

FFT Monthly Summary: April 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	6	0	2	1	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:
Responses:

156
48

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	6	0	2	1	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	6	0	2	1	0	48
Total (%)	81%	13%	0%	4%	2%	0%	100%

Summary Scores

94% 6% 0%

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: 94%

Percentile Rank: 70TH

0%50%100%

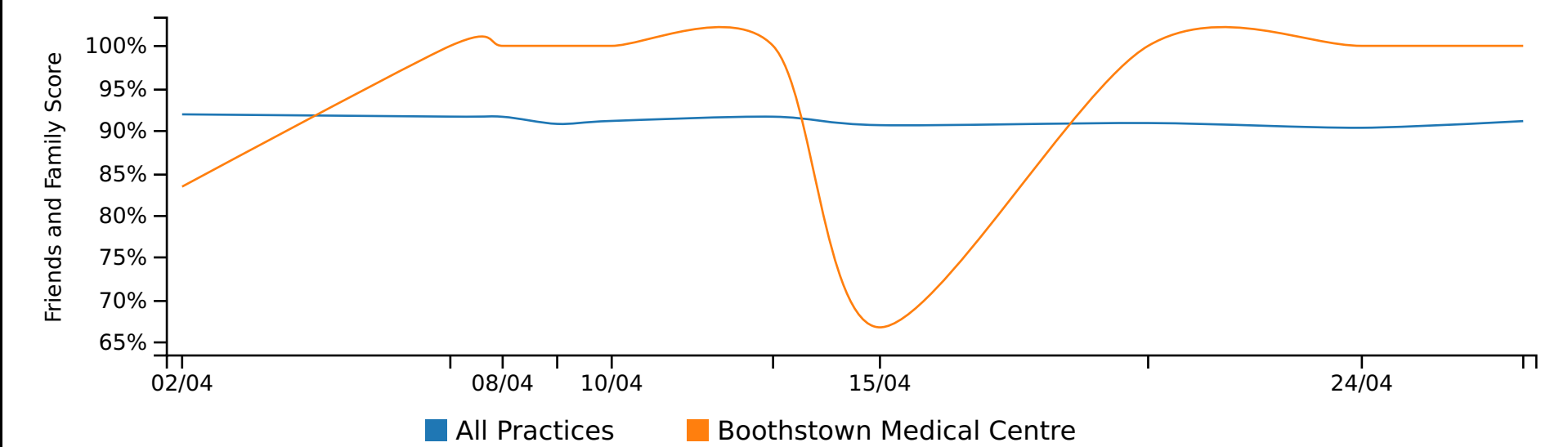
0% Score

LowerMidHigh Score

94%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 70th percentile means your practice scored above 70% 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	87%	90%	93%
Boothstown Medical Centre	67%	94%	100%

Gender

All Practices

91%

91%

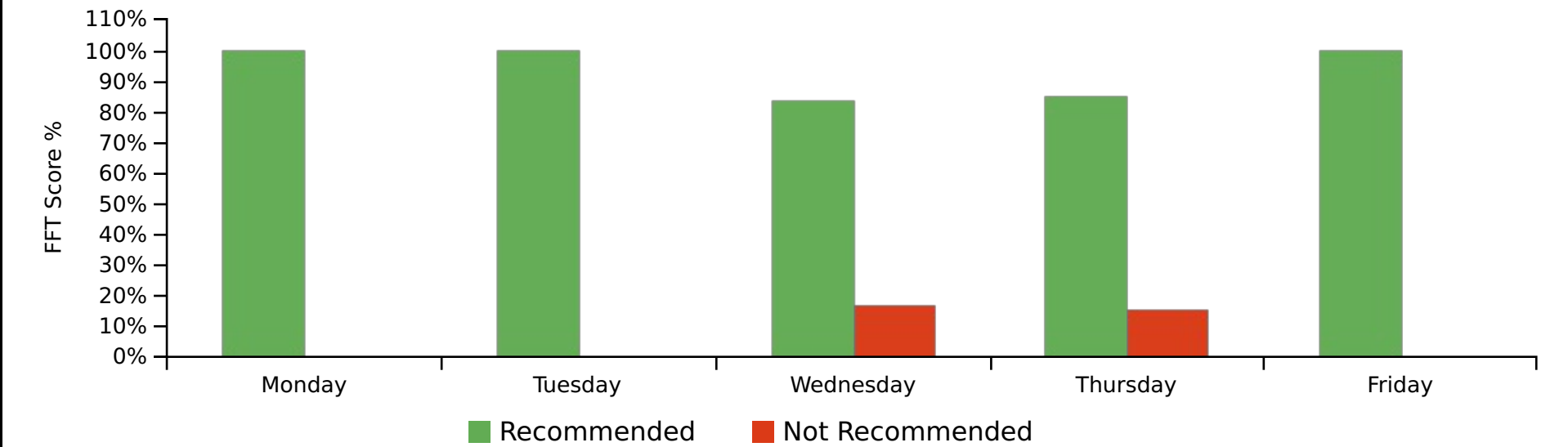
Boothstown Medical Centre

95%

93%

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

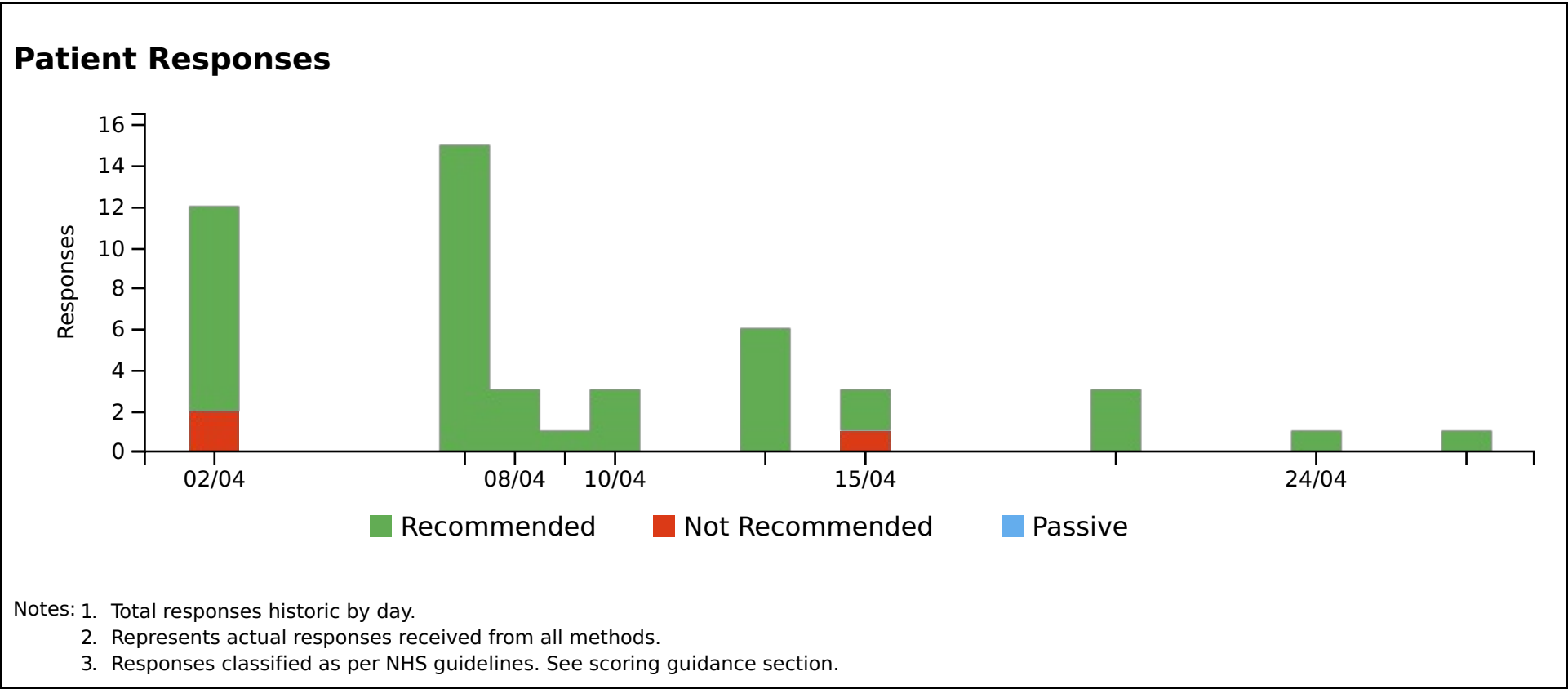
Practice Score: Day of the Week Analysis



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

Tag Cloud

Reception Experience 6
Arrangement of Appointment 6
Reference to Clinician 15

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: helpful, nice, good, friendly, professional, efficient, quick, lovely, thorough, informative, well, great, excellent, trying, waiting, private, getting, true, caring, low, much, calm, quite, overweight, quickly, polite, nervous, late, explaining, necessary, knowledgeable, considering, easy, professional, great, waiting, diplomatically, fabulously, giving, brilliant, next, always, overall, quick, supportive, reassuring, clean, smooth, high, comfortable, medical, short, cheerful, really, kindly, using, overall, quick, supportive, reassuring, clean, smooth, high, comfortable, medical, short, cheerful, really, kindly, using

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

- ✓ Appointment on time, the nurse very friendly and took the time to explain/answer any questions that I had
- ✓ I cannot fault the excellent service from this surgery the GP's, nurses and reception/administrative staff are all professional and supportive.
- ✓ Seen on time and was given necessary for urine test for next review.
- ✓ Very good care for patients
- ✓ We were on time and the nurse Jennifer Bass was cheerful and very informative
- ✓ Very understanding and patient Doctor
- ✓ I saw James Dunlop he was very nice , polite made me feel relaxed and gave me good advice
- ✓ Everything was smooth and was seen at the actual time
- ✓ I never have trouble getting an appointment. They are always very helpful.
- ✓ Lovely clean waiting room, friendly receptionist, quick log in on tablet and short wait time, brilliant caring GP
- ✓ It's true and my experience
- ✓ Everyone is so helpful and nice. Sam on the desk is great. Dr anderson sorted me out.
- ✓ No waiting, friendly nurse, efficient service
- ✓ It was good in that I was told I was overweight and my cholesterol was high. I can take action to resolve these. I wasn't so happy that I was told I had a heart age of 78 when I have excellent blood pressure and low pulse and am very fit.
- ✓ Very efficient and timely, very kind.
- ✓ Very quick efficient service , friendly and knowledgeable staff, and received great treatment
- ✓ Diagnosed problem and resolved within the app
- ✓ I find the practice very helpful and all the staff are lovely
- ✓ Great service
- ✓ Seen at appointment time, no delay
- ✓ Very thorough and listened to my issues and came up with a solution.
- ✓ Myself and daughter had an appt. with Mary and Mary was fabulous with her. Olivia is very nervous around needles and Mary made her feel relaxed and calm. Thanks also for doing my blood test at the same time! Kath was lovely too and managed to get blood out of Olivia ?
- ✓ Very nice nurse. Put me at ease
- ✓ It was easy to book an appointment online. I was taken in ontime and the nurse was pleasant and helpful
- ✓ I thought I was treated very well. Thank you.
- ✓ Appt Apr 13 at 11:10AM with Ms Grainne Moran at Boothstown Medical Centre.
- ✓ Really quick and efficient and lovely staff/doctors
- ✓ Mary is very thorough and explains everything so I understand. Kind, considerate and easy to talk to
- ✓ Helpful friendly staff offered advice
- ✓ Mary is outstanding, she listens, she advises, she acknowledges what you're trying to say. Totally understanding and diplomatically, kindly straightforward. Team so helpful when my bus was running so late. It was an appointment I could not afford to have missed.
- ✓ Very thorough. Did lots of checks
- ✓ On time, professional and informative.
- ✓ Because it was good
- ✓ Very proficient nurse, no problem with giving blood. Appointment on time.
- ✗ The doctor was very professional and reassuring. Im quite afraid of blood tests, but she handled it very well and completed the procedure quickly, which made me feel much more comfortable.
- ✗ Nurse who did my ecg was really nice and carming. Explaining what a ecg was and had a laugh with me and my mum who come to support me. Overall felt safe

Not Recommended

- ✓ Where do I start, lost test results, then they are found, then doctors don't know what the result means. Since December I've been trying to get treatment for my son's issue. I should have given the practice a 5 not 4. I've been using my BUPA private docs more and more which is what I think the practice wants. It feels, like the patients are a burden on doctors.

Passive