FFT Monthly Summary: February 2025

Matrix Medical Centre Code: G82719



SECTION 1 CQRS Reporting

CQRS R	eportin	g									
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
48	13	1	1	2	1	0	0	0	66	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

205 66						
Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
48	13	1	1	2	1	66
48	13	1	1	2	1	66
73%	20%	2%	2%	3%	2%	100%
	66 Very good 48	66 Very good Good 48 13	Very good Good Neither good nor poor 48 13 1	Very good Good Neither good nor poor Poor 48 13 1 1 48 13 1 1	Very good Good Neither good nor poor Poor poor Very poor 48 13 1 1 2 48 13 1 1 2	Very good Good Neither good nor poor Poor Poor Very poor Don't know 48 13 1 1 2 1 48 13 1 1 2 1

Summary Scores

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

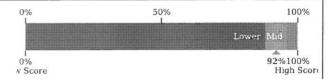
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 **Practice Scoring**

Practice Score: 'Recommended' Rank

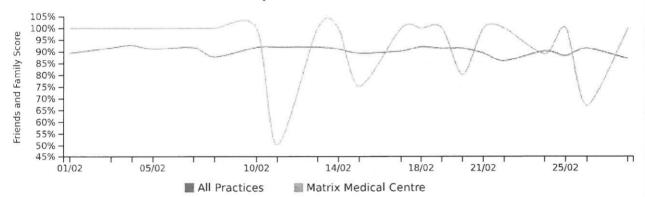
92% Your Score: Percentile Rank: 50тн



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 50th percentile means your practice scored above 50% 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

Age

	< 25	25 - 65	65+
All Practices	85%	91%	93%
Matrix Medical Centre	100%	93%	89%

Gender

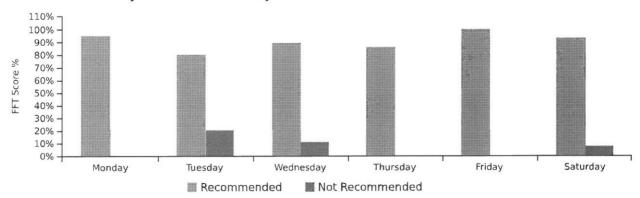




Notes: 1. Scores for current reporting month,

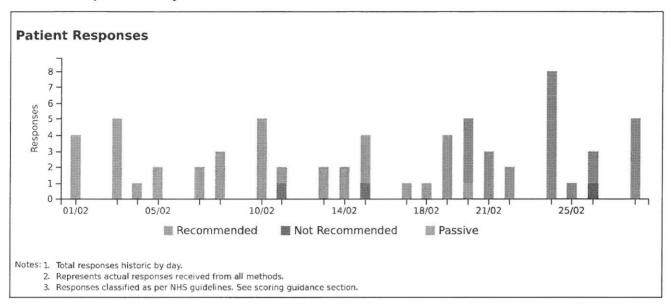
2. Score calculated as per NHS requirements. See scoring guidance section.

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



SECTION 5

Patient Free Text Comments: Summary

Thema	tic		Tag Cloud
Reception E	xperience	11	
Arrangemen	nt of Appointment	4	7
Reference t		17	no fire
	ematic analysis for coorting month.	current	refus
di: se ex po	ematic analysis cover scussed themes by a ntence fragements a haustive analysis of ints.	analysing and is not an all talking	seamles unha
me ge ac	g cloud is rendered u ost used present par rund verb, adverbs a jectives where the w equency is reflected i	ticiple verbs, and vord	grateful

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 / X No consent to publish comment

Recommended

- ✓I was met with smiles from the receptionist and she dealt with me at once.
- ✓ Over all was good it was just very pain having the needle put in.
- ✓ Nurses are excellent but unhappy about prescription issued on 30 July 2024 then withdrawn on next day Still shows up on my drugs list but never received.
- √ Helpful staff
- ✓ Friendly, polite, efficient staff doing an excellent job!
- ✓ advice was good but voice could have been a bit clearer and louder
- ✓ The nurse was very nice and soft spoken. And made sure I was comfortable and calmed when she noticed I was scared of the needle.
- ✓ Very polite staff and service
- ✓ Friendly staff
- ✓ Phoned in the morning. Had telephone app same day. Prescription for antibiotics sent to my pharmacy straight away
- ✓ Apart from the phone conversation the other week' all the staff were very nice and helpful
- √ Very good and professional !!
- ✓ The nurse gave all information necessary to carry out the procedure. Made me feel safe and informed
- ✓ Professional and curious
- ✓ The nurse Jackie was really understanding and calm when doing my first ever cervical screening today.
- ✓ Very friendly and knowledgeable, i was at ease and impressed
- ✓ The nurse who dealt with me was friendly polite efficient the reception was clean tidy.
- ✓ The service is generally good but I find i need more support as I have chronic illnesses...
- ✓I arrived early and was seen early and nurse was very polite taking my blood pressure and wished me well as I left Receptionist was also very polite
- ✓ Good e-contact. Good face to face. Good phone contact.
- ✓ The dr was very understanding and helpful
- ✓ Doctor was very good the appointment went smoothly.
- ✓ Dr wanted to cover what he believed my ailment was
- Because I fill that the doctors and nurses are doing everything they can to help me as I've been unwell for so long think I can finally see the light at the end of the tunnel
- ✓I was happy with the conversation we had about my diabetes review.
- ✓ Good information given just pleased with the service
- ✓ No waiting, very polite and efficient. Applies to reception and nurse.
- ✓ When I got an appointment after 3 days I was grateful
- ✓ Excellent service.
- √ Very helpful and polite as always x
- ✓ Because the conversation was helpful and phoned on time.
- ✓ I was seen on time. Blood pressure & Bloods taken. Efficient and seamless procedure. Nurse was very pleasant
- ✓ She was friendly and saved me in time.
- ✓ Because I needed some medical help from a GP about a problem
- ✓ Appointment with the nurse ran on time.
- ✓ I always find the staff and medical team very helpful and professional

Not Recommended

- ✓ Did overall practice not include doctor's performance?if it didn't ,l'd give 2.thanks 4 your reply.
- ✓ Because of the poor, treatment, or more like (lack of, correct medical help) witnessed by my support worker, refusing to prescribe a medication, proof obtained from lab, but still refusing to prescribe it to be able to solve the problems I have been trying to sort out, for a long time
- √ 1 sorry got it wrong first time not 5

Passive

✓ Most of the services are good others not so good. Just a few examples: Appt system needs to be available during the day not just early morning to ensure access to everyone. If someone has been ill & awake during the night they may have just gone off to sleep in that small window of time. Also blood test results should be made available to the patient so they can decide if they need to discuss something with gp, not just a receptionist advising they're ok.

Surgery should contact patient when routine blood or tests needed, not several or blood test is required.	months later especially if the patient doesn't know the timescale the next