

FFT Monthly Summary: February 2026



Boothstown Medical Centre
Code: P92605

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
34	5	2	2	3	0	0	0	0	46	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:

186
46

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	34	5	2	2	3	0	46
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	34	5	2	2	3	0	46
Total (%)	74%	11%	4%	4%	7%	0%	100%

Summary Scores

85% 11% 4%

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:85%

Percentile Rank:15TH

0%50%100%

0%Score

100%High Score

LowerMid

85%

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 15th percentile means your practice scored above 15% of all practices.

Practice Score: 'Recommended' Comparison

Date	All Practices	Boothstown Medical Centre
02/02	92%	92%
05/02	92%	100%
09/02	92%	88%
16/02	92%	100%
20/02	92%	100%
25/02	92%	100%

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%	94%
Boothstown Medical Centre	60%	88%	87%

Gender

All Practices

92%

91%

Boothstown Medical Centre

80%

88%

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

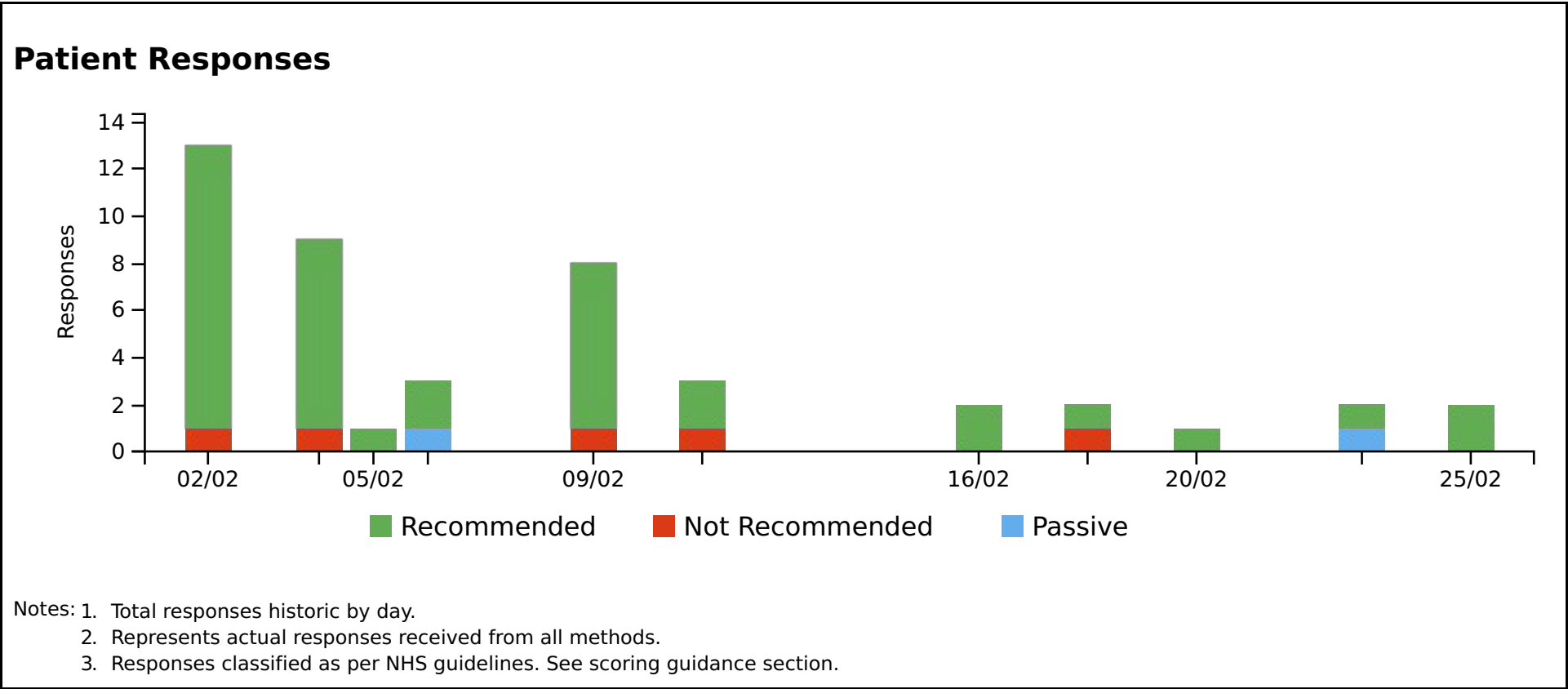
Practice Score: Day of the Week Analysis

Day	Recommended	Not Recommended
Monday	88%	8%
Tuesday	82%	18%
Wednesday	100%	0%
Thursday	75%	0%

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

Tag Cloud

Reception Experience 4
Arrangement of Appointment 7
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.

Word cloud containing terms like: happy, waiting, professional, quickly, friendly, helpful, efficient, lovely, back, etc.

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

- ✓ I was satisfied with the treatment and advice I was given by Dr Anderson.
- ✓ She was lovely and listened to my concerns.
- ✓ Really felt listened to. Thank you
- ✓ Cathy is very friendly and professional
- ✓ Was seen by the nurse within 5 minutes no waiting
- ✓ Seen and dealt with quickly and efficiently.
- ✓ Easy checkin, seen on time
- ✓ Mary was lovely she talked to my son in a professional way he understood her, she put my mind at ease fantastic care
- ✓ Was dealt with quickly and efficiently . Was reassured about my health .
- ✓ Appt was 20 mins after allocated time
- ✓ Everything was so easy and straightforward from checking in to seeing the doctor
- ✓ Very helpful
- ✓ I left a message for an appointment in the app, I got a call in a few days and the appointment ran on time.
- ✓ All the staff here are very friendly and helpful best surgery i've had.
- ✓ Nurse was very helpful. Put me at ease. Would recommend the nurse to other patients
- ✓ I came to see Jennifer for my blood test results
- ✓ Seen on time. Person that did the test was very informative polite and pleasant.
- ✓ Excellent support from GP
- ✓ Very efficient service, no stress to get an appointment and reception staff very kind and welcoming. Dr Khan was very professional, approachable and answered all my questions. I felt she went above and beyond to help me. Thank you!
- ✓ Efficient, and friendly
- ✓ My child quickly got an appointment to see a GP. Dr M.Khan was very professional and answered all my questions. I'm happy with the treatment chosen to my poorly child.
- ✓ Very happy with the service I received especially from the GP.
- ✗ So sorry but not able to at the moment,
- ✗ The service with Ask my GP was excellent. Sarah was lovely, but couldn't identify the problem. She went to ask a doctor who, without coming to look, said to tell me to go to my dentist. I felt fobbed off, especially when I was told to come back in three weeks if I wasn't happy.
- ✗ Doctors and staffs very polite and understanding

Not Recommended

- ✓ Appointment didn't happen. Waited 20 mins to be told that there was nothing on system. Rearranged for phone call at 2:30 today. Also the NHS app says I have another appointment on the 19th of February but I don't know what for or if it's correct
- ✓ New nurse practitioner was rude and dismissive used a iPhone camera and torch to see down the back of my little boys throat and took his temperature and said the reading of the thermometer was wrong as was broke. Ended up in a&e today.
- ✓ Down to the waiting time for appointments
- ✓ Always running late by over 30 mins. Dr dismissing request & being told to go back to consultant. Overall I have been at this surgery for 4/5 years and it has never improved.
- ✓ The practice staff were helpful, friendly and efficient. The only negative point to raise is that you need to employ more Male GP's at the surgery, so that male patients can be seen by male GP's when suffering with men related abdominal symptoms such as the one I have visited for today. Thank you

Passive

- ✓ Arrived at 8.10 today and after a half an hour been told that reg. system didn't pick up my arrival and I shouldn't been booked anyway, so my appointment been given someone else while I was sitting and waiting. Very disappointed as I was in Your practise yesterday with my son and checked with receptionist regarding my booked appointment
- ✓ You can never get appointment