

FFT Monthly Summary: January 2026

Matrix Medical Centre
Code: G82719

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
72	17	2	0	1	0	0	0	0	92	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: 278

Responses: 92

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	72	17	2	0	1	0	92
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	72	17	2	0	1	0	92
Total (%)	78%	18%	2%	0%	1%	0%	100%

Summary Scores

👍 97% 🚫 1% 🤷 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:

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

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

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/>

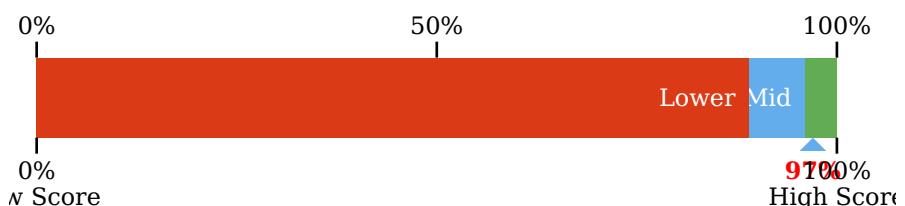
SECTION 3

Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **97%**

Percentile Rank: **85TH**

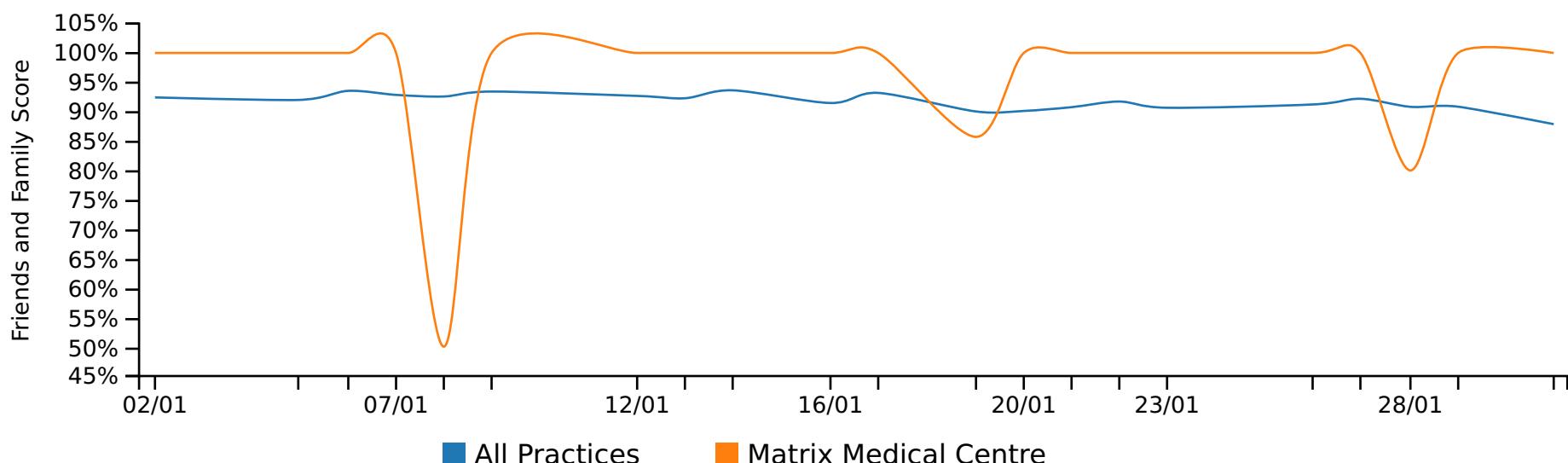


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 85th percentile means your practice scored above 85% of all practices.

Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

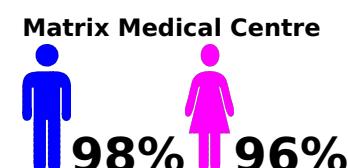
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	88%	91%	94%
Matrix Medical Centre	100%	96%	97%

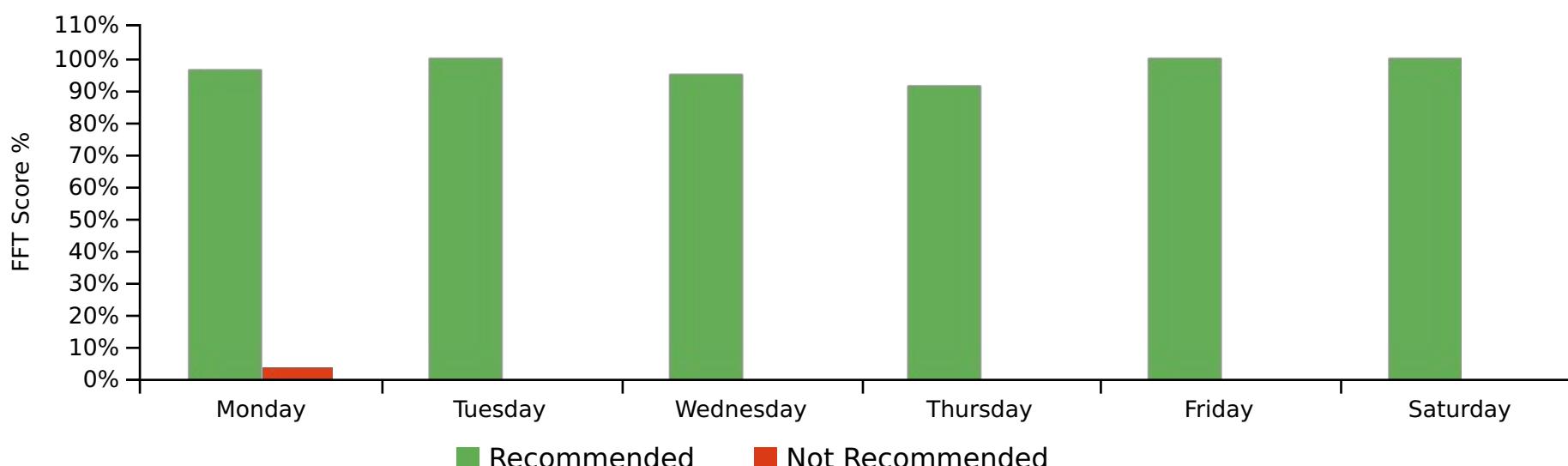
Gender



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



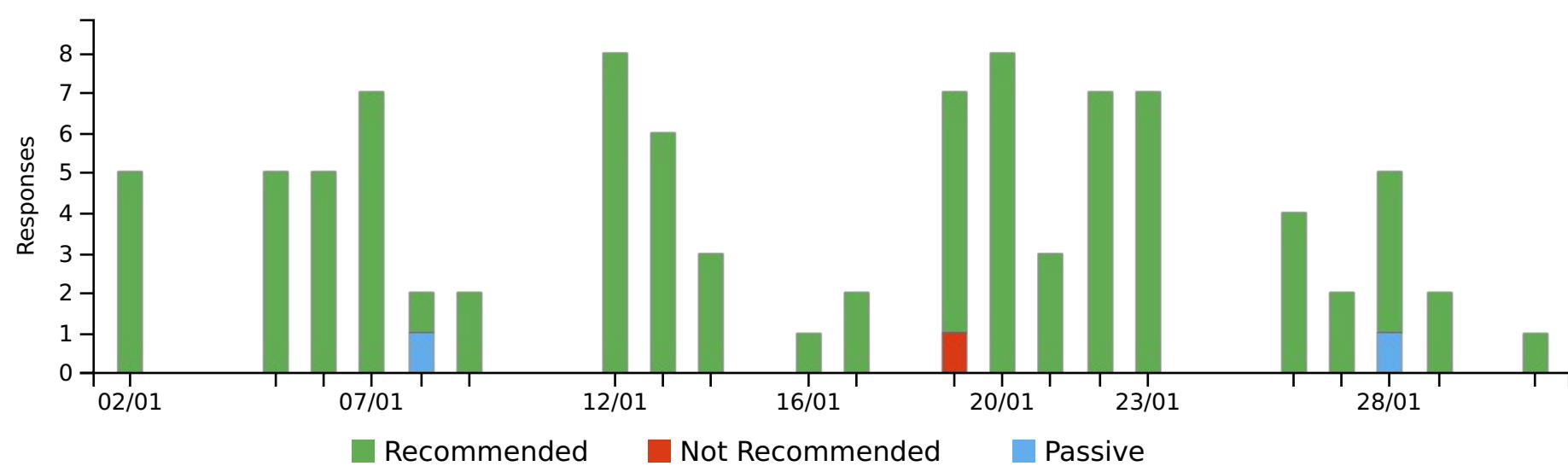
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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.

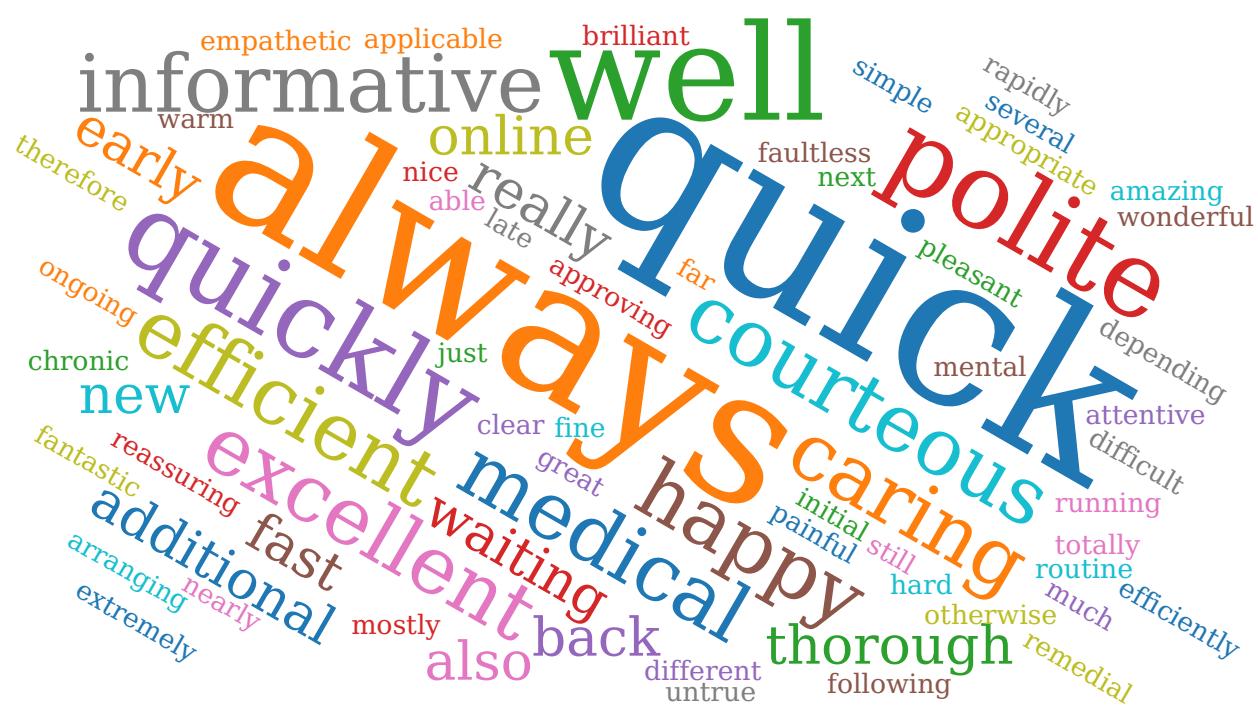
SECTION 5

Patient Free Text Comments: Summary

Thematic	
Reception Experience	11
Arrangement of Appointment	13
Reference to Clinician	24

Notes:

1. Thematic analysis for current reporting month.
2. Thematic analysis covers the discussed themes by analysing sentence fragments and is an exhaustive analysis of all talk points.
3. Tag cloud is rendered using the most used present participle, gerund verb, adverbs and adjectives where the word



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

- ✓ Expert physio and good all round care
- ✓ *I find your surgery is run very well and i am happy to be with you 10 out of 10*
- ✓ Nurse and receptionist friendly and kind, quick appointment.
- ✓ *Good friendly, professional reception staff.Excellent support and advice from the Lead Nurse Jacqueline Newman.Always a pleasant reassuring visit.*
- ✓ The nurse was great and I didn't feel like I was being gaslit or made to feel like it's weight related only
- ✓ *phone call from doctor within the hour and a same day physio appointment.*
- ✓ Prompt, friendly & informative service. Faultless
- ✓ *So efficient with detailed instructions*
- ✓ The receptionist was very polite and the physio was thorough and explained things well
- ✓ *Because It was good.*
- ✓ Always prompt and helpful
- ✓ *I feel looked after. Friendly staff.*
- ✓ No waiting for appointment time and good information from doctors
- ✓ *Yes because when I have emailed you the doctor has come back to me that day to talk to me and the receptionist is always helpful*
- ✓ GP thorough in her assessment and approach to my mum's health needs. Professional approach. Quick response.
- ✓ *On time appointment, friendly helpful nurse, non painful injection*
- ✓ Because it felt applicable
- ✓ *GP provided physio appointment next day when I reported my issue.*
- ✓ Excellent service
- ✓ *Fast response to problem*
- ✓ Very quick and helpful service from reception staff and doctor approving prescriptions
- ✓ *Good info*
- ✓ at this moment in time they have been professional returns calls prompt and efficient
- ✓ *Good service*
- ✓ My physio appointment was informative and also referred further
- ✓ *Maria was courteous polite and very attentive to my mental health problem .*
- ✓ Quick no time waiting, friendly staff
- ✓ *Staff always helpful and any queries are dealt with quickly.*
- ✓ I went today and received really good service
- ✓ *Impressed with the health care received*
- ✓ I am always able to get an appointment, either via telephone, or face to face depending on requirements. I feel listened too and appropriate referrals are made in good timescales. The use of econsult makes arranging appointments simple
- ✓ *Very happy with service received polite, professional,friendly.*
- ✓ I thought the paramedic was very professional and helpful.
- ✓ *Very helpful & good service*
- ✓ I found the process so far to be very quick and efficient. From my initial query I got a call back quickly, I felt heard and listen to by the GP I spoke to who then also quickly set me up with further treatment/ assessments. All quicker and less hassle than I expected
- ✓ *Because you always on the ball and the nhs app is brilliant keeps me informed*
- ✓ The form to triage has improved the experience from having to call in the morning.Only downside is different doctors means having to explain medical history
- ✓ *Kind and helpful staff every time I call or visit*
- ✓ The nurse (Jacqui) was very polite, professional, and informative.Explained everything in detail and sent me links so that if needed, I could go online for a tutorial, a very warm, friendly environment.
- ✓ *They are caring and responds well to health needs, but still difficult to get appointments, and therefore doesn't seem to be any system of routine review. I haven't seen my new doctor or any doctor face to face for several years despite ongoing medical issues which are chronic and mostly under control.*
- ✓ Happy with the quick response the online approach offers and it allows me to try and provide a clear problem statement
- ✓ *The team are professional.*
- ✓ My wait time was really quick and my nurse was wonderful very kind very caring and helpful.
- ✓ *Good service good advice*
- ✓ Fast response from gp - same day. Good discussion on telephone. Offered additional support as well as discussion about medication

- ✓ *I saw the nurse today J. Newman she was fantastic very understanding of my symptoms and helpful, she explained everything and I didn't feel rushed at all, I am very pleased with the service I received.*
- ✓ *Was early for my appointment and was seen early. My baby's feelings were taken into consideration*
- ✓ *Good experience, the nurse was very professional*
- ✓ *She knew her job and very professional*
- ✓ *The copd clinic in walderslade is excellent . The medical practice in luton road not so good hard to get appointment to see doctor.*
- ✓ *Staff are friendly and helpful*
- ✓ *My e consult was dealt with very quickly and efficiently*
- ✓ *Dr was empathetic, courteous and didn't rush our conversation at all, just came across as very caring*
- ✓ *On time, went well,nice guy*
- ✓ *Maria was very professional, courteous and friendly.*
- ✓ *Had phone call within a couple of hours from a doctor*
- ✓ *Appointment nearly on time. Condition identified rapidly and remedial plan placed in action*
- ✓ *Helpful , friendly staff as always at Brompton surgery Thank you*
- ✓ *Stuart was amazing with my father very patient and extremely helpful*
- ✓ *Because you asked me to.*
- ✓ *Quick response*
- ✗ *New triage system for appointments much improved. Prompt call backs from GP. Monitoring of bloods could be better- cholesterol levels following statin commencement. Nurse practice very good*

Not Recommended

Passive

- ✓ *The appointment was running a bit late but I wasn't notified of this. Otherwise it was fine*
- ✓ *It's not the practice it's the system. I requested two additional medication items and was told that they hadn't been requested for the past six months. This was totally untrue.*