

FFT Monthly Summary: January 2026



Boothstown Medical Centre
Code: P92605

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	4	1	1	3	0	0	0	0	48	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: 151

Responses: 48

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	4	1	1	3	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	4	1	1	3	0	48
Total (%)	81%	8%	2%	2%	6%	0%	100%

Summary Scores

90%

8%

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:

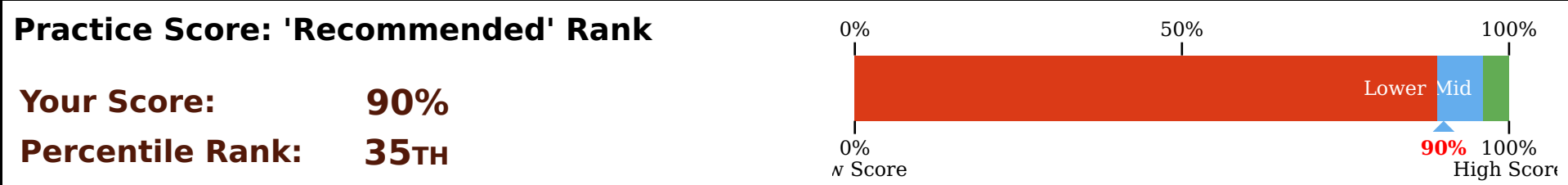
Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

Not Recommended (%) =
$$\frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

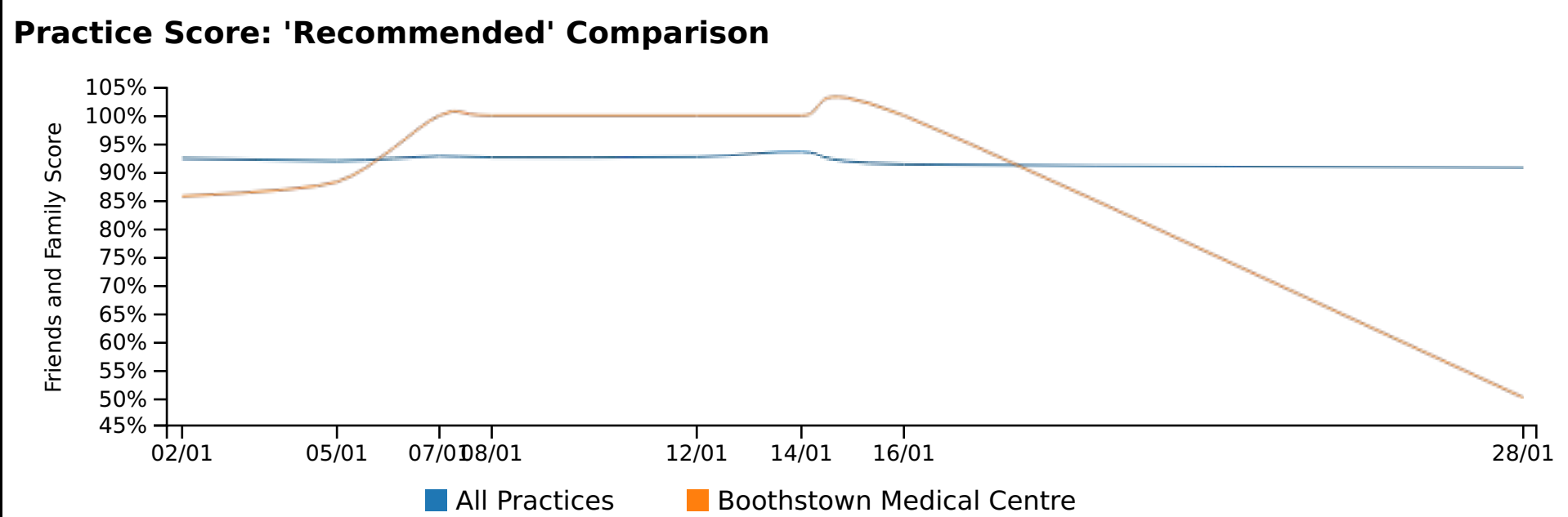
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

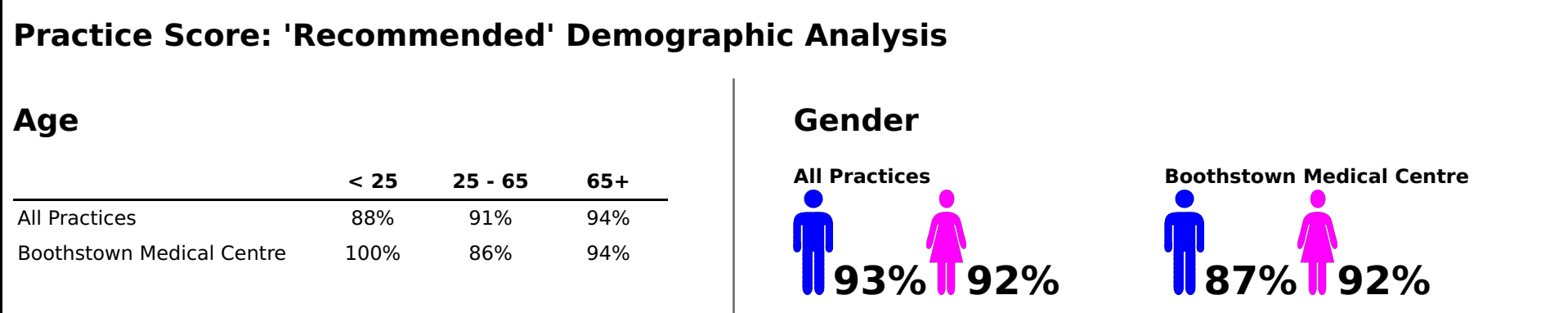
SECTION 3
Practice Scoring



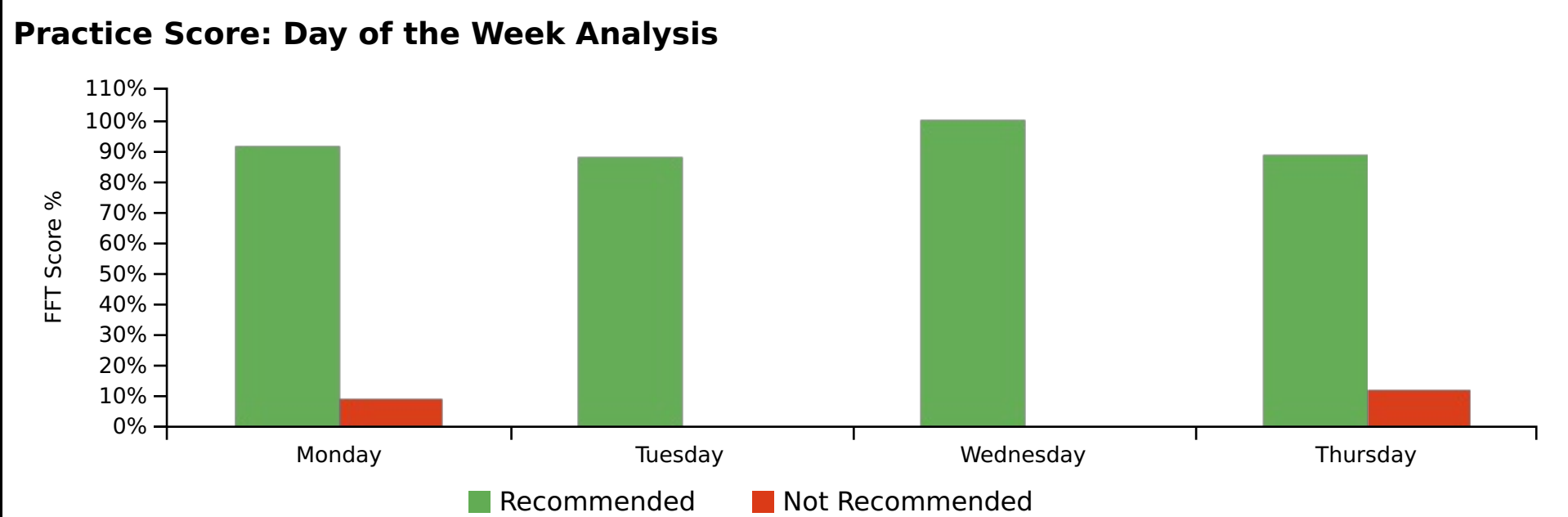
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 35th percentile means your practice scored above 35% of all practices.



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



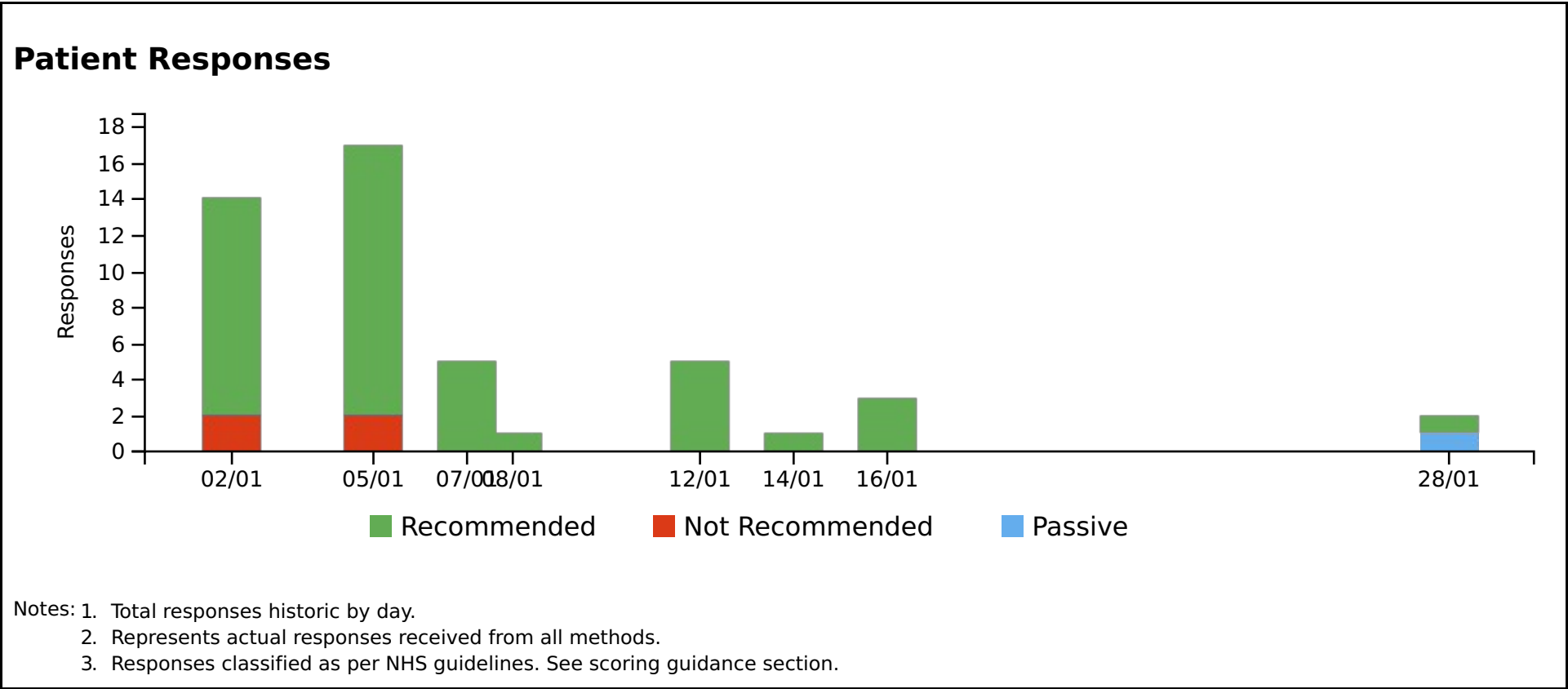
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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

Theme	Frequency
Reception Experience	6
Arrangement of Appointment	7
Reference to Clinician	7

Notes:

1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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

The tag cloud features words of varying sizes and colors representing their frequency. The largest words are 'good' (blue), 'helpful' (green), 'friendly' (orange), and 'efficient' (red). Other prominent words include 'great', 'well', 'difficult', 'attractive', 'clearly', 'usually', 'patiently', 'following', 'informative', 'waiting', 'effectively', 'even', 'courteous', 'past', 'quickly', 'medical', 'present', 'urgent', 'also', 'totally', 'thorough', 'regarding', 'ridiculous', 'polite', 'always', 'exceptional', 'happy', 'timely', 'lovely', 'really', 'placing', 'convenient', 'excellent', 'much', and 'never'.

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

- ✓ Prompt appointment and follow up. Mary's care has been exceptional, thankyou
- ✓ *Because the receptionist was very courteous and polite*
- ✓ Check all my information and also took my present situation in and gave me some good advice
- ✓ *Very attractive and patient*
- ✓ The nurse was professional and provided good advice regarding my asthma inhaler usage and provided me with an appointment which was convenient for a blood test
- ✓ *Very friendly and efficient. On time.*
- ✓ Always been happy with the service and Mary mawdsley has helped me so much. She is a credit to the practice.
- ✓ *The end to end experience from placing a request on AskMyGP up to the appointment being held by Mary (who is excellent by the way, very down to earth and the appointment did not feel rushed) is great.*
- ✓ Because I have always found DrAnderson and all the team to be totally professional and really listen, a first rate service every step of the way.
- ✓ *I was seen on time and did not have to wait.*
- ✓ I was seen very quickly and the doctor was very good
- ✓ *Great service alround*
- ✓ Very good service
- ✓ *Very friendly and informative had confidence in the information I was given*
- ✓ I received the information that I required
- ✓ *Can usually get an appointment in an urgent situation and or within a few days for none urgent matters. Staff are polite and helpful in my experience*
- ✓ Was seen on time and staff were helpful
- ✓ *The staff were friendly and helpful, and I received good care.*
- ✓ User-Friendly and Staffs are nice, professional and efficient.
- ✓ *Good service*
- ✓ The paramedic I saw was very efficient and listened to me
- ✓ *Very efficient with the appointment*
- ✓ Kathy is very kind ,helpful , professional, and patient. Even my English is very good. she explained the medical terms to me clearly and patiently. The reception staff is also very friendly and helpful.
- ✓ *The nurse I saw was good and the receptionist exceptional*
- ✓ Because 1 it was very good
- ✓ *The student Dr was excellent. Very thorough, friendly and professional. He put me at ease and explained everything very well.*
- ✓ All questions were answered well
- ✓ *Prompt response on askmygp. Doctor appointment made for following day. Dr Khan was lovely and listened and was very understanding and helpful.*
- ✓ Seen on time and dealt with effectively.

Not Recommended

- ✓ So difficult to make an appointment. Difficult to get through on the phone. Never any timely appointments, waiting time is ridiculous

Passive

- ✓ Waited over 30 mins past Time a before explanation for delay