

# FFT Monthly Summary: July 2025



Matrix Medical Centre  
Code: G82719

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
66	8	4	1	2	0	0	0	0	81	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients:

272

Responses:

81

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	66	8	4	1	2	0	81
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	66	8	4	1	2	0	81
Total (%)	81%	10%	5%	1%	2%	0%	100%

### Summary Scores

91%

4%

5%

## 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: 91%

Percentile Rank: 45TH

0%50%100%

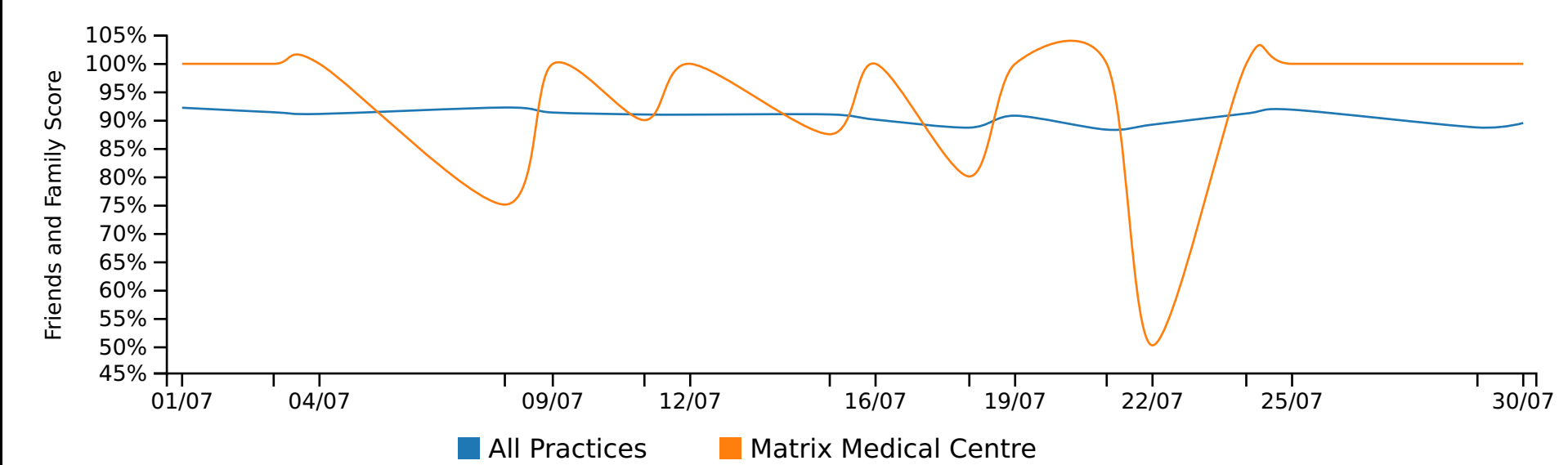
0%  
Low Score

91%  
Mid

100%  
High Score

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	86%	90%	93%
Matrix Medical Centre	100%	90%	91%

Gender

All Practices

91%

91%

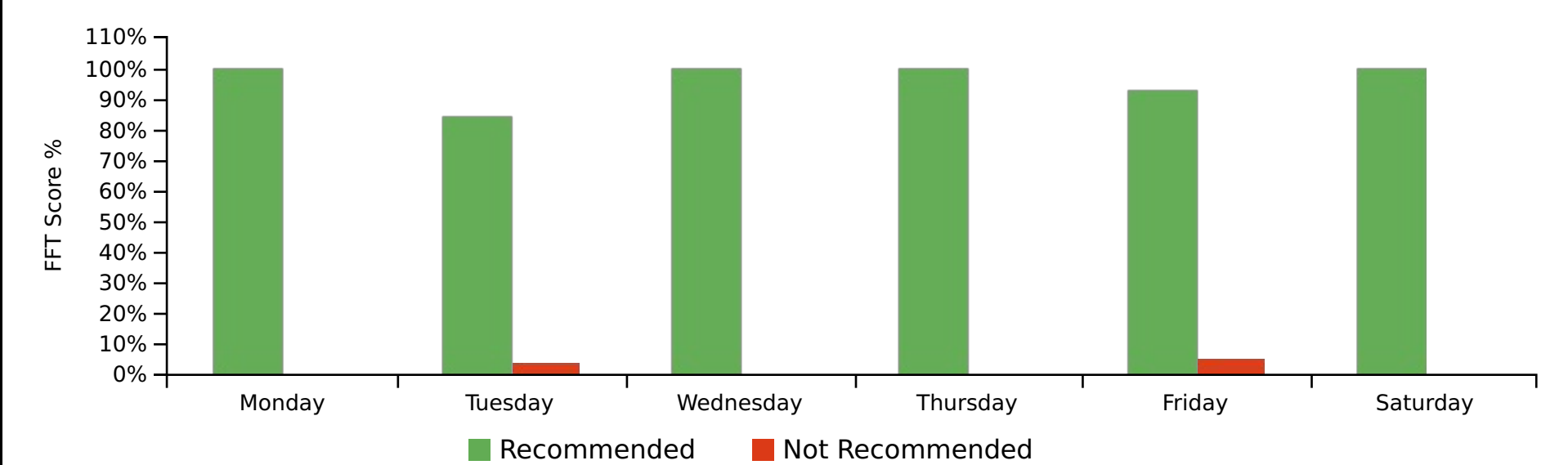
Matrix Medical Centre

88%

94%

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

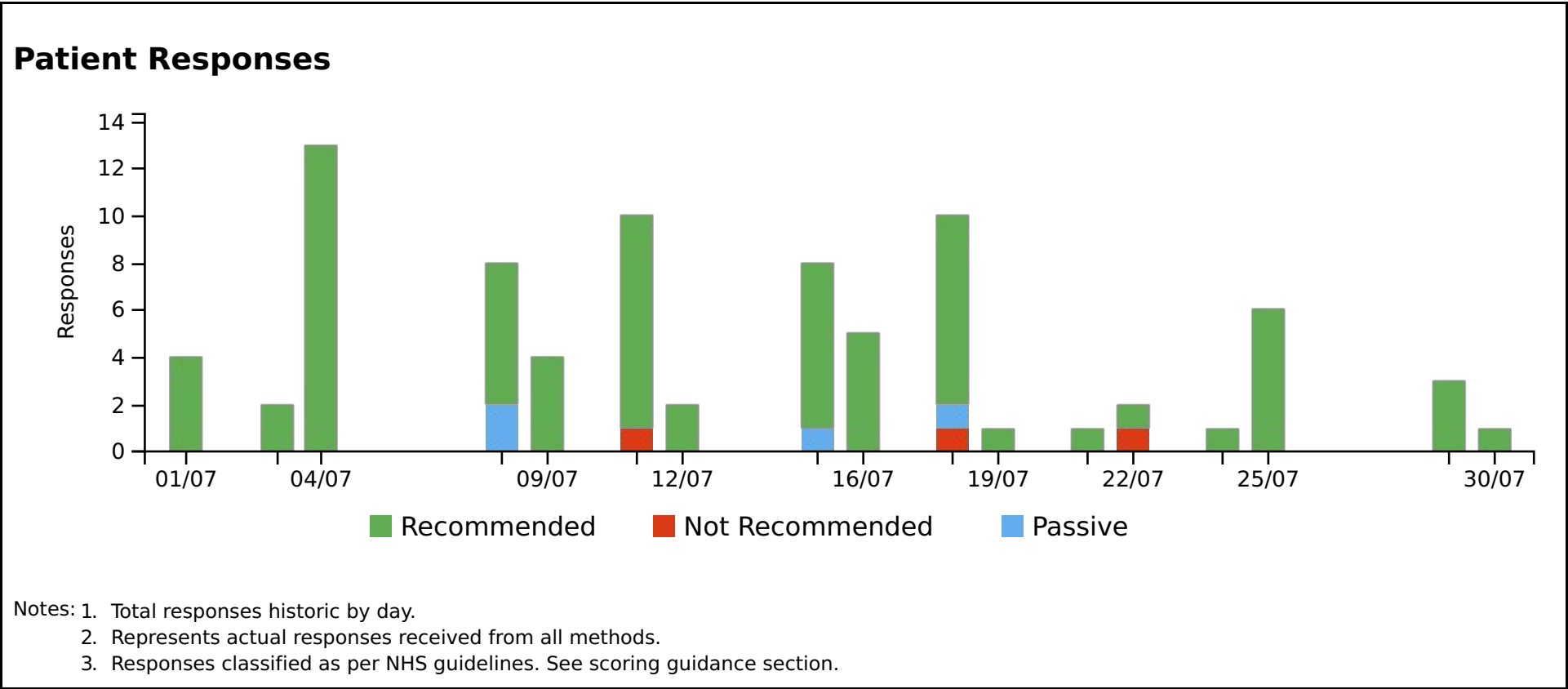
Practice Score: Day of the Week Analysis



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

Thematic

Tag Cloud

Reception Experience 19
Arrangement of Appointment 17
Reference to Clinician 18

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.

Word cloud containing terms like: friendly, good, efficient, nice, happy, well, knowledgeable, clear, easy, just, sure, lovely, great, etc.

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

- ✓Excellent communicative nurse that carried out the tests. Friendly and welcoming reception. On time appointment = very happy customer
- ✓All was good with appointment
- ✓He was helpful at my point of view
- ✓The man I saw was really good and thorough and on time
- ✓The staffs were very friendly and took out time to ensure my health challenges were well understood
- ✓Appointment on time and clinician explained everything in detail.
- ✓Reception happy cheerful, nurse as always a pleasure to see chatty put you at ease
- ✓I always find Staff very helpful and Friendly.I am pleased with appointment times offered on the same day ,or as soon as possible with tests etc.
- ✓Swift response from GP and from nurse, and I was taken seriously and listened to, as well as given appropriate and helpful advice.
- ✓The nurse to day for asthma check she was very good and helped me a lot and that is why I gave a 1
- ✓Polite and helpful
- ✓Staff are always helpful.
- ✓The reason I gave this answer was because I went for my Shingles vaccine and I didn't have to wait, and the Paramedic was very thorough checking that because I am over 80 that I was eligible for the vaccine. I was because of the rare blood cancer that I have. I have been in remission for about 5 years.
- ✓Appointment on time. Friendly reception and physio. Answered all questions and happy with diagnosis.
- ✓Amazing staff and doctors ??
- ✓I had a chat with the physio and he was so helpful and positive. Really pleased
- ✓Seen on time. Welcome and explained what was happening
- ✓Helpful and polite
- ✓Extremely nice staff from receptionists upwards. Very speedy appointment s and follow ups
- ✓Helpful service and quick referral
- ✓The man that took my blood was very nice and polite
- ✓All the staff are professional friendly and kind
- ✓Friendly staff
- ✓Kind treatment and efficient work.
- ✓Nurse Jackie very thorough easy to talk to about my condition
- ✓Got a physio appointment straight away so treatment has started.
- ✓I managed to get an appointment pretty quick and my physiotherapist is great
- ✓Because the true treatment I received upon my visit to the clinic and the nurse I saw on my visit @ 8:30am
- ✓I was given an appointment to suit me . The nurse was friendly and answered my question if I was not sure about anything .
- ✓Simon was very pleasant and professional appointment was on time receptionist was pleasant and informative
- ✓Was very gentle with my baby and doctor listen to me very carefully and advice me accordingly and cleared my concerns
- ✓Lovely nurse. Very knowledgeable. Put me as ease.
- ✓Called on time very personable and informative.
- ✓Was very thorough
- ✓Excellent service, nice staff who put me at ease
- ✓Stuart was friendly, helpful and made my blood test a much better experience than usual.
- ✓Always so pleasant and efficient
- ✓The nurse was lovely, Very knowledgeable. Just would be nice to be able to see a doctor when requested.
- ✓Only reason I didn't give better score staff are always moody and miserable and everything is an effort, I work in retail and if my customer service was off my customers wouldn't come back but we don't have a choice with this shameful nhs
- ✓Always nice to contact you when needed because you go the extra mile to help
- ✓They do their work perfectly
- ✓Stuart was extremely efficient and very kind. Explained everything very clearly and my blood test was really well done. Thank you Stuart!
- ✓Dr Atilola I felt, was extremely excellent in her duty towards me during my appointment. I left my appointment feeling assured that I was in good care with Dr Atilola and everything was done to make sure I was looked after in a timely manner.
- ✓Staff were pleasant and the physiotherapist I saw was informative and helpful
- ✓Receptionist's are always polite and approachable, and my physiotherapist Mr Aditya Khamar is easy to get along with and explains everything clearly (even though my knee is killing me now after our session today)

- ✓ *This surgery is always very helpful with inquiries and gets things done,the staff are absolutely brilliant from the doctors to the support staff,wouldn't change surgeries as I've always been given excellent service xx*
- ✓ Jackie the nurse was lovely she makes you feel at ease and has a great personality.
- ✓ *I was very satisfied with service*
- ✓ It was quick efficient and the staff were pleasant.
- ✓ *Polite receptionist, accommodating with appointments and helpful*
- ✓ Very efficient from start to finish. Staff very friendly and appointment on time.
- ✓ *Dr call back and organising visit to practice very quick. Follow up blood sample appointment once again very efficient. Staff are always polite and once again get things organised quickly. Many thanks*

## Not Recommended

- ✓ Getting b12 injection s are literally a pain in the bum. Dr Stacey had put on my notes if you need it earlier then that's OK, and it's on my notes . Today I was told as he's retired that no longer stands. So feeling ill and so tired but gotta wait for b12 jab . now booked for 22nd July. I don't see why you can book your next b12 appointment when youve just had injection . Keep life simple .
- ✓ *Poor service lack of appointments and the inability to see patients in person more importantly babies causes serious medical negligence*
- ✓ CanCancelled appointment

## Passive

- ✓ I don't use the GP service enough to make a clear decision
- ✓ *Because I was being gracious. Told that I had a lump on the bottom of my leg because of a varicose vein but when I eventually got it scanned they found it to be damaged ligaments and tendons..not happy.*
- ✓ Im in a lot of pain, and get told try these exercises at home and come back in 3 weeks....I have had this problem for 2 months, it's taken me 4 weeks to see someone and told come back in 3 weeks. I had an X-ray and clear something is wrong.. what is the point of our NHS
- ✓ *Well I haven't seen a doctor in 6 years and when I was diagnosed with a thyroid problem it was over the phone and I have yet to have a face to face discussion what this condition means to my life.... I only know what I have picked up on the internet and have to take Levothyroxine for life (disgraceful). Also I now have to go on line to order my lifelong prescription and when recently it was found that I needed folic acid tablets I was given over 50 but when they ran out I was told that I had to order more from my doctor which I refused to because in my opinion that is the doctor's role not mine.... I even had to remember to book a blood test 3 months from my last one.... disgraceful. I think everyone should be REQUESTED to see their doctor at least once a year to have a thorough checkup*