

FFT Monthly Summary: December 2025



Boothstown Medical Centre
Code: P92605

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	5	0	2	2	1	0	0	0	47	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:

187

Responses:

47

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	5	0	2	2	1	47
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	5	0	2	2	1	47
Total (%)	79%	11%	0%	4%	4%	2%	100%

Summary Scores

89%

9%

2%

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:89%

Percentile Rank:30TH

0%50%100%

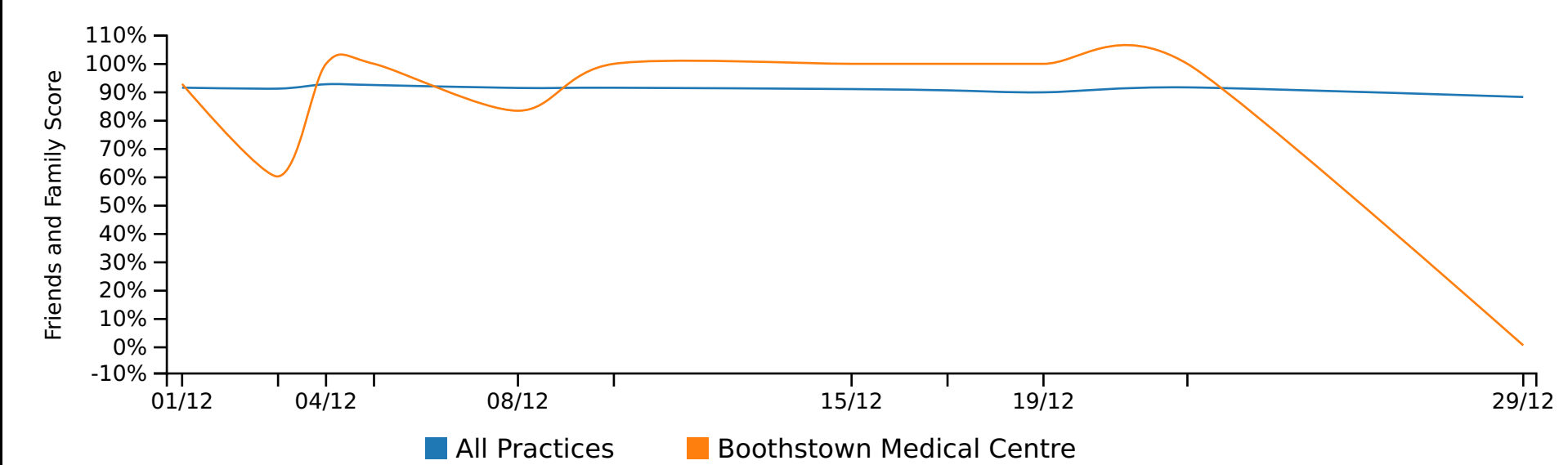
0% Score

LowerMid

89%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 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	85%	91%	94%
Boothstown Medical Centre	67%	83%	100%

Gender

All Practices

92%

91%

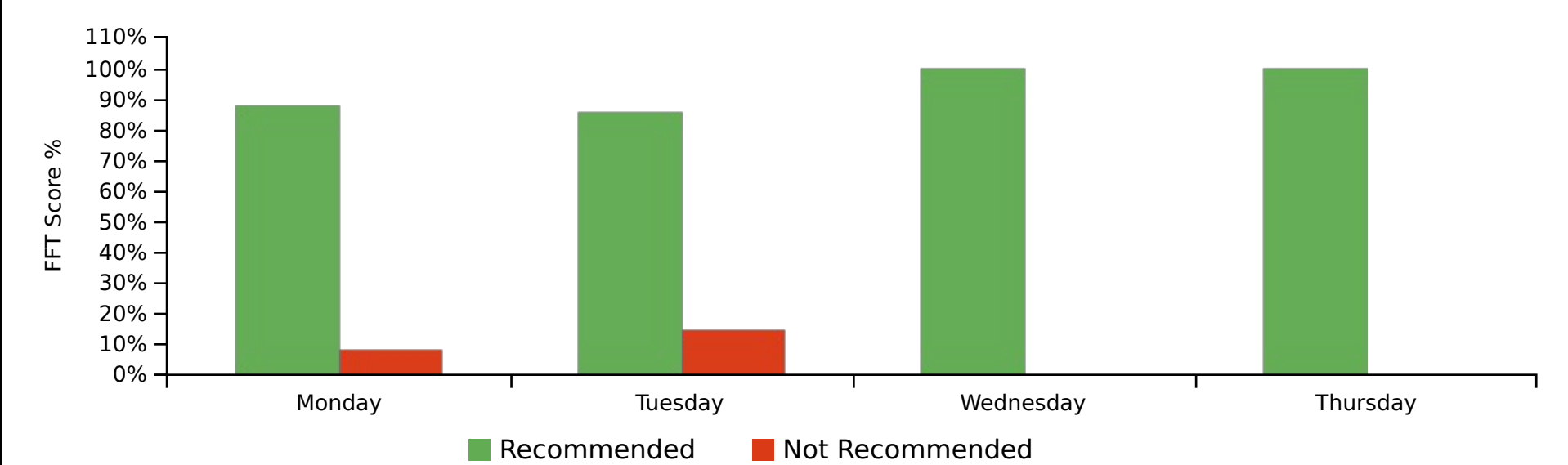
Boothstown Medical Centre

95%

85%

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

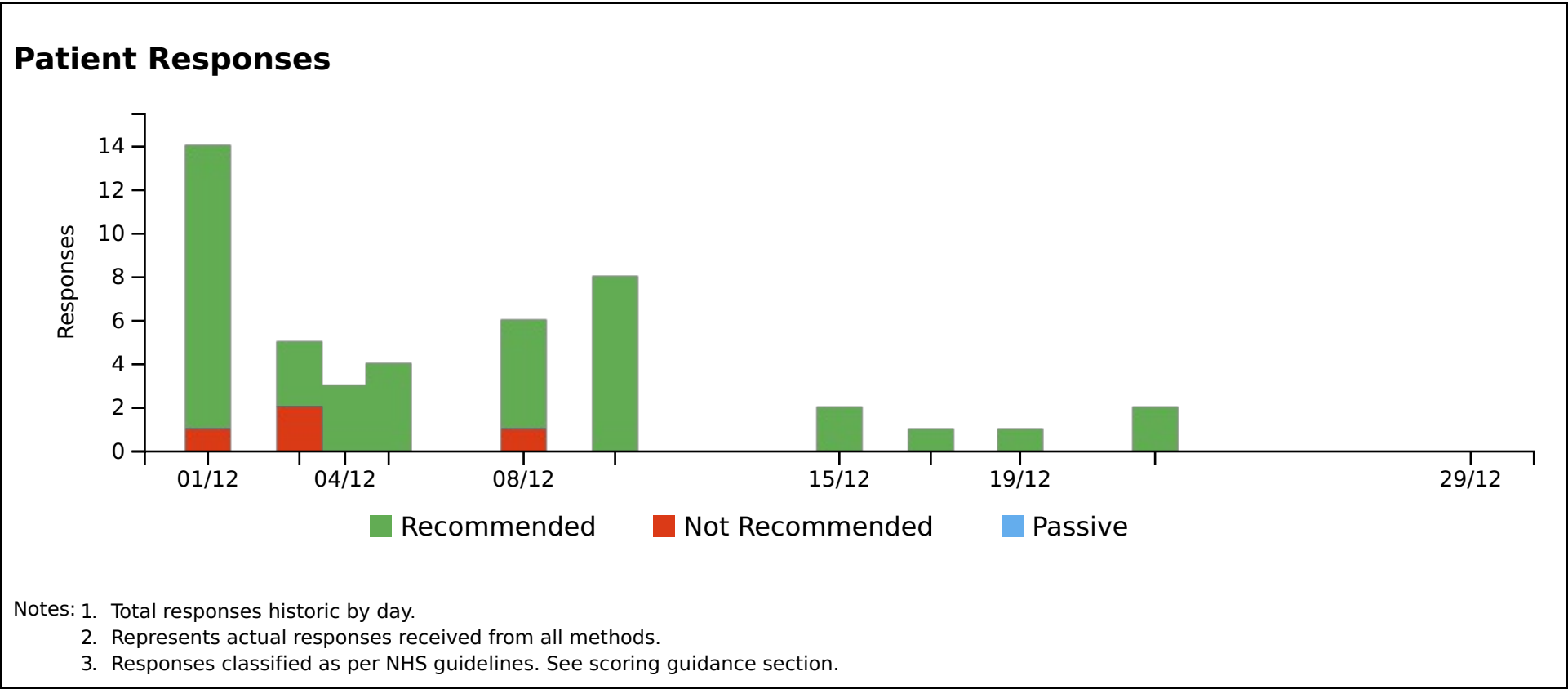
Practice Score: Day of the Week Analysis



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	12
Reference to Clinician	14

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

- ✓ Mary is just outstanding she is so calm and assuring
- ✓ I had a face to face with a lovely lady regarding my medication
- ✓ I recently seem to have difficulty when having a blood test the nurse was good despite having to deal with is. Also the receptionist was very kind and helpful and professional thank you
- ✓ Dr Aba and her nursing assistant were very thorough and professional, kept me at ease all throughout my treatment.Excellent visit!!
- ✓ Only a small wait time today
- ✓ My appointment went ahead at the scheduled time and I was listened to fullyand allowed to express my concerns.The doctor then explained how my problems would be handled,which made me feel much better.I left the appointment,feeling happy with how things had gone and how I had been treated.
- ✓ All the staff are so friendly,Dr.Anderson always makes you feel at ease no matter what the circumstances are.
- ✓ Honest. Helpful. Easy to communicate with. An asset to the practise
- ✓ All staff and doctors are amazing ?
- ✓ The nurse was very kind and friendly. Even though my English is not very good, she patiently explained everything and communicated with me clearly. It was a very pleasant appointment.
- ✓ Always get first class appointments at the dr's from the nurses and dr's
- ✓ All on time and no problem and friendly nurse
- ✓ Pleasant and helpful doctor
- ✓ Always good helpful to patients
- ✓ Appt on time. Staff efficient + caring.
- ✓ Courteous, prompt and friendly service.
- ✓ Excellent response time and lovely staff
- ✓ My treatment was hundred percentage and getting appointment was very good
- ✓ Seen straight away by nurse very understanding and
- ✓ Receptionist is very helpful and I can always get an appointment at a convenient time .Nurses are friendly and empathetic .The doctors have always either treated or referred and this gives me confidence in the advice given .
- ✓ Hi, Mary is excellent and is a true professional,thank you.
- ✓ I was able to amend my telephone appointment to in person. I found the appointment really helpful in discussing my recent referral to a consultant and the expected next steps. I felt listened to and was told to book further appointments if I need to discuss things again as my treatment progresses
- ✓ Seen early. Solution provided.
- ✓ I felt like everyone was pulling in the same direction and got all my future appointments sorted at the same
- ✓ Receptionist told me different information regarding ongoing treatment referral than the gp gave me Although I'm very pleased at the speed of service from seeing my gp I have an appointment in two days time with the hospital
- ✓ Very satisfied with my treatment.thank you.
- ✓ Receiving an appointment was longer than hoped for but the Dr I saw today was considerate of my concerns and listened to them all.
- ✓ Generally easy to get through to someone to speak to. Appointments generally starts on time. Doctors and nurses are empathetic, listen to you and proactive. Only point that can be improved is follow up appointments. Those get cancelled very frequently.
- ✓ Nice change to see a happy helpful receptionist
- ✓ Didn't wait long and had options re onward referral explained to me

Not Recommended

- ✓ 1. My name and date of birth wasn't confirmed at the start. Wasn't greeted. She didn't introduce her name and role. I didn't know who she was.2. I asked what the blood test was checking for e.g whether it was testing my vitamin D or iron levels. She didn't answer me. 3. She stuck the opened plaster on the plate. Isn't this a contamination and infection hazard? I asked if I could have a new plaster because I didn't want a contaminated plaster to be on my skin. She got defensive and asked 'why?' in a very patronising and aggressive tone. I told her I want a clean plaster not one that's been stuck on a plate where other equipment has been. That made me feel very uncomfortable. 4. She wasn't gentle at all I have pain all over my arm and this doesn't usually happen at all. Very disappointing and appalling treatment towards patients. If you aren't able to represent the NHS values and 7Cs then you should reconsider your career.
- ✗ Was in a lot of pain had to ring on 3 different occasions in the same day before given an appointment

Passive