

FFT Monthly Summary: April 2026

Matrix Medical Centre
Code: G82719



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
52	17	2	1	4	0	0	0	0	76	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:	272						
Responses:	76						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	52	17	2	1	4	0	76
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	52	17	2	1	4	0	76
Total (%)	68%	22%	3%	1%	5%	0%	100%

Summary Scores

👍 91% 👎 7% 🗳️ 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:

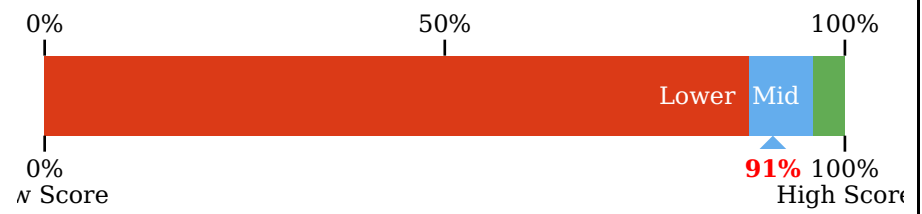
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

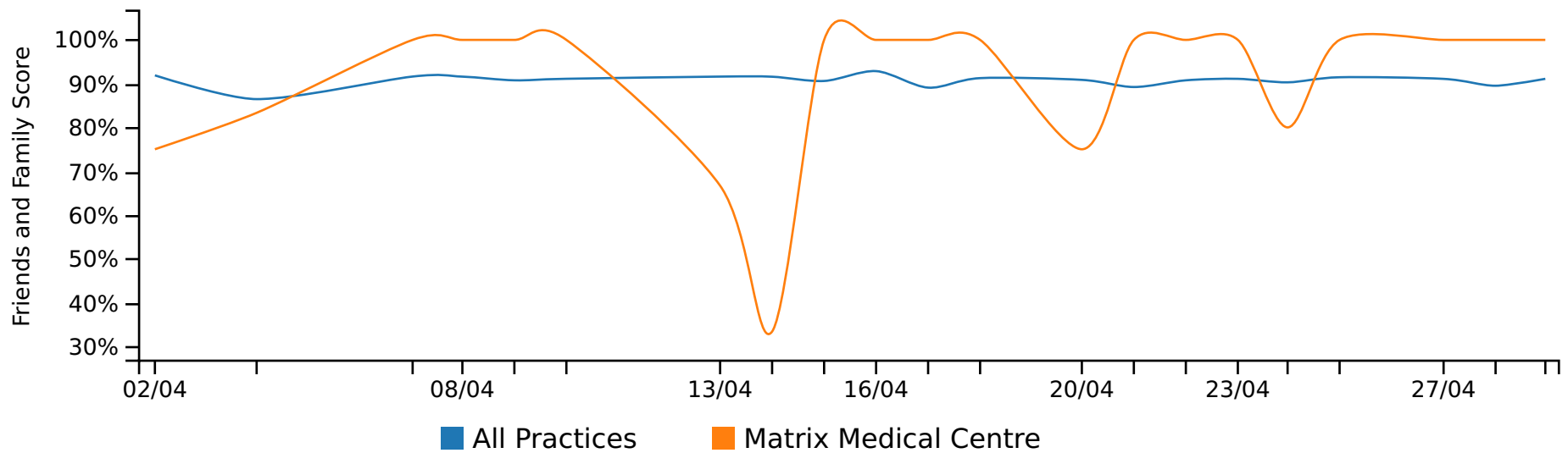
Your Score: 91%

Percentile Rank: 45TH



- 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 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



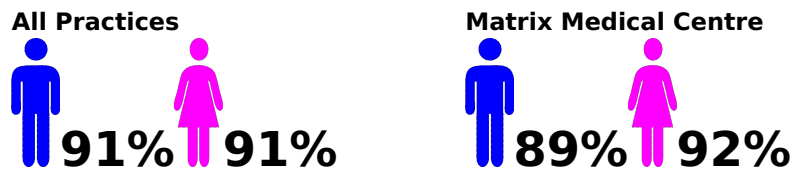
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

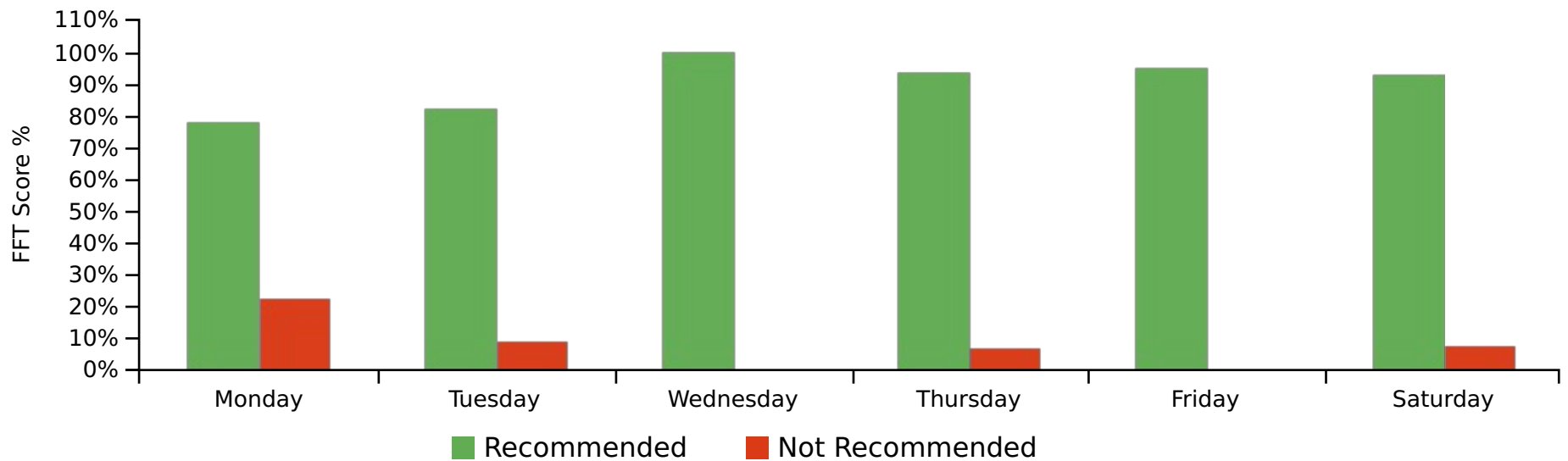
	< 25	25 - 65	65+
All Practices	87%	90%	93%
Matrix Medical Centre	100%	83%	97%

Gender



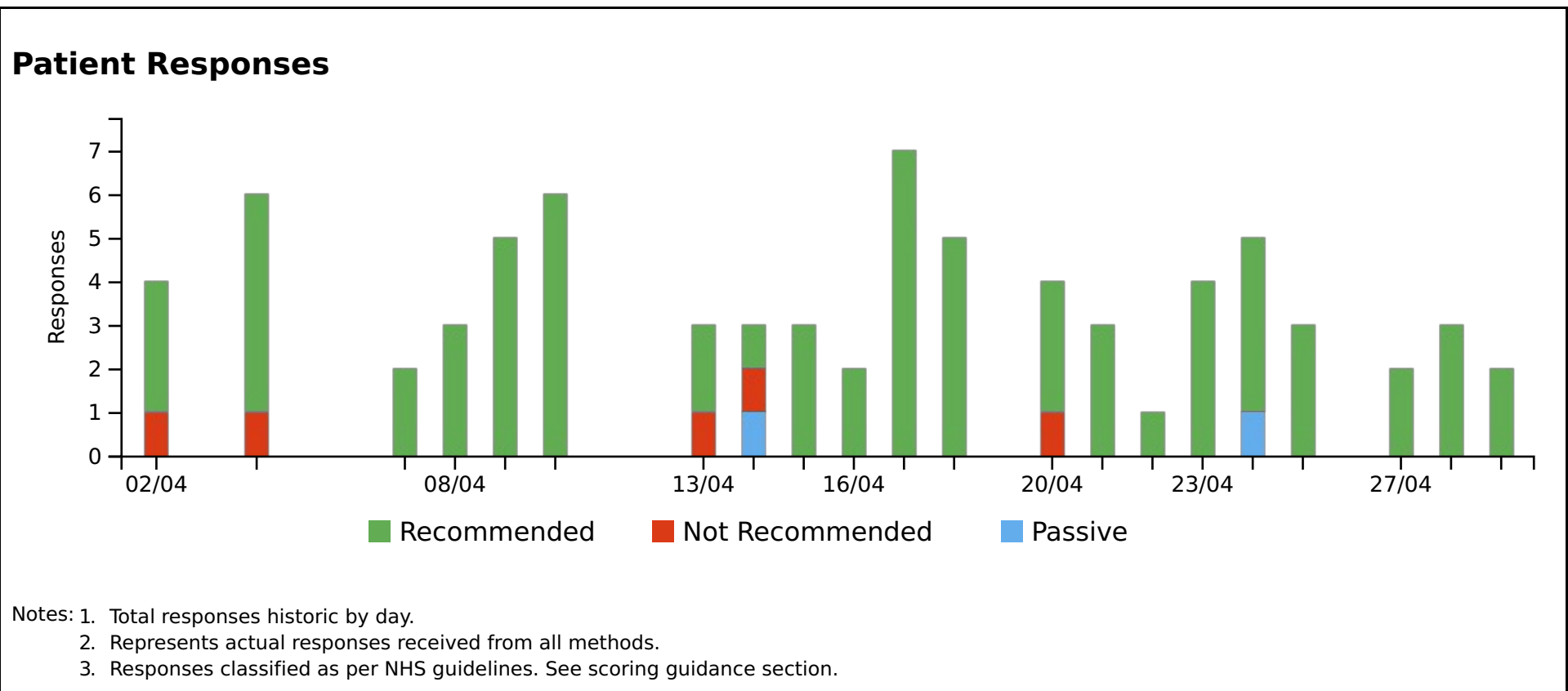
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



thorough and explained everything well.

✓Very good listener

✗*I attended my appointment today.*

✗Personal care given

Not Recommended

✓The receptionist was very polite and the nurse was really good too

✓*They didn't listen to me*

✓Call me??

✓*Clinical person was dismissive, had no understanding of my medical conditions, suggested alternative drugs which I am not allowed to take, was unaware of my liver cirrhosis and drug interactions did not put their points across in a clear and concise manner, they were vague and did not explain their point of view in a manner that could be understood. Did not counsel on signs and symptoms of overdose or discuss other drug interactions. No other suitable management options were discussed as suggested in their report so making up things to say. Their responses were hostile and definitely not understanding and would not suggest a solution to my difficulties in getting repeat prescriptions which cause me a lot of stress which has a detrimental effect on my heart condition and the fact that a gp has to waste a phone appointment on a monthly basis for me to get my prescription. I am now stressed and upset because of the medication review and considering a complaint*

Passive

✓I was in a lot of pain a few weeks ago they sorted a physio out for the following next fortnight after but never phoned or messaged to see if there was anything I need eg pain relief etc I also asked a question as to whether there was any medical reason as to why no one had offered me the obesity jab and again I never got a reply