

# FFT Monthly Summary: November 2024



Matrix Medical Centre  
Code: G82719

## SECTION 1 CQRS Reporting

### CQRS Reporting

|        |        |        |        |        |        |        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
| 76     | 13     | 3      | 2      | 2      | 1      | 0      | 0      | 0      | 97     | 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

|                           |                  |             |                              |             |                  |                   |              |
|---------------------------|------------------|-------------|------------------------------|-------------|------------------|-------------------|--------------|
| <b>Surveyed Patients:</b> | <b>321</b>       |             |                              |             |                  |                   |              |
| <b>Responses:</b>         | <b>97</b>        |             |                              |             |                  |                   |              |
|                           | <b>Very good</b> | <b>Good</b> | <b>Neither good nor poor</b> | <b>Poor</b> | <b>Very poor</b> | <b>Don't know</b> | <b>Total</b> |
| SMS - Autopoll            | 76               | 13          | 3                            | 2           | 2                | 1                 | <b>97</b>    |
| SMS - User Initiated      |                  |             |                              |             |                  |                   |              |
| Tablet/App                |                  |             |                              |             |                  |                   |              |
| Web/E-mail                |                  |             |                              |             |                  |                   |              |
| Manual Upload             |                  |             |                              |             |                  |                   |              |
| <b>Total</b>              | <b>76</b>        | <b>13</b>   | <b>3</b>                     | <b>2</b>    | <b>2</b>         | <b>1</b>          | <b>97</b>    |
| <b>Total (%)</b>          | <b>78%</b>       | <b>13%</b>  | <b>3%</b>                    | <b>2%</b>   | <b>2%</b>        | <b>1%</b>         | <b>100%</b>  |

### Summary Scores

92% 4% 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:

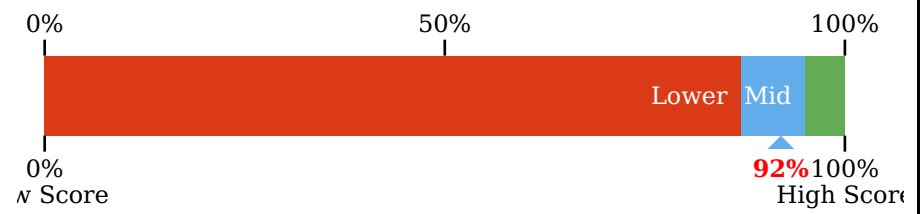
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

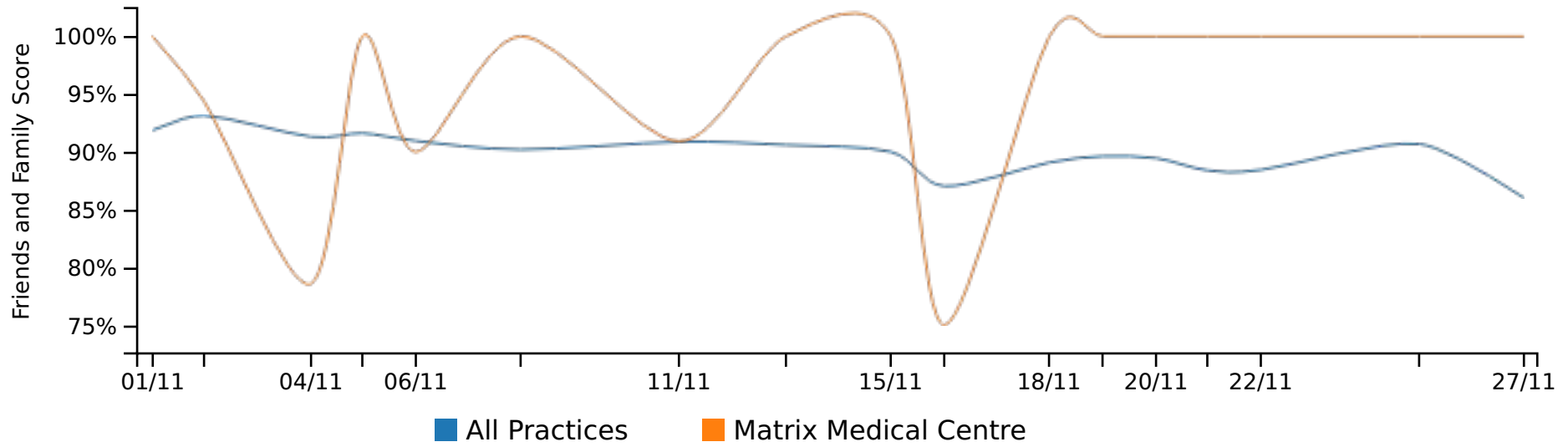
**Your Score: 92%**

**Percentile Rank: 55TH**



- 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 55th percentile means your practice scored above 55% of all practices.

### Practice Score: 'Recommended' Comparison



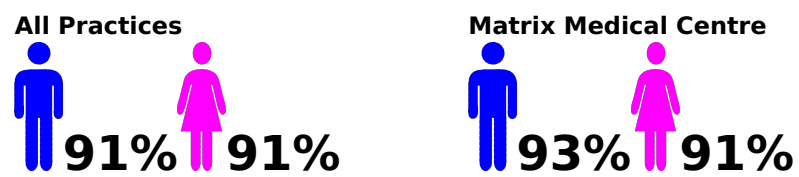
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

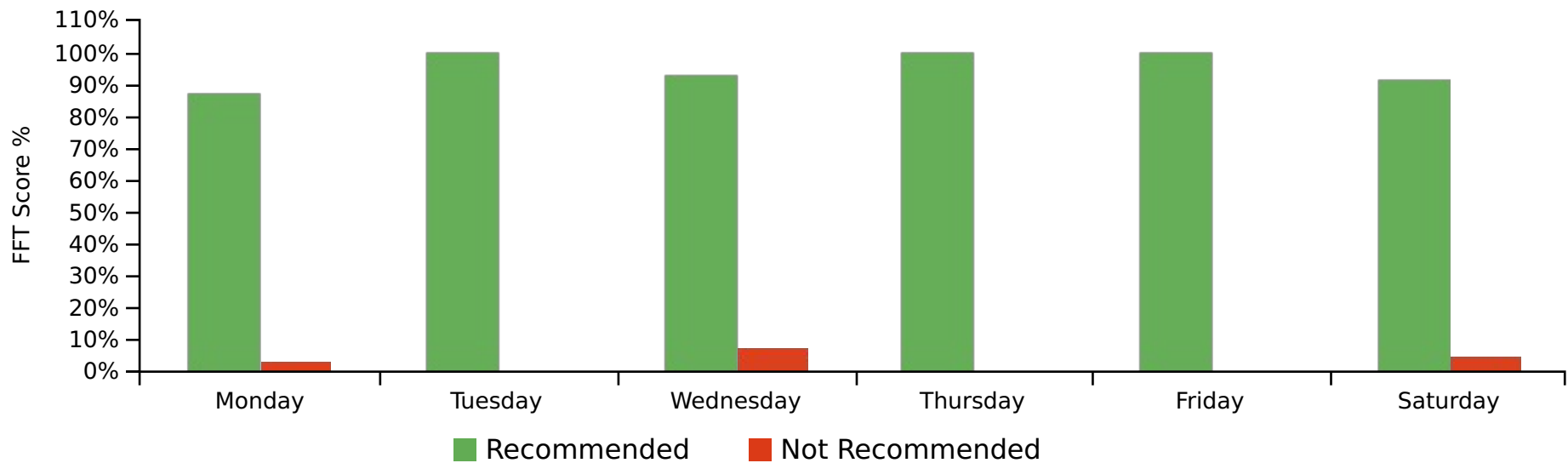
|                       | < 25 | 25 - 65 | 65+ |
|-----------------------|------|---------|-----|
| All Practices         | 86%  | 90%     | 93% |
| Matrix Medical Centre | 100% | 94%     | 88% |

#### Gender



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

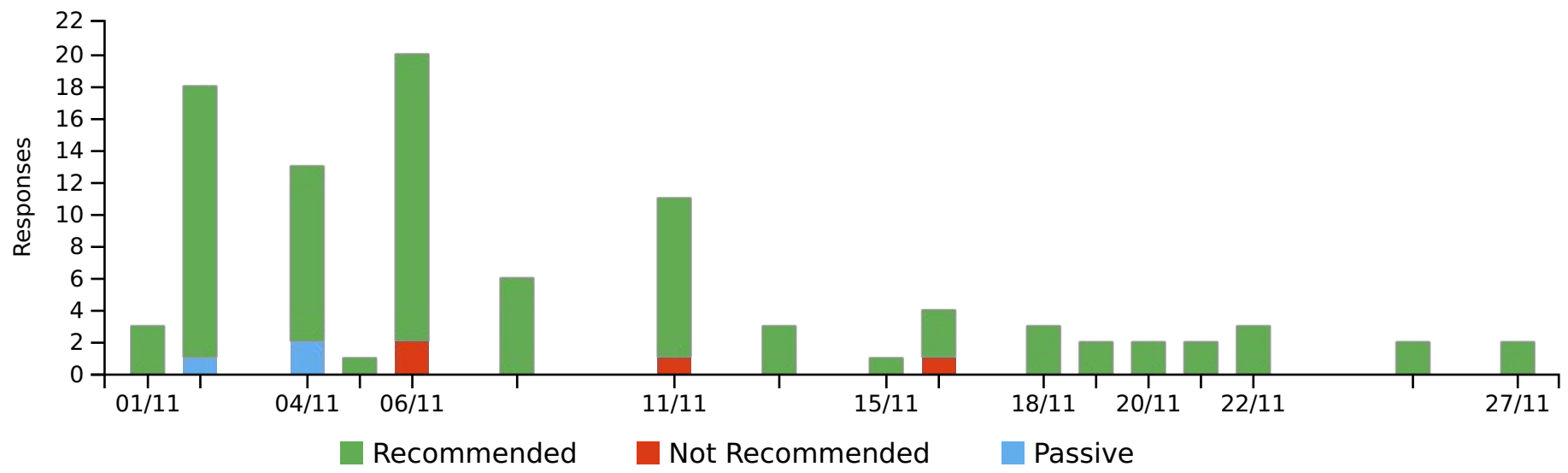
### Practice Score: Day of the Week Analysis



- 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

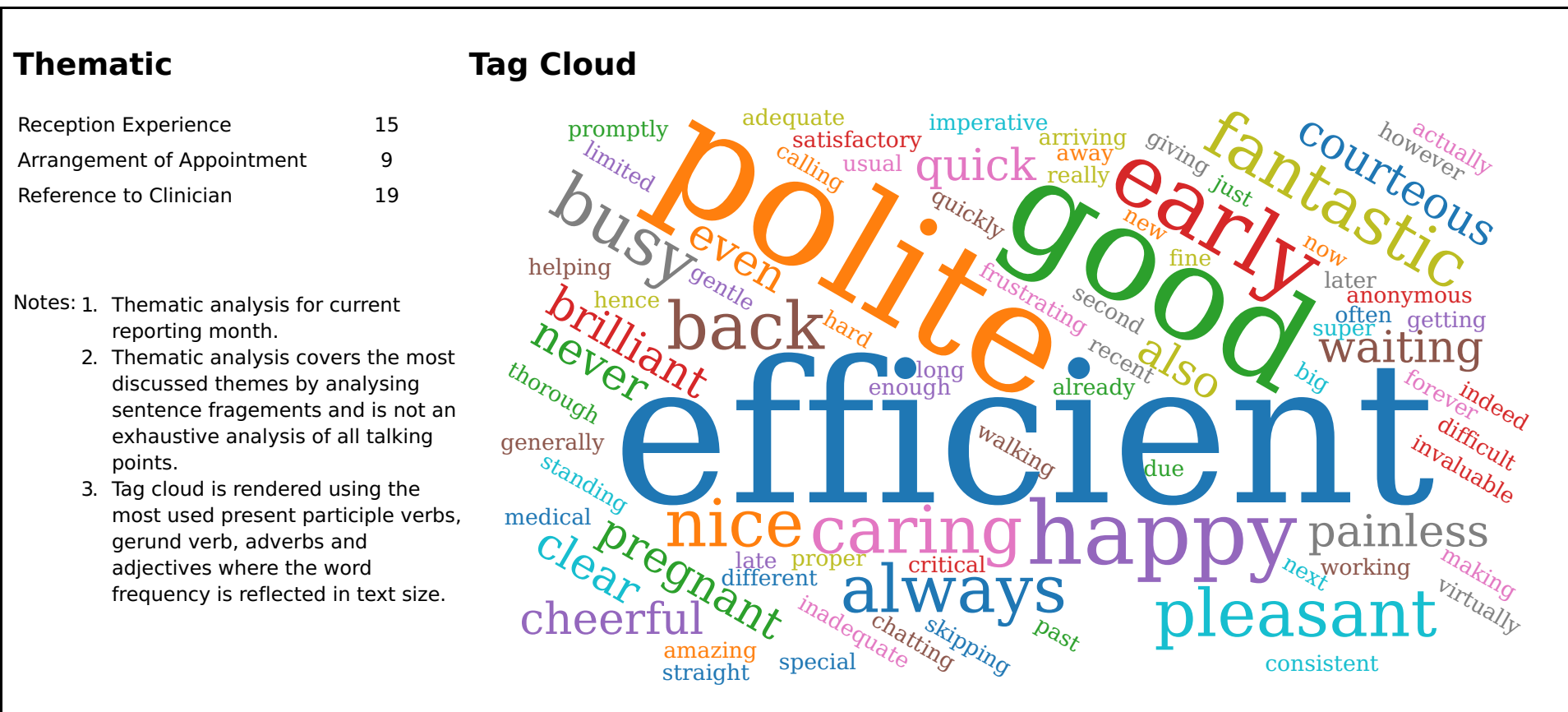
### Patient Responses



- 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:
- Free Text Comment received for current reporting month.
  - Classification based on initial response to Q1 rather than content of message.
  - Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

### Recommended

- ✓ Yes, you sent me an anonymous survey to rate my experience of your service.
- ✓ The doctor was brilliant with my daughter.
- ✓ Friendly cheerful helpful staff answered our questions to our satisfactory and very gentle with injection and wasn't kept waiting.
- ✓ Very good job
- ✓ People we have seen or spoken to at the surgery have been very helpful
- ✓ Friendly staff and seen quickly in and out
- ✓ Phoned the doctor's surgery, had a call back and saw the doctor hour later. I was referred and informed by text all in one morni
- ✓ Because you asked for it
- ✓ I arrived early I was seen a couple of minutes after arriving. Nursing staff answered my questions and gave advice and were caring and efficient
- ✓ Because everyone at the practice is very helpful cannot fault them.
- ✓ Because you asked me
- ✓ Very polite and under standing
- ✓ My self and my daughter who is special needs had our flu jabs today and the nurses were brilliant all done quick and painless
- ✓ Efficient, professional & friendly
- ✓ Friendly and professional
- ✓ Opening on a Saturday is invaluable for me who works weekdays and very long hours. The staff were very friendly, they were early helping me on my busy day and also reminded me I needed my asthma checkup. Fantastic service as usual from the practice. Thank you.
- ✓ Great service and very friendly.
- ✓ I hate injections but they were fantastic
- ✓ Recent appointment went fine, clear communication by text. No problems, people I dealt with very professional.
- ✓ On time and very professional
- ✓ Relaxed atmosphere very pleasant staff made me feel at ease ( I had two injections and I'm needle phobic)from booking in to having the injections I was Relaxed, the tunbury ave surgery get a big tick from me
- ✓ Went for copd check up nurse very help ful and caring
- ✓ I've always found the staff of matrix to be helpful. This time was no different.
- ✓ Yes there was a mixup with my appointment time but all sorted now it's a good practice I think
- ✓ Just had flu and covid jab today
- ✓ On time
- ✓ Very helpful and pleasant
- ✓ Pleasant staff, efficient service for flu jab..
- ✓ Difficult to get appointments, very limited face to face appointments, no consideration for appointments for people working. Takes forever for phones to be answered. However once through reception staff very helpful and GP service adequate, some GPs better than others but not consistent so often have to go over everything each time with a new doctor
- ✓ I'm very happy with my G.P.He is very thorough.
- ✓ Doctor has done everything to get to the bottom of my problem
- ✓ The only thing I would be critical of is not getting appts when needed generally reception are helpful and do try to assist, would be nice one day to actually see the doctor like we used to.
- ✓ Polite and helpful. Also giving me good advice on another vaccine.
- ✓ The nurse was friendly and helpful
- ✓ Because although I had to wait 15 minutes after my appointment time when I saw the nurse she was really good and did her best to help me
- ✓ The two ladies were super friendly.
- ✓ Nursing staff very polite and courteous
- ✓ Because I filled in a E-consult in the morning and was see the same day
- ✓ Promise service and customer service
- ✓ It was a quick and efficient appointment, the medical staff was amazing and friendly, even offering up advice on my B12 injections that are due. Very helpful indeed.
- ✓ Appt. on time and Practice Nurses very cheerful and professional.
- ✓ Receptuon Staff always polite and helpful. Dr Atilola is a great GP, nursing and HCA 's are great.
- ✓ Friendly & efficient
- ✓ The nurse was very kind and caring

- ✓Very happy the way I was looked after.
- ✓ *Very efficient flu jab service*
- ✓Staff were polite, courteous and professional.
- ✓ *Never had any problems at this practice, first class*
- ✓Very friendly and efficient
- ✓ *I was booked in for a covid jab. I arrived early and went through straight away. I hate injections but this was the most painless one I've had to date.*
- ✓Always been happy with the service and treatment. All staff were fantastic.
- ✓ *Nurses very kind and helpful*
- ✓KIND AND VERY EFFICIENT
- ✓ *Seen promptly expert service*
- ✓Explained everything clear to me so I understood him
- ✓ *Nurses were busy but when seen made me feel relaxed*
- ✓Because it's professional run
- ✓ *excellent communication and excellent service*
- ✓Because you asked me to
- ✓ *Good service very nice informative nurses*
- ✓On time. Friendly and professional
- ✓ *Staff polite and helpful and went above and beyond to help me*
- ✓Happy
- ✓ *They are so nice and polite to me*
- ✓They were very efficient and listen to my concerns and did my flu jab efficiently xxx
- ✓ *Very good service*
- ✓Friendly, professional, helpful.
- ✓ *Prompt call. I felt like I was listened to*

### **Not Recommended**

- ✓ I came down for my flu vaccine early in the morning at 8.50 for my appointment, to be told when I arrived that they didn't have enough vaccines and to come back in a couple hours time. I'm pregnant and no one bothered to ring me to tell me not to come down, walking all the way to the surgery whilst pregnant for no reason was very frustrating. When I came back for my second appointment there was no proper system in place, one nurse came and said who wants to come next and people were skipping the queue to be seen, other nurses were then calling out peoples names who had already skipped the queue. So it was a mess
- ✓ *Inadequate access to GP. Structures put in place during COVID remain in place. I have had more face to face contact with dermatology service than with GP. Service.*
- ✓ Appointment late. As nurses were busy chatting & making tea discussing the weekend. All people in waiting room heard this & then put everything behind by 20 minutes!!! Why have appointments if you are not prepared to stick to them
- ✓ *It is virtually impossible to get a face to face appointment you can never even talk to the same doctor hence there can be no patient/doctor relationship which is imperative for the patient.*

### **Passive**

- ✓Because it's what I think
- ✓ *Hard to get an appointment, face to face seems to be a thing of the past.*