was friendly and helpful

- ✓ *I had a blood test today. The nurse was very professional*
- ✓ *Phoned Tuesday for an Audiology appointment. Received an appointment the next day for 1500! Also I can see a doctor any day when required.*
- ✓ *Nurse Practitioner , very professional and personable and treated me efficiently*
- ✓ *Very kind , patient and professional staff ?*
- ✓ *Appointment was carried out without delay, efficient & friendly service.*
- ✓ *Always friendly at reception, quick to arrange appointments when needed urgently*
- ✓ *I was seen quickly and nurse was very pleasant and efficient. Answered any questions I had. Thanks*
- ✓ *Quick and friendly service. Sue was very helpful and patient.*
- ✓ *They very good*
- ✓ *Everyone is so lovely never had any issues with them always happy to help me*
- ✓ *Was very helpful xx*
- ✓ *Hardly any wait time so in and out within 5 mins*
- ✓ *I was seen on time, was given a proper test and audiologist is very accommodating*
- ✓ *We were seen on time for a routine yearly check. All staff very friendly as always.*
- ✓ *Brilliant surgery, can't fault them*
- ✓ *The receptionists, medical support team and Doctors are polite and courteous and deal with diagnostic tests/referrals in a prompt manner.*
- ✗ *Appointment on time*
- ✗ *Not really*
- ✗ *Very welcoming. Run on time . And very friendly*
- ✗ *Reasonably quick, friendly and professional discussion to arrange next steps.*
- ✗ *Very pleasant .on time and talk to me.*

Not Recommended

- ✓ *The nurses and the reception staff is always friendly and helpful. When on appointment no waiting.*
- ✓ *The nurse at my gp practice in Shepherdswell was fantastic but I had a blood test a week after already having one for Psa only to be told they never tested for Psa last time, that's why I requested the test, now I've had to have another blood test. No communication at all, I had to ask the nurse why I was there*
- ✓ *Hailey Micheal is allways very patient and helpful towards a silly old man with a poor memory*

Passive

- ✓ *It's very different to get an appointment. Actions and concerns seem to take a long time and seem to be left to patients to chase, which isnt good if you are unwell. Blood test and urine test are not fed back . When phoning surgery often a very long queue and then when reach number 1 you get cut off.I don't like having my name called out via the tele , or having to shout my symptoms through the glass paneling to the receptionists.I don't like the music or the lack of care to the presentation of the waiting room. Dr and nurses are nice and reception staff. I do realise that my issues are due to lack of contact time with the GP generally and this is not a fault of the practice but a much wider issue .*