

FFT Monthly Summary: November 2025



Boothstown Medical Centre
Code: P92605

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	3	4	0	2	0	0	0	0	49	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:

163
49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	3	4	0	2	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	3	4	0	2	0	49
Total (%)	82%	6%	8%	0%	4%	0%	100%

Summary Scores

88% 4% 8%

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:88%

Percentile Rank:30TH

0%50%100%

0% Score

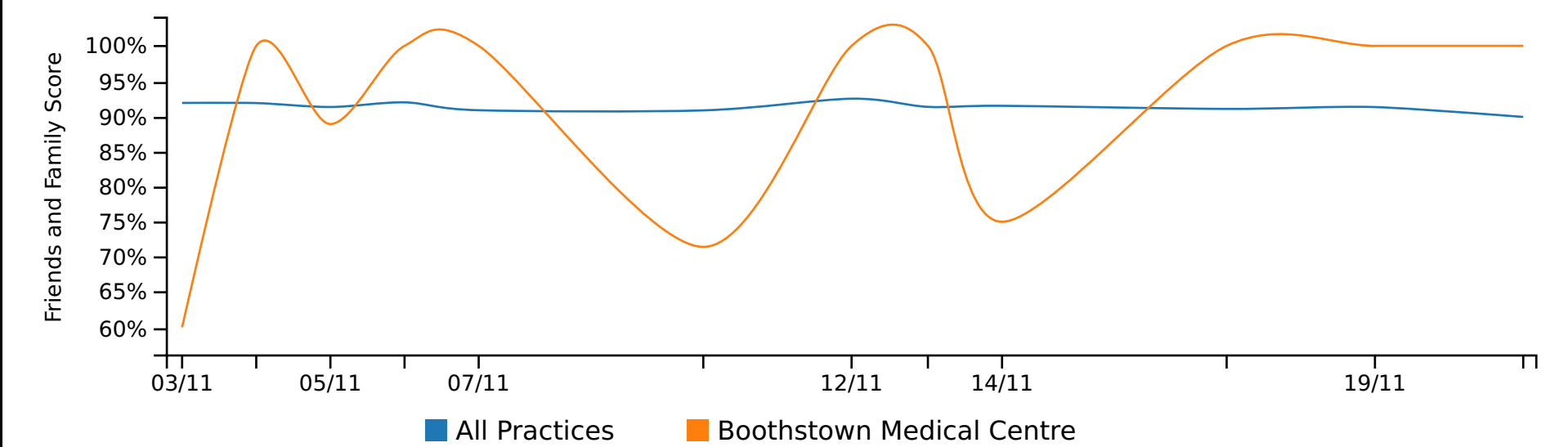
LowerMidHigh Score

88%

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 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	86%	91%	93%
Boothstown Medical Centre	100%	82%	100%

Gender

All Practices

92%

91%

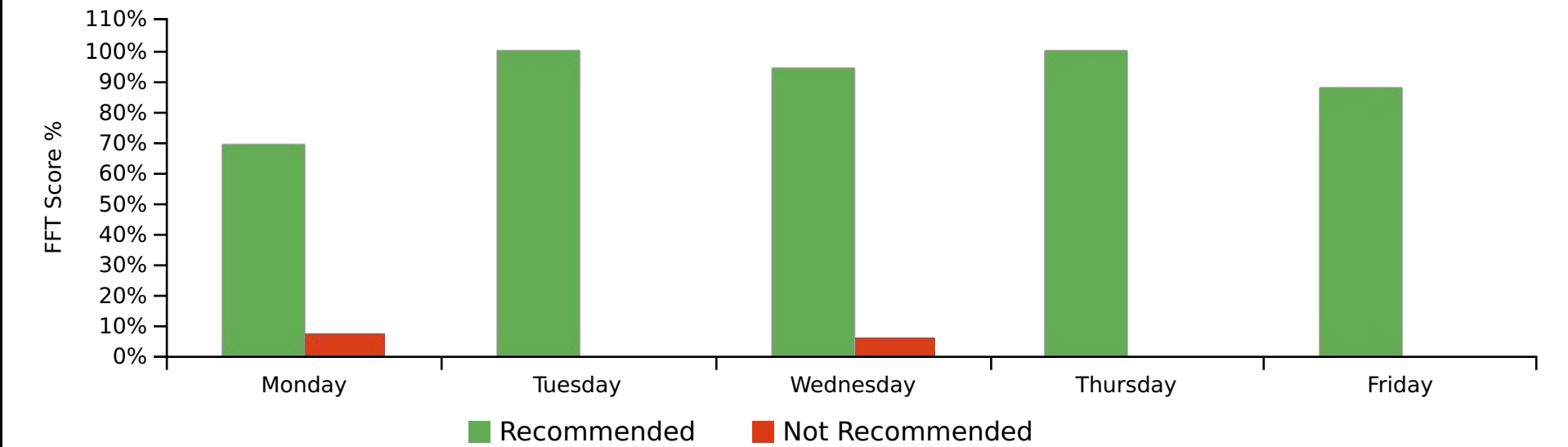
Boothstown Medical Centre

83%

92%

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

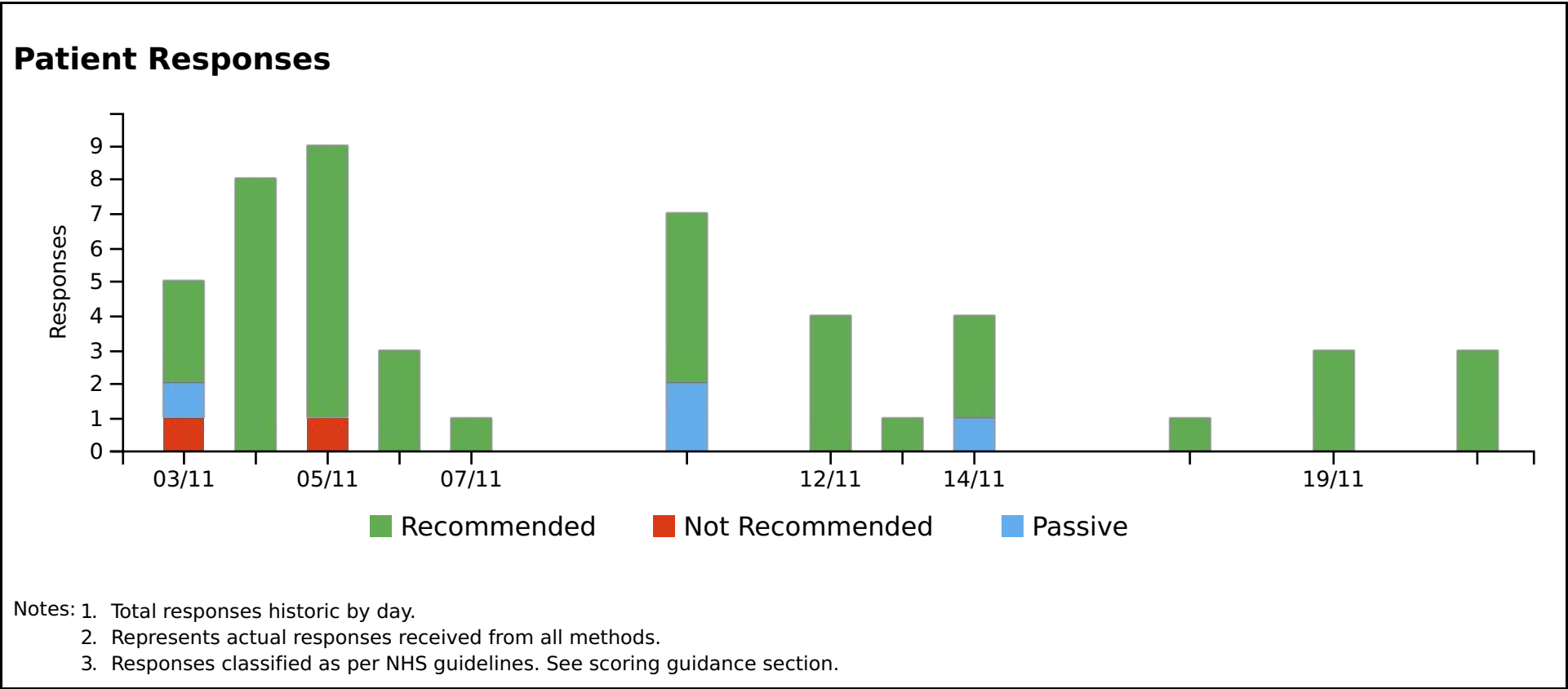
Practice Score: Day of the Week Analysis



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

Reception Experience	8
Arrangement of Appointment	7
Reference to Clinician	8

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

- ✓ Good, pleasant and helpful receptionist and brilliant medical practitioner.
- ✓ *Mary is great with children & nervous patients.*
- ✓ Had 2 appt this wk both excellent face to face discussions. Bloods tests ongoing overall very reassuring
- ✓ *She was excellent and very helpfull*
- ✓ Nurse Hagan was very helpful
- ✓ *Can take a while to get an appointment but all the staff are lovely and helpful.*
- ✓ Professional, caring and friendly. Providing a service despite demands on the NHS.
- ✓ *Easy to book, on time, Suzanne is lovely*
- ✓ The nurse I saw was very helpful and the receptionists are also very helpful. Thankyou.
- ✓ *Suzanne was lovely and supportivr*
- ✓ Amazing staff offering as much help, support and advice as possible. Can't praise them enough.
- ✓ *Polite quick to the point & made you at ease*
- ✓ Very efficient and friendly
- ✓ *Because they were very responsive to my urgent request*
- ✓ Reception staff were lovely and friendly, and the nurse Suzanne was lovely and chatty as always and I didn't have to wait long at all
- ✓ *The staff were friendly and made it a pleasant trip*
- ✓ Dr Anderson seen me and was very helpful
- ✓ *On time and nurse very pleasant and thorough*
- ✓ Excellent staff and service
- ✓ *Everything is Convenient*
- ✓ Excellent on time and good communication overall kind and helpful
- ✓ *Mary Mawdsley is always 10/10 for compassion and helpfully in every way.*
- ✓ Dr khan has been so helpful and kind to me over the last few months. She has been helpful with my issues and has been a really good support.
- ✓ *Helpful and friendly staff*
- ✓ Everyone was so kind and helpful
- ✓ *Appointment was convenient and no waiting, treatment was explained in an excellent way, and Mary made me feel relaxed and comfortable, a good experience.*
- ✓ Cause u asked
- ✓ *Easy to request an appointment, seen the same day. GP very helpful and friendly*
- ✓ Felt looked after and taken seriously
- ✗ *Time, patience and understanding*

Not Recommended

- ✓ Tried to get an appointment for 2 months. You don't read the replies to say what times I couldn't do so took even longer. Eventually rang up. Told no appointment then gotbone in 4 days???? Lack of communication and impossible to get appointments

Passive

- ✓ Getting an appointment with you is like hell, those who receive your telephone calls try to make you don't get an appointment
- ✓ *I booked an early appointment due to work but had to wait 20 minutes after my appointment time before I was seen.*
- ✓ Mainly because I requested a GP appointment and was given an appointment with a paramedic. I have no complaints about the attention I received during the appointment and found her very pleasant.