

FFT Monthly Summary: July 2026



Matrix Medical Centre
Code: G82719

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
20	8	1	0	1	0	0	0	0	30	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:
Responses:

135
30

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	20	8	1	0	1	0	30
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	20	8	1	0	1	0	30
Total (%)	67%	27%	3%	0%	3%	0%	100%

Summary Scores

93% 3% 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:

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: 93%

Percentile Rank: 60TH

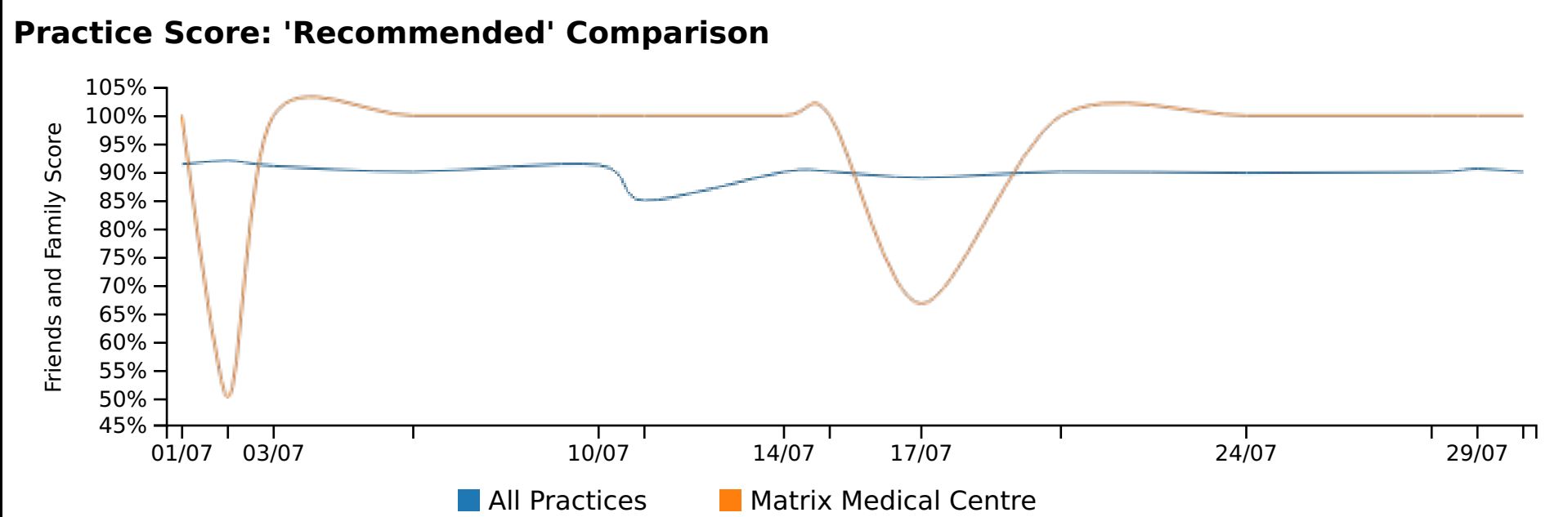
0%50%100%

0% Score

LowerMidHigh Score

93%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 60th percentile means your practice scored above 60% 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%
Matrix Medical Centre	50%	100%	92%

Gender

All Practices

91%

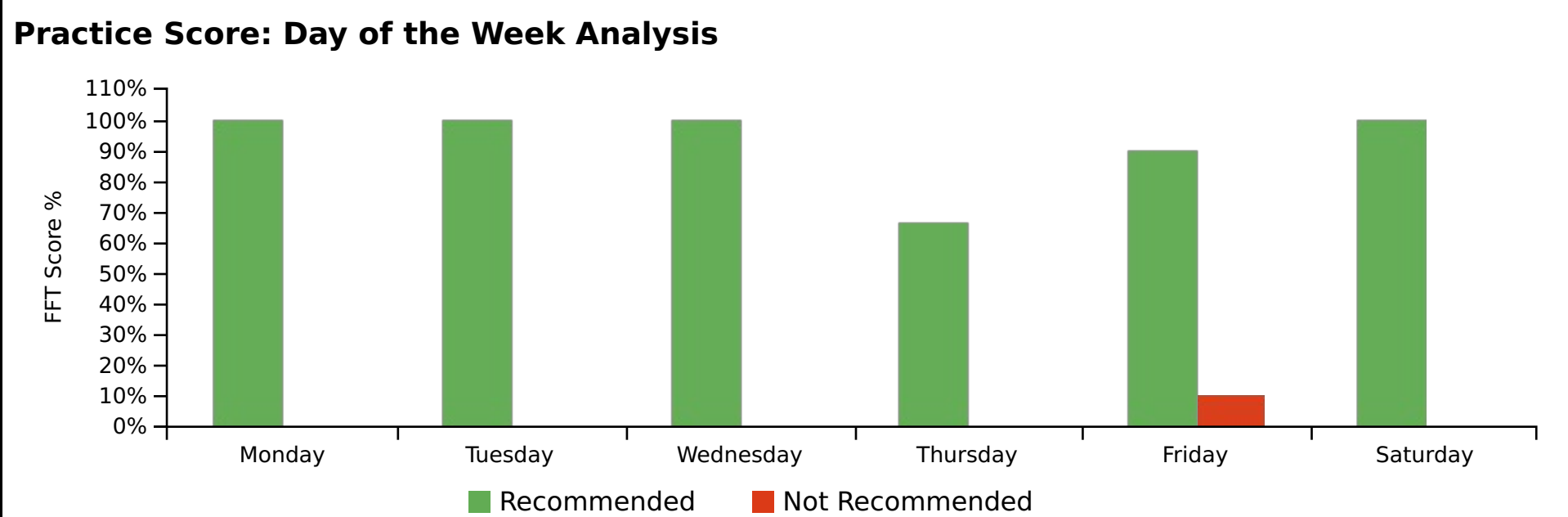
91%

Matrix Medical Centre

92%

94%

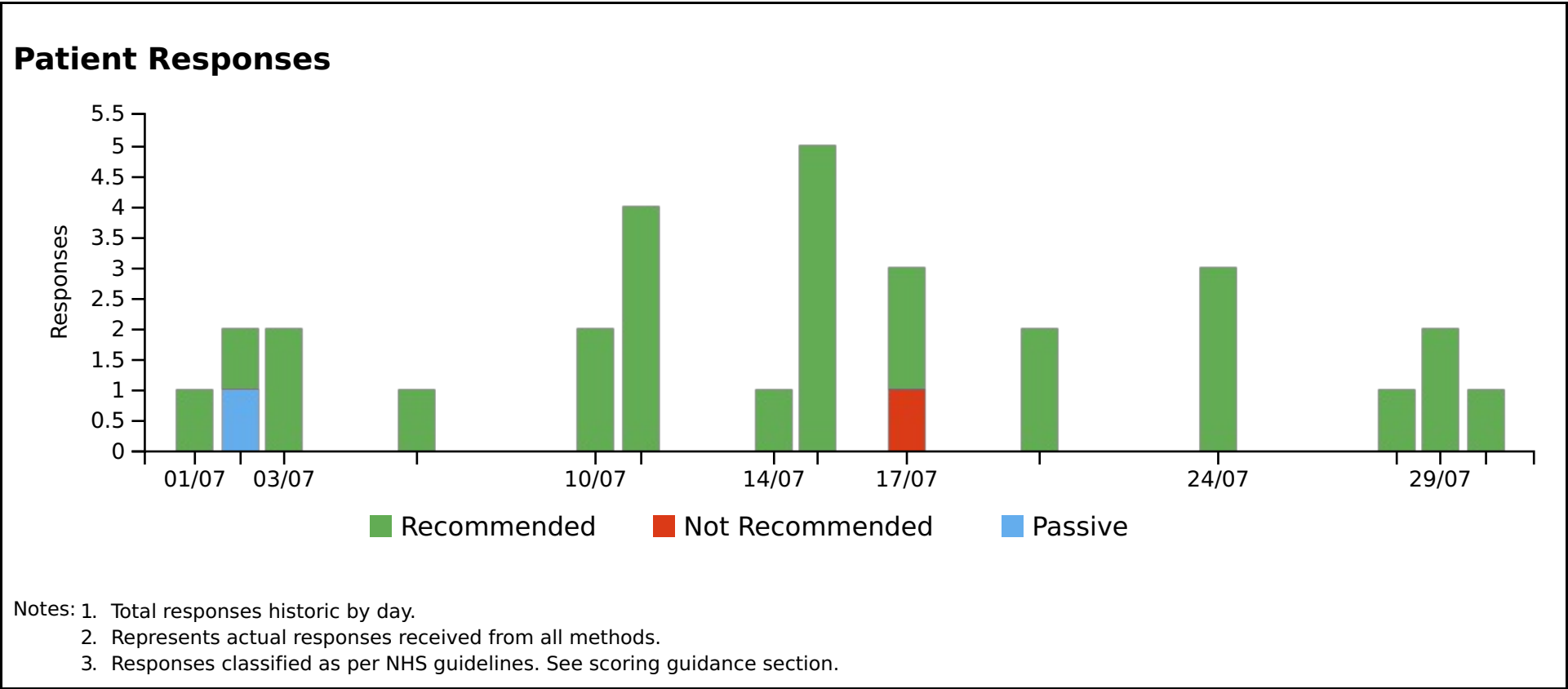
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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

Thematic

Reception Experience	7
Arrangement of Appointment	1
Reference to Clinician	3

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.
3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

Tag Cloud

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

- ✓ Nice experience. Friendly people. Competent doctors but no champagne at the entrance so 2 - good ?
- ✓ Friendly and polite staff Drs are helpful and knowledgeable Appointment response time is good
- ✓ Clean and tidy in the reception room, polite and knowledgeable staff
- ✓ Staff in way field surgery were all nice
- ✓ Felt relaxed quick and easy no problems nice people
- ✓ Pol ite helpful efficient
- ✓ Friendly and professional
- ✓ I had poor connection
- ✓ Appointment was on time the receptionist was very polite and bubbly Jackie then urged was first class very warm and welcoming very easy to talk to and made me feel very positive all in all a very nice experience
- ✓ Helpful staff, seen for appt on time
- ✓ The nurse was so nice made me feel at ease, also was very knowledgeable.
- ✓ Friendly staff, purpose of vaccinations and potential side effects fully explained. Whole process dealt with quickly and efficiently.
- ✓ No problems at all
- ✓ Amazing people
- ✓ Stuart was very good at he's job
- ✓ Very professional and nice staff members
- ✓ He was polite and listened to what I had to say about my condition
- ✓ As a teacher it can be tricky getting hold of me so was surprised to get a call on a Saturday as a follow up. The Dr listened, was kind and helped adjust my medication. Very efficient. Thank you
- ✓ I had an excellent experience from start to finish. The staff were friendly, efficient and made me feel well cared for while addressing all my concerns.
- ✓ He was good
- ✗ Good information but the clinician spoke very quietly.

Not Recommended

Passive