

FFT Monthly Summary: August 2025

Matrix Medical Centre
Code: G82719



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
64	10	3	0	1	0	0	0	0	78	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:	247						
Responses:	78						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	64	10	3	0	1	0	78
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	64	10	3	0	1	0	78
Total (%)	82%	13%	4%	0%	1%	0%	100%

Summary Scores

👍 95% 👎 1% 🗳️ 4%

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:

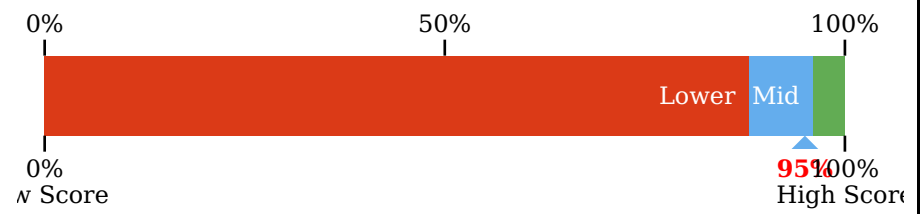
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

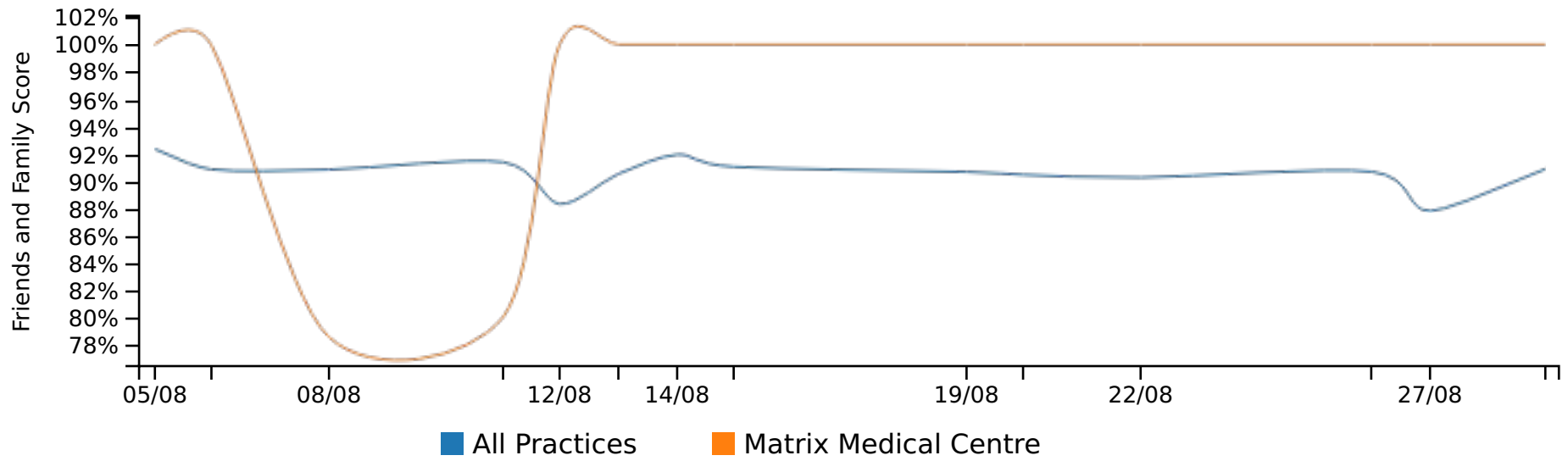
Your Score: 95%

Percentile Rank: 75TH



- 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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



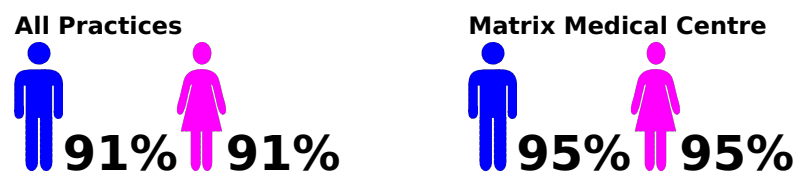
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

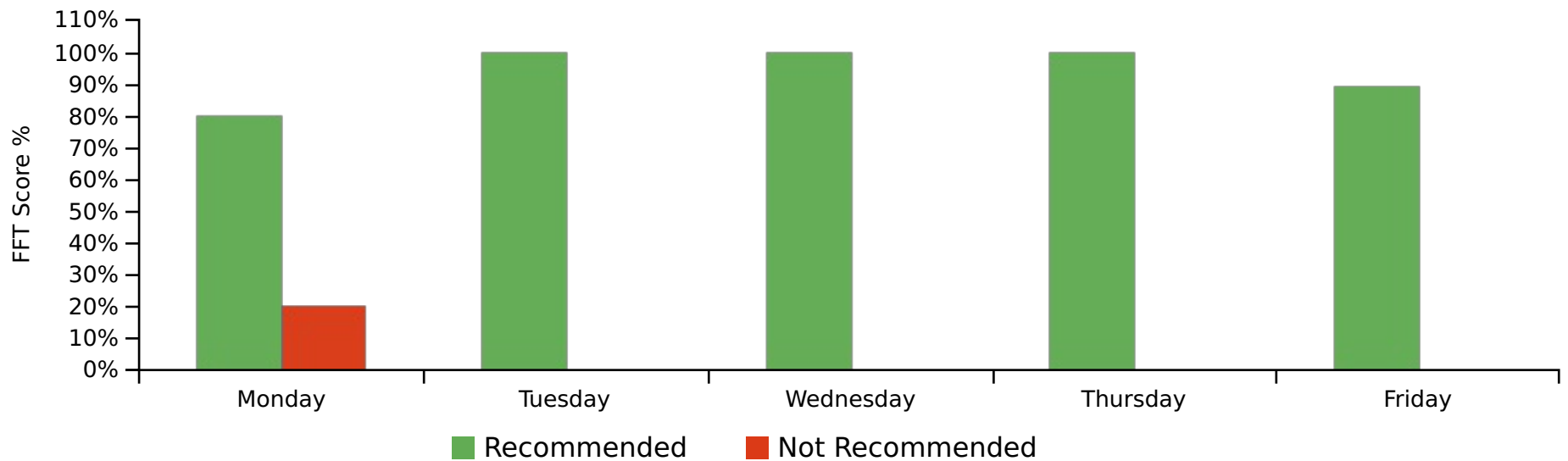
	< 25	25 - 65	65+
All Practices	85%	90%	93%
Matrix Medical Centre	50%	95%	97%

Gender



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

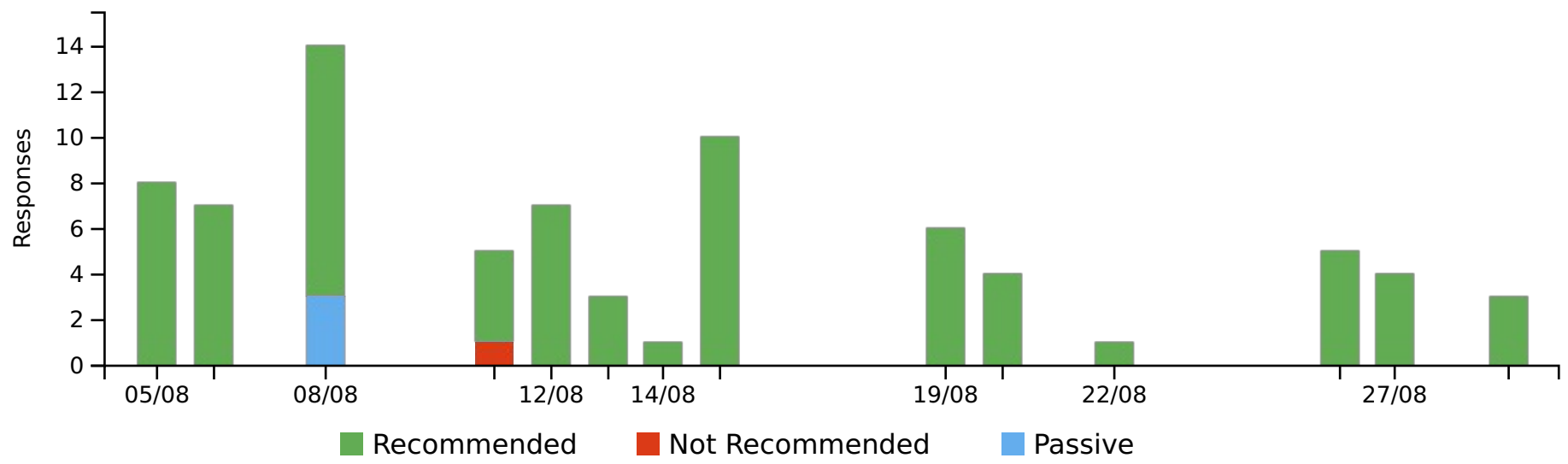
Practice Score: Day of the Week Analysis



- 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

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

- ✓ Happy with the Physiotherapist's attention to my problem and explaining the exercises I need to do.
- ✓ I spoke to Dr Atiola yesterday. She referred me to a physiotherapist today, Mr Kharmar. He has given me some exercises and will review me on the 27 Aug. A very quick response, thank you.
- ✓ Everyone was very polite and helpful
- ✓ Courteous and professional
- ✓ Judith was very friendly and knowledgeable about my conditions and the fact I was now using Mounjaro. She gave me a lot of good advice.
- ✓ Promptness of attention to my care
- ✓ Very thorough
- ✓ Had physio appt same day
- ✓ Once I got through on telephone to surgery got an apt for same day
- ✓ Polite quick service
- ✓ Because the doctors was efficient
- ✓ very good
- ✓ I was looked after very well and everything was explained with great care thank you
- ✓ Things were quick and easy
- ✓ He was very good and helpful
- ✓ Dr Zahra really knows about the menopause and it's great to deal with a doctor who has knowledge on this. Just had a blood test done with Stewart at wayfield. Friendly polite no faffing job done. Many thanks 5* from me
- ✓ I have just had the pleasure to be helped by a very kind and thorough physiotherapist. The appointment came through really quickly.
- ✓ Very helpful and friendly
- ✓ Because you asked!
- ✓ During my appointment I was treated with professionalism and consideration.
- ✓ Helpful and polite.
- ✓ Friendly staff and very attentive to my needs
- ✓ Took the information verbally on the phone & acted in a quick kind considerate & professional manner with putting me initially with a telephone interview which resulted in granting my request! Then minutes later I was given a follow up referral for the next day. I arranged to be delivered to the appointment who again was helpful & practical! Then few hours later I was back in touch with the surgery, who agreed to support my treatment with extra medication so the experience moving forward hopefully would be less painful! Well done Team Matrix
- ✓ Stuart is always friendly, running on time and never has an issue taking my blood first time!
- ✓ Very polite and efficient. Premises very clean.
- ✓ Friendly staff happy with the diagnosis and advice from the physiotherapist.
- ✓ It all very well
- ✓ The doctor went through my symptoms and booked a physio appointment at the surgery the following week. I have seen the physio, and he has given me some exercises to do at home.
- ✓ The Physiotherapist, Aditya, has been very supportive, not in a rush, respectful, knowledgeable and very professional and answered all my queries to great satisfaction.
- ✓ Appointment on time and efficient
- ✓ just I want to give u answers
- ✓ On time and excellent customer service by the nurse
- ✓ I was happy with the service I received when I contacted the surgery.
- ✓ Very helpful reception and great physio
- ✓ The nurse gave me a thorough checkup and is now sending me to hospital.
- ✓ I had a thorough diabetic review this morning and a meeting with a physiotherapist this afternoon both were undertaken professionally with the opportunity to ask questions.
- ✓ Service seems very quick and satisfactory
- ✓ I found the nurse very polite and professional. V good
- ✓ Stuart was very nice, competent and made me feel at ease
- ✓ Because I received good care
- ✓ Always go above and beyond for our family
- ✓ Had appointment this morning and Mrs Kelly Farinella was very helpful nice to talk to and explained in detail of which I understood

- ✓ I haven't needed to attend the surgery very often but when required you are always there for me and the attention I receive is first class
- ✓ *All of the staff are efficient, professional and kind. They all put in 100% effort.*
- ✓ I had an appointment today and seen to promptly
- ✓ *Because the Emma the Doctors receptionist at Matrix MC Chatham was very helpful as was the physiotherapist at Wayfield MC. Fitted in on the same day as well*
- ✓ Because I was able to book a telephone appointment through my app which I was very pleased with on the same day and the doctor rang me before my allotted time this is a new service to me and got my physio appointment booked very promptly and quick only having to wait a short time
- ✓ *I've already done it most professional.*

Not Recommended

Passive

- ✓ So difficult to make an appointment to see a Dr - it's not always the case of having a tel conv - the Drs have become invisible!
- ✓ *Good experience today with the PCN. Overall practice, can't get appointment very easily*