

FFT Monthly Summary: June 2026



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	2	3	3	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:

200

Responses:

50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	5	2	3	3	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	5	2	3	3	0	50
Total (%)	74%	10%	4%	6%	6%	0%	100%

Summary Scores

84%

12%

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:

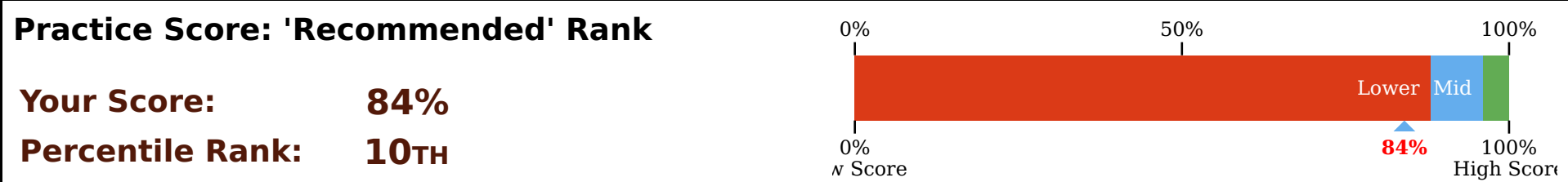
Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

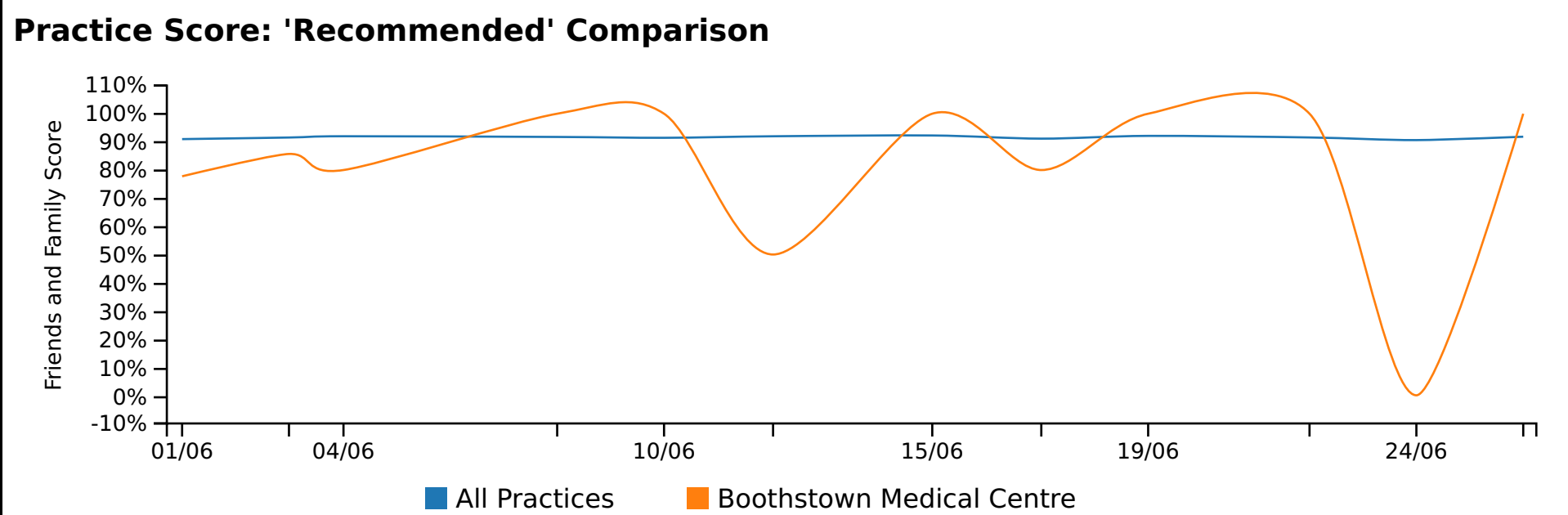
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

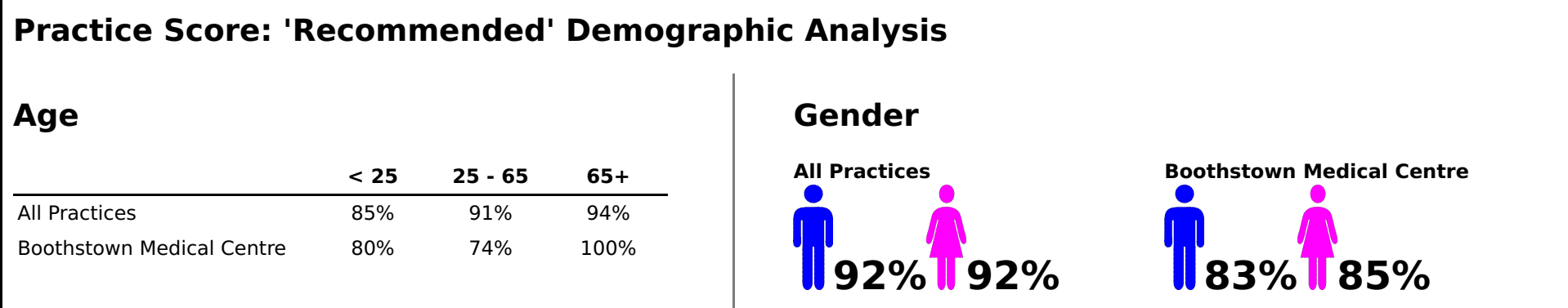
SECTION 3
Practice Scoring



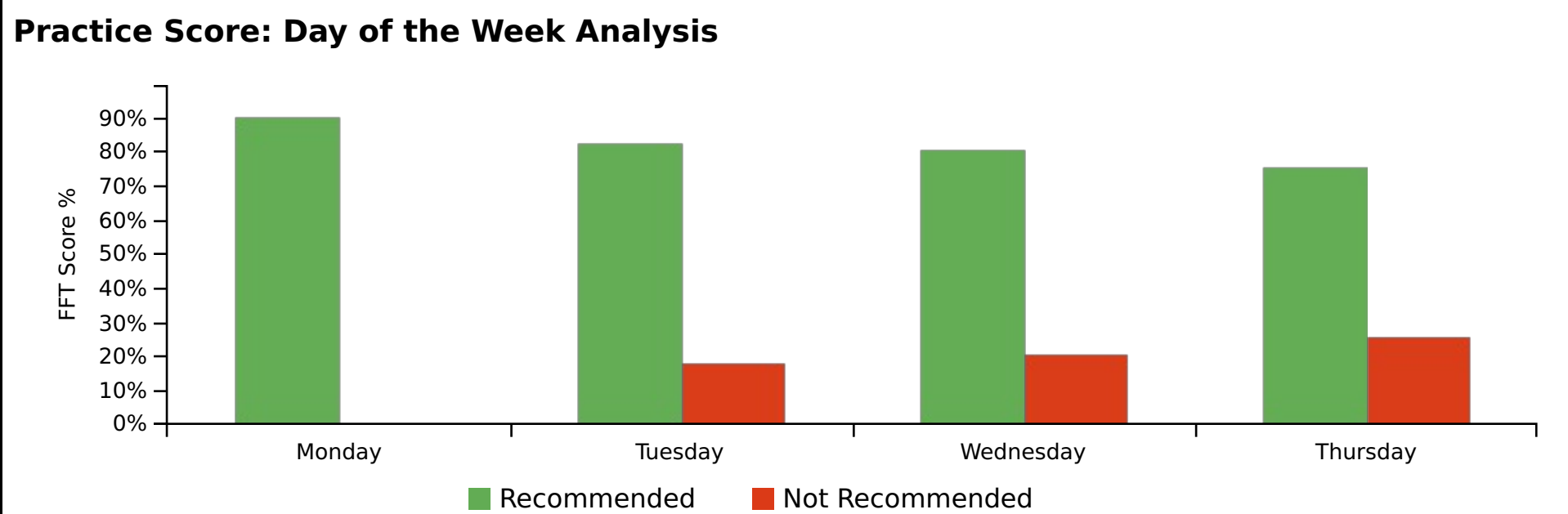
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 10th percentile means your practice scored above 10% of all practices.



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



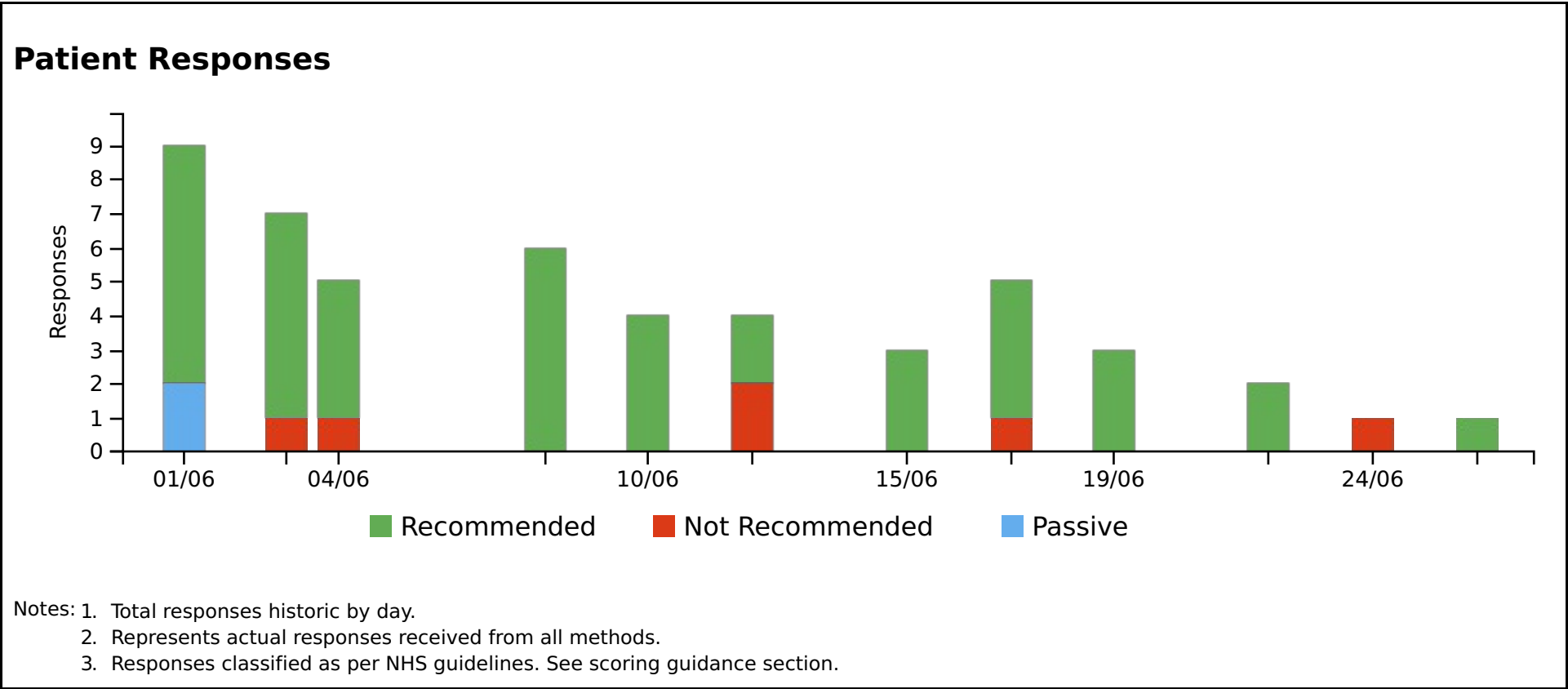
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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

Reception Experience	7
Arrangement of Appointment	13
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



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

- ✓ Nurse I saw very helpful and explained problem and remedy clearly. I have to return in 2 weeks so my only suggestion is that it would be helpful if I could have made appointment there and then to see the same person. That aside very good service. Thank you
- ✓ *Got appointment on day requested*
- ✓ Lovely lady nurse, listened to what I had to say. Helped me a lot this morning
- ✓ *I was ok with staff and they help me with what I need*
- ✓ Doctors was very understanding and tried to help us
- ✓ *Appointment arranged promptly, seen on time and treated fantastically*
- ✓ I put very good because of the efficiency of the communication and especially because of the attention by Ms Jennifer Bass. She was efficient, attentive and engaged in a way that made me feel I mattered. Thank you, Jennifer, and Boothstown Medical Centre.
- ✓ *Very professional*
- ✓ Went in appointment on time and Nurse very pleasant
- ✓ *The nurse practitioner was exceptionally helpful*
- ✓ I felt like I was being listened to, and I was given a lot of time to provide my perspective surrounding my current circumstances & situation, all of which was taken into consideration with coming up with the next steps to finding some solution to resolving or helping to manage the chronic pain that I have been living with.
- ✓ *Solved my issues*
- ✓ Nicola every time I see her shows understanding of my concerns & worries , explains everything & reassures me , & helps me with my future request .
- ✓ *Very informative and knowledgeable*
- ✓ Because the doctor was very helpful, understood my issue and provided me with a new prescription
- ✓ *Because I get the good service*
- ✓ Yes. I had a smear today and was quite anxious. Jennifer, although abstained nurse was super putting me at ease as well as being friendly and professional.
- ✓ *Highly professional and friendly staff. Receptionist was polite and helpful, and the ANP seen was great too. 100% satisfied thank you.*
- ✓ I do not go to the surgery very much but I'm pleased when I do the Dr has a lovely manner the nurse is very pleasant and the receptionist are very helpful
- ✓ *A bit behind with appointment times but otherwise all good, everyone very pleasant*
- ✓ We (my Mother's appointment) arrived ahead of time and was seen almost immediately.As always the nursing staff were lovely, very kind and efficient.
- ✓ *Appointment was on time. Reviews was booked whilst I was in the centre.*
- ✓ Your amazing with mum. Always kind and supportive
- ✓ *Always treated with care and respect*
- ✓ Friendly and knowledgeable,nothing to much trouble
- ✓ *Doctor is very nice and kind and prescribed itchy skin cream immediately*
- ✓ I didn't have to wait long for my appointment. When I arrived was seen on time by the nurse Kathy who was very good
- ✓ *Very helpful*

Not Recommended

- ✓ Because it took too long to get an appointment and I wanted to see the doctor like requested but got to see the nurse
- ✓ *I couldn't get an appointment, so I was sent to GP out of hours, who told me I needed a scan which was wrong I needed a dermatologist, but he didn't even book on scan, so had to come onto surgery to see what was going on, I requested an appointment which I have now seen a nurse who was good, but its 4 weeks later and left me with a lot of anxiety waiting, for what should be an urgent appointment*
- ✓ Lack of care and urgency from Dr Ada. Was quite flippant with respect to amount of pain i explained i was in. Next steps not communicated well at all. Felt rushed out of the appointment despite only being in there a few minutes.
- ✓ *Had 2 medical concerns. I got a response after 5 weeks for the first and 3 for the second with no communication in between despite me chasing*
- ✓ I have had to repeatedly chase the surgery to even get a basic level of service out of the admin staff, and get the treatment I needed. This has led to me being unwell for over a week longer then I should have been
- ✓ *I had 2 appointments booked. One for 14:45 for a full checkup and another for 15:20 for my yearly review. I booked in when I got to the practice and confirmation came on the screen. At 15:15 I still hadn't been seen by anyone. I approached reception and asked for my 2nd appointment to be told I would be late due to my 1st appointment not having started. The receptionist said I hadn't booked in for my 2nd appointment. I told her that I had booked in when I arrived and was told that was for my 1st appointment. I said it's OK, as it was 15:15 and my appointment was 15:20 I wasn't late and could book in now. I was told it would mess the system up and just take a seat. The booking in system appears to be flawed, yet I felt that it was deemed to be my error. I then went in to see the clinician approximately 40 minutes after my appointment time. I explained that I was going to be late for my next appointment. She asked what it was for. When I told her she said they would just be doubling up and I might as well let my 2nd appointment deal with it. I took this approach as 'couldn't be*

bothered'. Very unprofessional. Suzanne on the other hand was very professional and went through everything with me. I have to go back for an ecg as there was an issue with the machine. I really wanted a full 'mot', but felt I was sold short. I am very displeased with my visit to the practice today.

Passive

✓ I feel pretty helpless as there's still no reason for my little girl being poorly, but the lady we saw was lovely and has made a follow-up appointment for us tomorrow as it's clear she isn't well. I also missed the call from reception and spent 45 minutes ringing to get the appointment during work this morning which isnt ideal.