

FFT Monthly Summary: September 2025

Matrix Medical Centre
Code: G82719



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
58	13	1	3	5	0	0	0	0	80	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: 304

Responses: 80

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	58	13	1	3	5	0	80
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	58	13	1	3	5	0	80
Total (%)	73%	16%	1%	4%	6%	0%	100%

Summary Scores

89% 10% 1%

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:

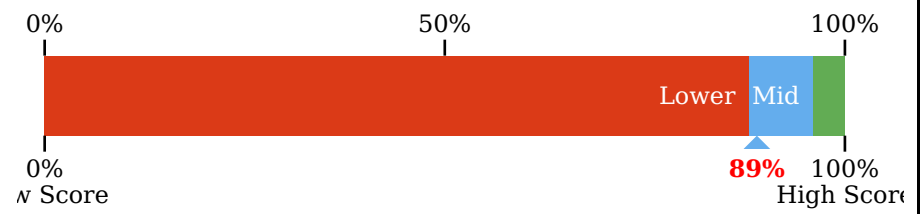
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

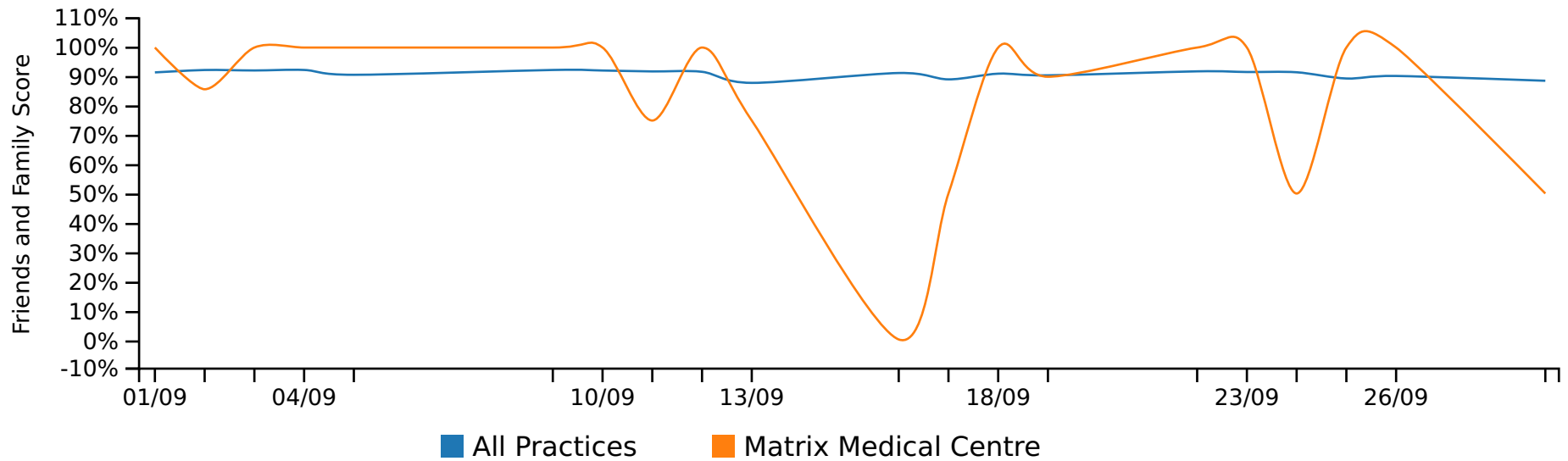
Your Score: 89%

Percentile Rank: 30TH



- 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 30th percentile means your practice scored above 30% of all practices.

Practice Score: 'Recommended' Comparison



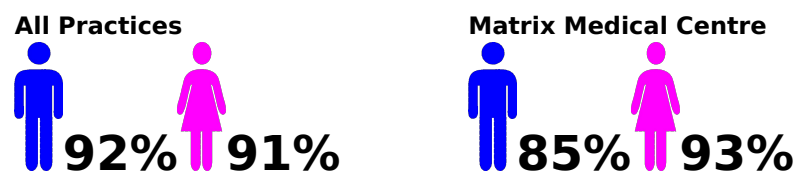
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

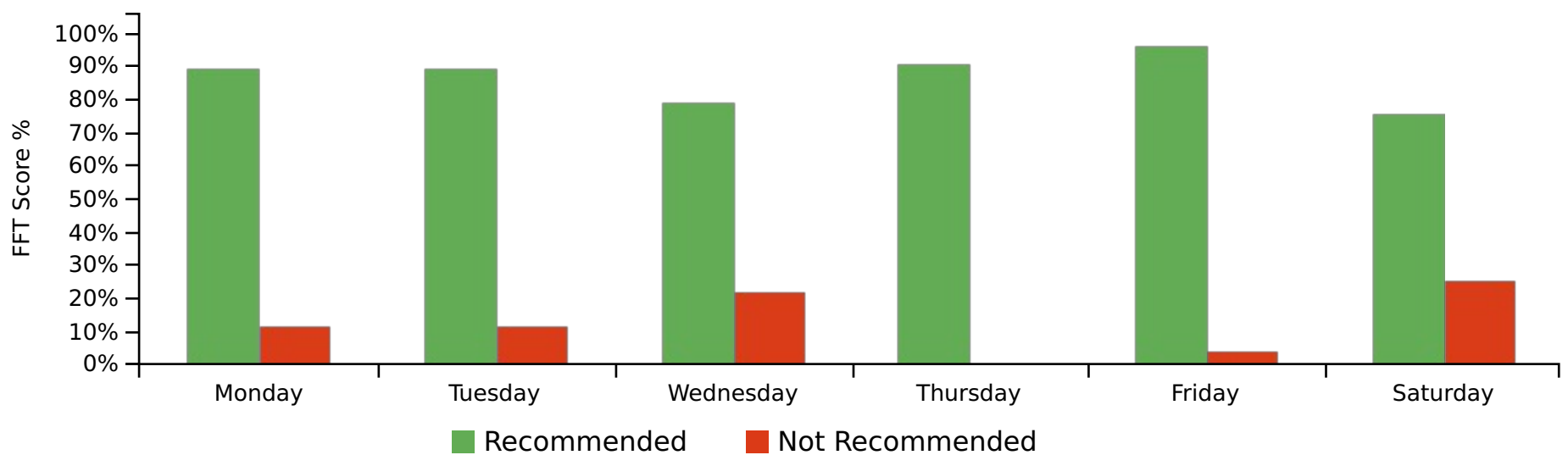
	< 25	25 - 65	65+
All Practices	87%	91%	93%
Matrix Medical Centre	57%	93%	88%

Gender



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

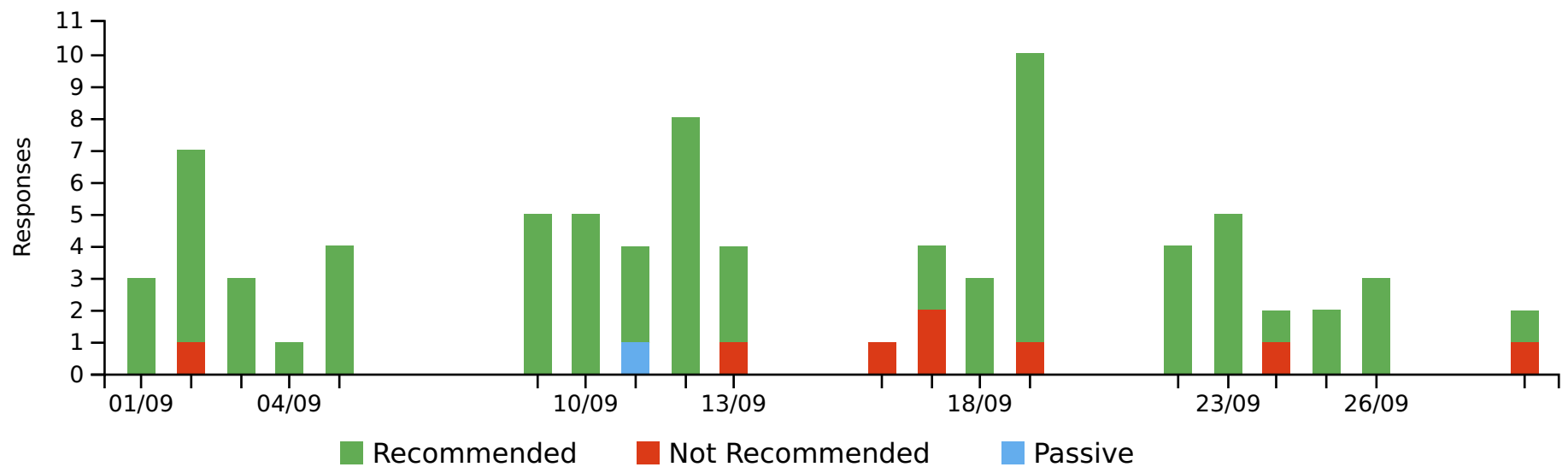
Practice Score: Day of the Week Analysis



- 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

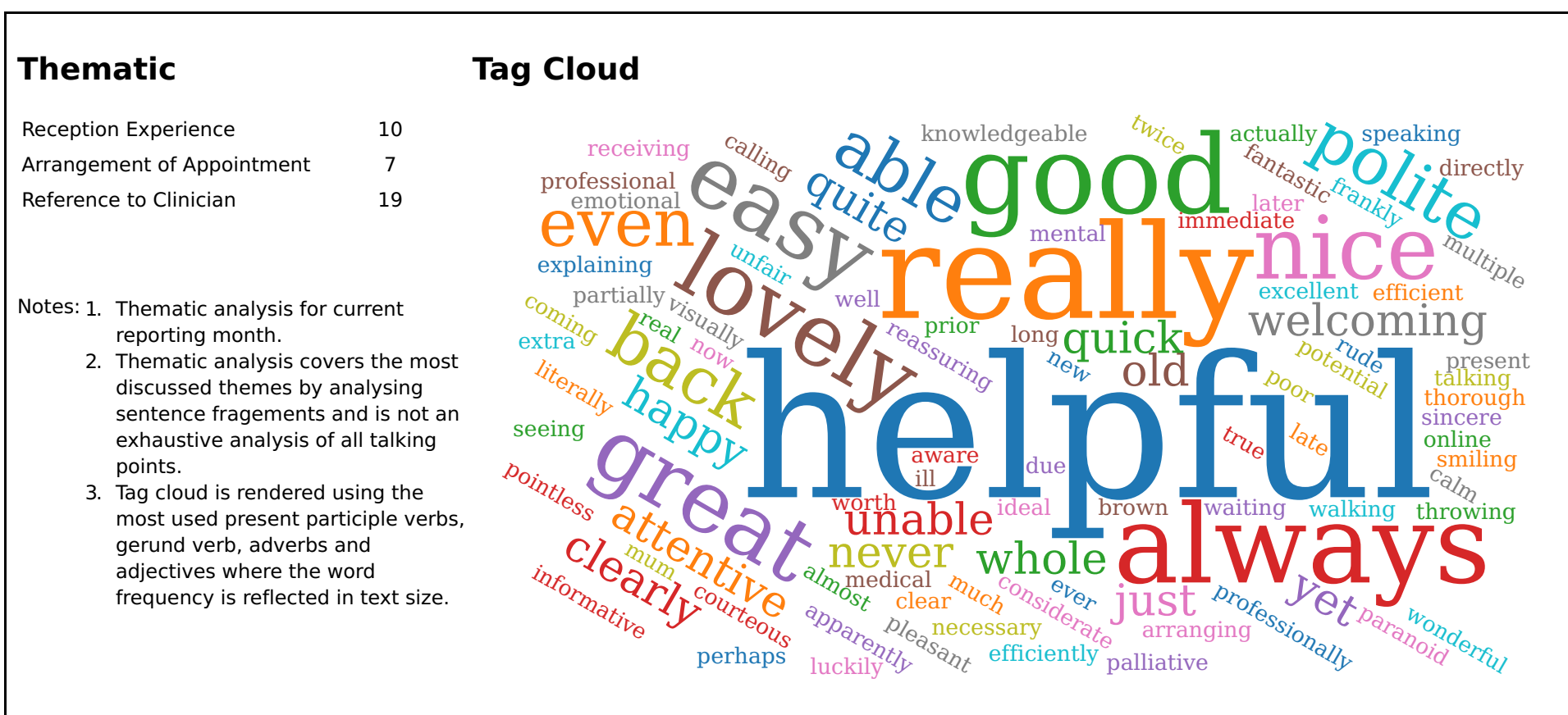
Patient Responses



- 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:
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

- ✓ Both Dr are very good and cooperated
- ✓ Because I was satisfied
- ✓ When I see the nurse I don't seem to be waiting long & they are all kind & considerate
- ✓ Very good service and very friendly staff
- ✓ Because the service is timely and excellent
- ✓ Great service from a great doctor
- ✓ The new form that replaced the E consult was much easier to use and meant I did not have to use the telephone. The response was almost immediate and by 11am the doctor had phoned me back to offer an appointment at Matrix at 11.30. I saw Dr David who was friendly, reassuring and explained everything as he went along and arranged for further tests. I was so impressed with the whole experience.
- ✓ Was really impressed with the physio and his lovely manner
- ✓ Great service
- ✓ Very efficient process & service. Completed online form at 8am, GP phoned at 11.30am, discussed symptoms/cause/diagnosis & prescription was collected at the pharmacy the same afternoon.
- ✓ Good service
- ✓ I was seen earlier than my appointment and he was very polite and courteous.
- ✓ Jackie listened and acted on
- ✓ Very nice doctor that explained things well
- ✓ The whole experience was fantastic
- ✓ Because there is now no doctor present at my closest surgery. Only nurses. When I am unable to drive I won't be able to get to the other 2 linked surgeries. I joined the closest surgery to me so that I would be able to walk to it if necessary.
- ✓ Because you asked me and that is what I thought it was very good
- ✓ The nurse I saw was very welcoming and put me at ease.
- ✓ Appointment was on time, efficiently, and professionally conducted.
- ✓ Never any issues and had a blood test today with a lovely guy
- ✓ The chap at Brompton was very friendly and thorough and I was very pleased with my treatment
- ✓ It was nice to actually reengage and speak to the staff face to face. Plus, I found Aditya to be very informative and empathic, and the fact that he listened and you could tell how sincere he was - nice man, very professional.
- ✓ Smiley and welcoming, prompt and on point. Helpful in arranging a future appointment. Always pleasant coming to Tunbury Ave.
- ✓ Car parking, and the possibility of a penalty. You have to allow an extra 15 mins to get placed.
- ✓ Very happy with the service I received
- ✓ Jacqui Newman is the best nurse I've ever had the pleasure of meeting, always come out of her appointments, no matter the nature smiling. She is a real credit to the practice and the NHS and worth her weight in gold, thank you. From Jade Harding xx
- ✓ The gentleman that phoned me was so helpful to me
- ✓ I give what I am sew and feel on Brompton
- ✓ Because you told me you've rang me 3 times and booked appointments for me to come down even though you apparently checked my medical records so should know I'm a paranoid cunt who don't go out and yet I'm being told you've rang me multiple times before even though I and my dad (who helps a lot with this stuff because I'm fucked in the head) don't know who the fuck you lot are and have never received a call of you before yesterday so I don't know what your company stands for but all I do know is my first time talking to a member of yours was condensing and quite frankly I don't even know who you are or what you stand for. Perhaps you should make that clear before throwing a pointless call my way
- ✓ The nurse was so lovely and accommodating. She was kind to be child and to me as an emotional mum having her children receive their jabs. Thank you! X
- ✓ Just a good service
- ✓ The staff are friendly and attentive all the time. Dr Klim has a wonderful old school bedside manner and really listens to how your feeling.
- ✓ Quick, easy service.
- ✓ Was explain very clearly had patience and did a thorough speaking polite e v
- ✓ Always friendly and prompt
- ✓ The doctor was able to provide reassurance
- ✓ All staff were nice very helpful and accommodating
- ✓ Twenty minutes late seeing me and I don't think they were aware I had a knee replacement that caused the problem of the hematoma?
- ✓ helpful and polite
- ✓ It was Stuart who rang to talk to me about palliative care, he explained very clearly what he was calling me for and allowed me to tell him about the care I

was receiving from my Oncologist and Macmillan. Stuart was very easy to talk too and easy to understand, I was quite happy to answer any questions he had for me. This is why I gave a 1.

- ✓ Friendly helpful staff easy to talk to
- ✓ A very quick response to my econsult
- ✓ Because the staff are always very helpful
- ✓ Very helpful doctors and receptionist
- ✓ The staff were really kind and helpful. The nurse who did my daughter's immunisations was really kind and made my child calm.
- ✓ Because that's how I feel about you and the practice
- ✓ Face to face would be a 1

Not Recommended

- ✓ Great staff and lovely doctor
- ✓ The doctor was very knowledgeable to potential drug interactions.
- ✗ Because I explained to the dr I ran out of my brown fostair pump and they said I had not collected ones at the pharmacy. I went there and they were none there and was told I'd have to come back later once the dr signed it off. I am registered partially sighted and unable to drive my vision is poor and walking places gives me anxiety. I tried explaining this to the staff who couldn't care less and told me to go and see if it was an emergency yet I literally spoke to a dr 2 minutes prior to that and they said she didn't need to print anything off as there were old ones not collected at pharmacy which is not true. It took a lot of mental strength to go to my appointment on my own. I feel really ill too and no one could help me get my item so I would not have to come back and make a journey which is not ideal for someone who is visually impaired as I have to walk. Why should I have to make the trip twice when I explained this to the doctor I see it just is unfair. Staff seemed really rude and wouldn't listen or have any sympathy for anything I said or explained to them.

Passive

- ✓ Had trouble with the Doctor's accent due to my hearing problems, made harder as he didn't always directly face me. Luckily my husband translated. In mitigation he was helpful, attentive and listened to my replies.