

FFT Monthly Summary: March 2026



Boothstown Medical Centre
Code: P92605

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	5	2	0	0	0	0	0	0	50	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:

175
50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	5	2	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	5	2	0	0	0	50
Total (%)	86%	10%	4%	0%	0%	0%	100%

Summary Scores

96% 0% 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: 96%

Percentile Rank: 85TH

0%50%100%

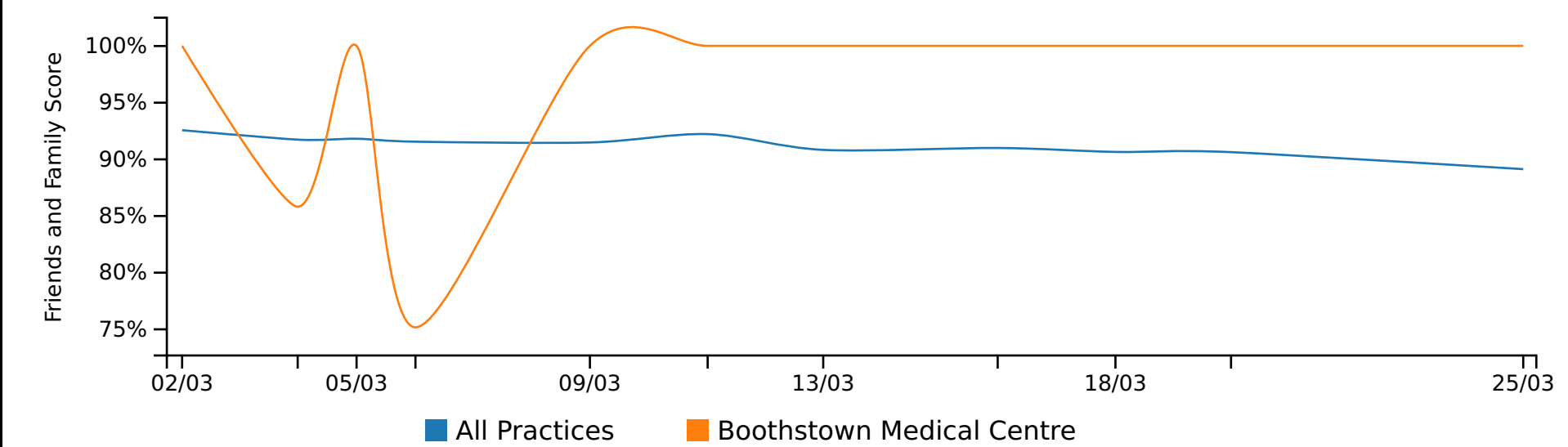
LowerMidHigh

50%Low ScoreHigh Score

96%

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 85th percentile means your practice scored above 85% 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%	94%
Boothstown Medical Centre	86%	100%	94%

Gender

All Practices

91%

91%

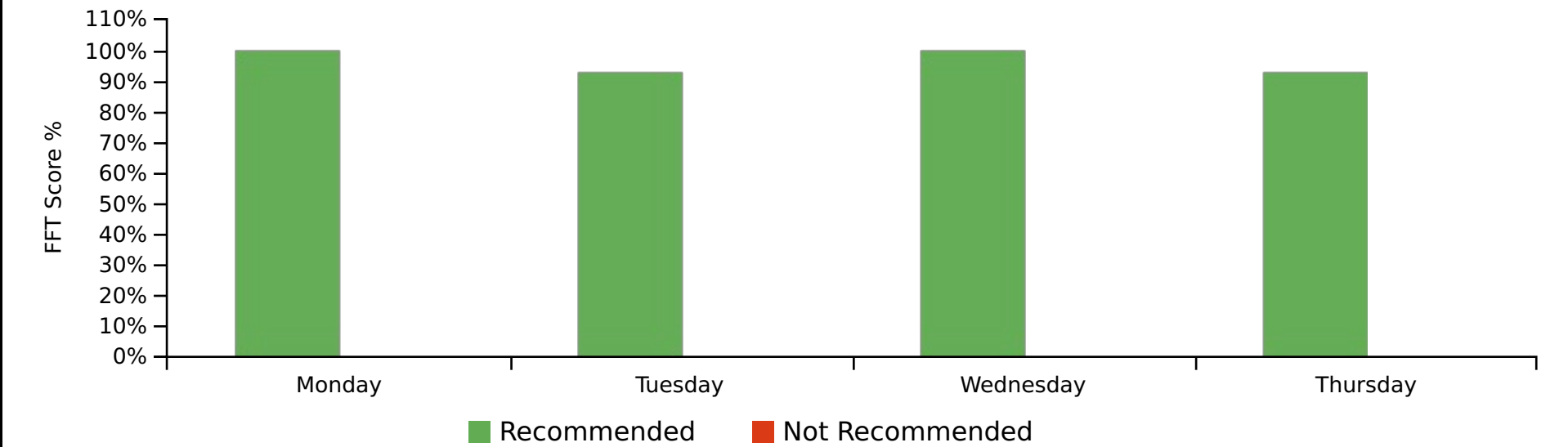
Boothstown Medical Centre

94%

97%

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

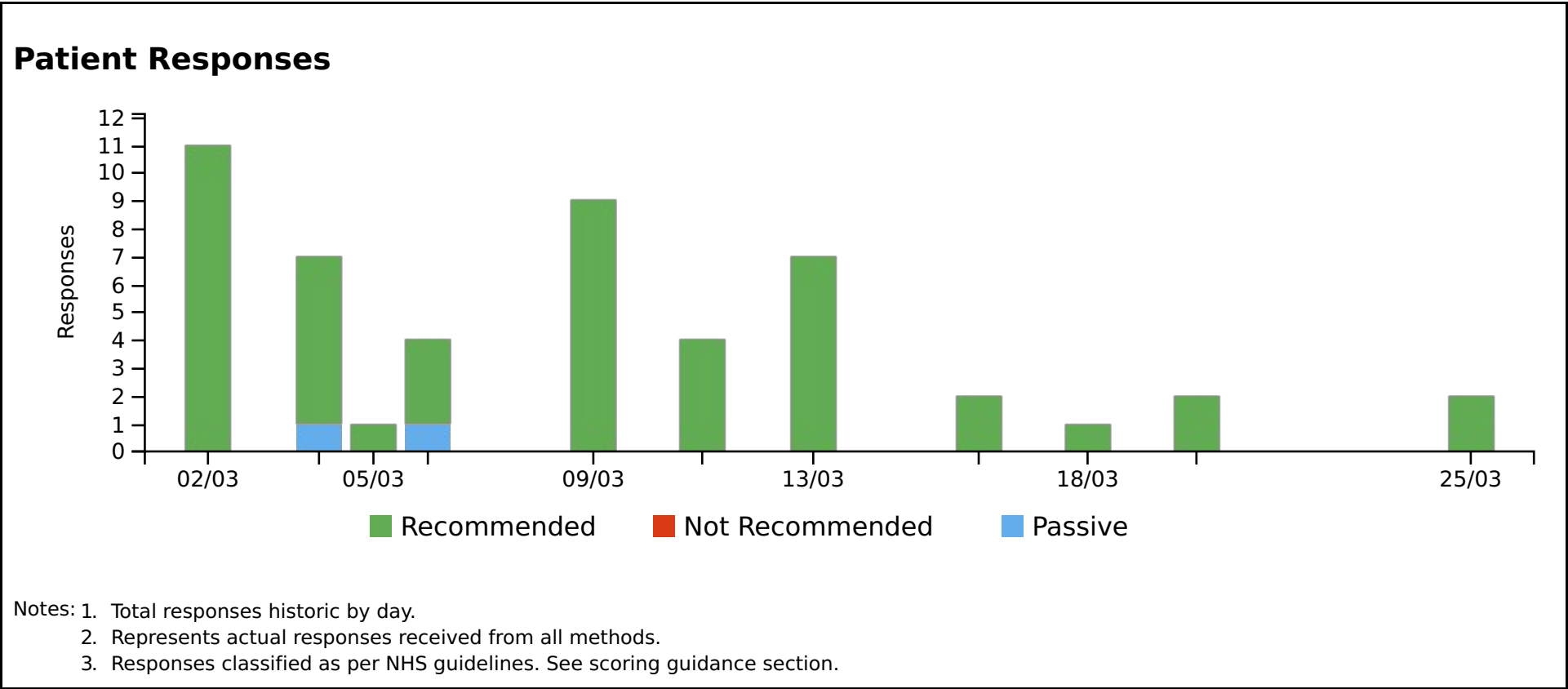
Practice Score: Day of the Week Analysis



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

Theme	Frequency
Reception Experience	7
Arrangement of Appointment	11
Reference to Clinician	14

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 displays words related to patient feedback, with sizes corresponding to their frequency. The most prominent words are "professional", "friendly", "helpful", "caring", "good", "brilliant", "promptly", "easy", "well", "comfortable", "efficient", "polite", "pleasant", "informative", "late", "soon", "ready", "sometimes", "thoughtful", "quick", "top", "even", "missing", "ongoing", "putting", "difficult", "timely", "lovely", "clean", "enough", "respectful", "extremely", "promptly", "empathetic", "clinical", "running", "efficient".

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

- ✓ Clinician on time, well prepared, listened, and answered questions professionally,
- ✓ *Friendly service*
- ✓ Easy to book appointment, nurse was professional and thoughtful
- ✓ *Easy to check in, appointment on time*
- ✓ I asked for an appointment to see the doctor and I got one an hour later
- ✓ *Mary , the nurse I seen , was very good and made you feel at ease and knew her job well .*
- ✓ Seen in timely manner
- ✓ *The gps are very good, takes a while to sometimes get an answer to an ask my go question. Also very difficult at times to get an appointment or speak with someone there. When first joined practice could always get an appointment the same day, and was less doctors and no nurses.*
- ✓ Staff are always pleasant and caring.
- ✓ *Clinical pharmacist was excelent*
- ✓ They are polite friendly and helpful
- ✓ *The Receptionist was helpful and pleasant and DR Kahn was very kind and listened to my concerns and came up with a plan for tests*
- ✓ Brilliant service getting my daughters appointments
- ✓ *They have done a good job*
- ✓ Got seen by the nurse practitioner on time. She was very informative about the diagnosis. Gave me advice to help along with medication
- ✓ *Quick and helpful service*
- ✓ Sarah was very understanding and helpful
- ✓ *I was running late, called in to say I would be late and Dr Khan was kind enough to see me despite missing my appointment time.*
- ✓ Appointment was scheduled promptly. Receptionist was friendly and informative.Consultation with Mary was conducted in a professional, caring and empathetic manner. I felt I was listened to and reassured after my consultation.
- ✓ *Prompt appointment and the children's Dr was brilliant, as always*
- ✓ Good check in system, clean facilities, respectful appointment, on time.
- ✓ *Appointment on and the nurse listens to what I said took on board my questions*
- ✓ The reception was very polite and understanding and my call was answered promptly
- ✓ *Nurse was very professional and caring*
- ✓ I thought the doctor I saw was very friendly and easy to talk to and listened carefully to what I had to say.
- ✓ *Efficient*
- ✓ Very patient and understanding
- ✓ *Easy check in and lovely, friendly staff*
- ✓ Seen on time and plan of further action put into place.
- ✓ *Gd service*
- ✓ Felt comfortable with the Doctor, and reception very helpful
- ✓ *Didnt even sit down today. As soon as checked in Wendy called me and had my injection ready.I was in/out in no time.*
- ✓ After putting in a request on ask my GP,I was contacted within 24 hours and got an appointment the same day to discuss my ongoing problem.Lady on reception & Nurse Sarah very helpful.
- ✓ *Yes the nurse that I saw, Kathy Hagan was extremely helpful and also explained everything to me. So that is why I have given Top marks.*

Not Recommended

Passive

- ✓ My own experiences and that of others I have know very well.