FFT Monthly Summary: March 2025

Matrix Medical Centre Code: G82719



SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
74	15	4	2	2	0	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	265						
Responses:	97						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	74	15	4	2	2	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	74	15	4	2	2	0	97
Total (%)	76 %	15%	4%	2%	2%	0%	100%

Summary Scores

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.

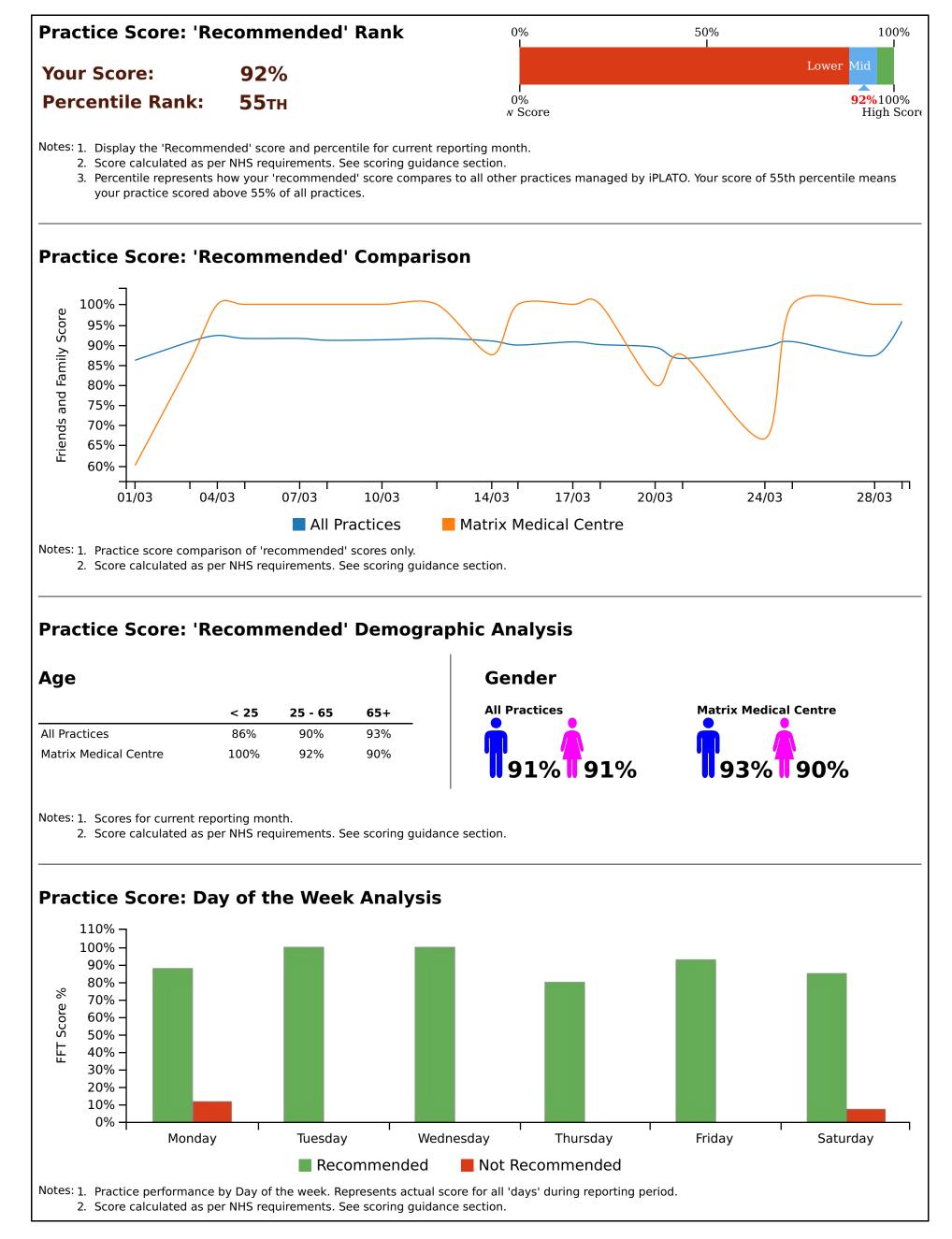
The percentage measures are calculated as follows:

$P_{\text{accommonded}}(%) =$	very good + good x 100			
Recommended (%) =	very good + good + neither + poor + very poor + don't know			
Not Recommended (%) =	very poor + poor x 100			
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know			

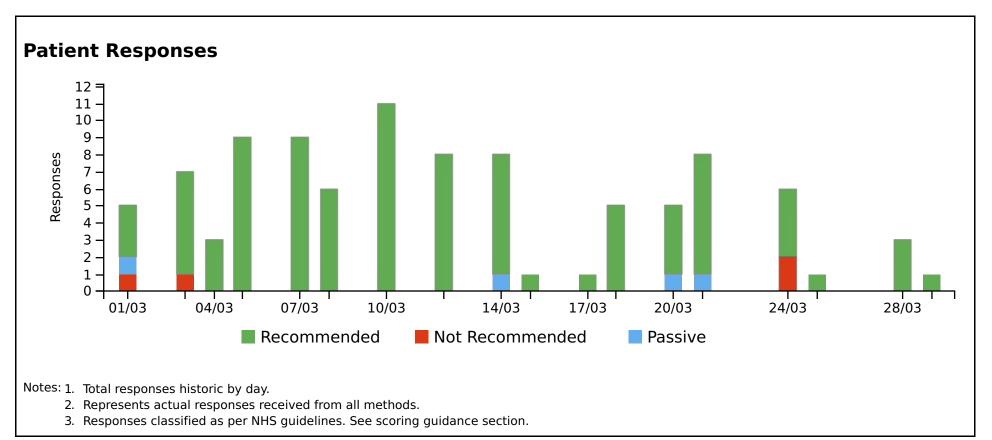
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

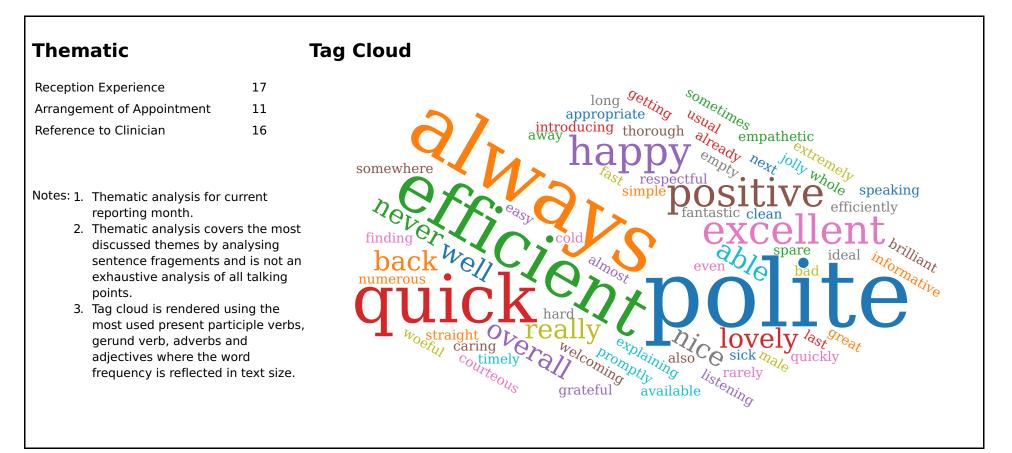
SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary



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

✓ On time, very efficient and very friendly staff, Jackie and Nicky. Xx

- ✓ Staff friendly and professional & felt I could ask the question I wanted to ask.
- \checkmark Because the staff are fantastic and they do their best for their patients
- ✓ Fast respond to my test results and the doctors explaining everything and what the next step is.
- \checkmark Because the staff are always friendly and helpful
- ✓ Pleasureable experience
- ✓Got my appointment when I wanted it saw the nurse this morning very happy with the whole process thank you
- ✓ Nice to talk to the doctor but already had result from test taken.
- ✓ Polite staff and seen almost on time.
- ✓ Welcoming atmosphere and professionalism
- ✓ Quick clean and affishant thanks
- ✓ Good. Service. Polite. And on. Time.
- ✓ Quick, informative and helpful
- ✓ They're kind and helpful at the surgery all the time.
- ✓ My appointment was good and I was given another appointment because I needed one and the surgery had a spare space
- ✓ It was a positive experience.
- \checkmark Everything was done in an efficient and friendly manner.
- ✓ The last four interactions I have had with the surgery have been very positive. I am very grateful and also find the receptionist very helpful
- ✓I always receive a good service from the practice, I rarely have any issues and the staff are always helpful. Keep up the good work!
- ✓ The staff are very friendly and professional
- ✓ The service was excellent and the appointment on time.
- ✓ Service and care was prompt and professional
- ✓ Nurse was very good and appointment was on time
- ✓ Very good service polite and friendly and puts you at ease
- Staff and services were good, I am not happy that I have to travel all the way to Tunbury Avenue when I registered at the Beacon Hill Surgery, it was 21 in Uber fees.
- ✓ Yes very polite, understanding. I was seen really quick, that's why gave a 1
- It was good that I was able to speak to a receptionist about a concern and she passed it on to the doctor and I got a good response but a quick conversation with the doctor would have been ideal.
 - I was seen on time by a year balaful professional and friendly nurse availant convice and care
- I was seen on time by a very helpful, professional and friendly nurse...excellent service and care.
- ✓ Good service thank you
- Been well looked after by 95% of the staff since having health issues but if there is a person to mention would be Toni the receptionist always extremely helpful
- Call back as agreed on Friday 7th before given time and Dr able to deal with my request promptly and forwarded sick certificate to phone straight away. Very polite introducing himself and listening to my concerns.
- ✓ Quick and friendly
- \checkmark Was listened to, was very thorough with examination. Thought very professional.
- ✓ Appointment was on time, staff is very lovely and friendly
- Can get timely appointments, appropriate referrals on when needed, efficient organising of repeat prescriptions and they contact me for health checks. Staff are professional and helpful.
- ✓ Booking was simple. Reception staff lovely. The clinician I saw today was empathetic to my fear of needles!
- ✓ Always found staff helpfull and efficiant as usual
- ✓ Satisfied all my needs
- \checkmark Very efficient and helpful right from the start
- ✓ Everything about my appointment was professional and respectful.
- ✓ Very friendly
- ✓ Good service
- ✓ The nurse stuart was absolutley brilliant didnt rush
- ✓ Was seen on time and was treated well.
- Because the service I received was very good!

✓ Always polite and helpful

- ✓ Was seen quickly and efficiently
- \checkmark Very happy with my appointment today the doctor was so nice thank
- \checkmark I asked some questions and got good positive feedback
- ✓ Very good overall experience with good staff.
- \checkmark Once speaking with a GP the service is great but sometimes getting hold of the surgery or an appointment is not easy
- ✓ Very polite, caring and in no hurry to get the call finished.
- \checkmark The nurse who took my blood was very efficient and courteous
- ✓ The staff are really friendly and helpful. I was seen on time and never have any problems
- ✓ Very plesent people
- \checkmark Didn't have to wait long , and very friendly and helpful
- \checkmark Because the doctor was very understanding and helpful.

Not Recommended

- ✓ You sent me for a blood test at 8am on a Saturday morning to somewhere that does not even offer blood tests on a Saturday
- ✓ Some of the contacts have been excellent, but others have been woeful. So overall, my experience is a 4.
- \checkmark Because there is no doctor available at my NEAREST surgery

Passive

- ✓Had numerous appointment cancelled
- ✓ The environment was cold and empty.But the male nurse was very jolly and helpful. Experience with him was 9
- I'm finding it hard to walk with my bad knee and I couldn't talk to the doctor about it you said has I have a chest infection and needed to sort that out you said phone back tomorrow morning can never get a appointment