

# FFT Monthly Summary: April 2025



The New Golf Road Surgery  
Code: G82696

## SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
90	7	2	0	1	0	0	0	0	100	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients: 214

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	90	7	2	0	1	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	90	7	2	0	1	0	100
Total (%)	90%	7%	2%	0%	1%	0%	100%

Summary Scores

97%

1%

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

Practice Score: 'Recommended' Rank

Your Score: 97%

Percentile Rank: 90TH

0%50%100%

0%  
Low Score

Mid

100%  
High Score

97%

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 90th percentile means your practice scored above 90% of all practices.

Practice Score: 'Recommended' Comparison

Date	All Practices	The New Golf Road Surgery
01/04	91%	100%
03/04	92%	102%
05/04	91%	75%
07/04	91%	102%
09/04	90%	100%
11/04	90%	100%
13/04	91%	100%
15/04	91%	100%
17/04	90%	100%
19/04	89%	100%
21/04	89%	100%
23/04	90%	100%
25/04	90%	100%
27/04	89%	100%
28/04	89%	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	85%	90%	93%
The New Golf Road Surgery	100%	100%	95%

Gender

All Practices

91%

91%

The New Golf Road Surgery

98%

96%

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

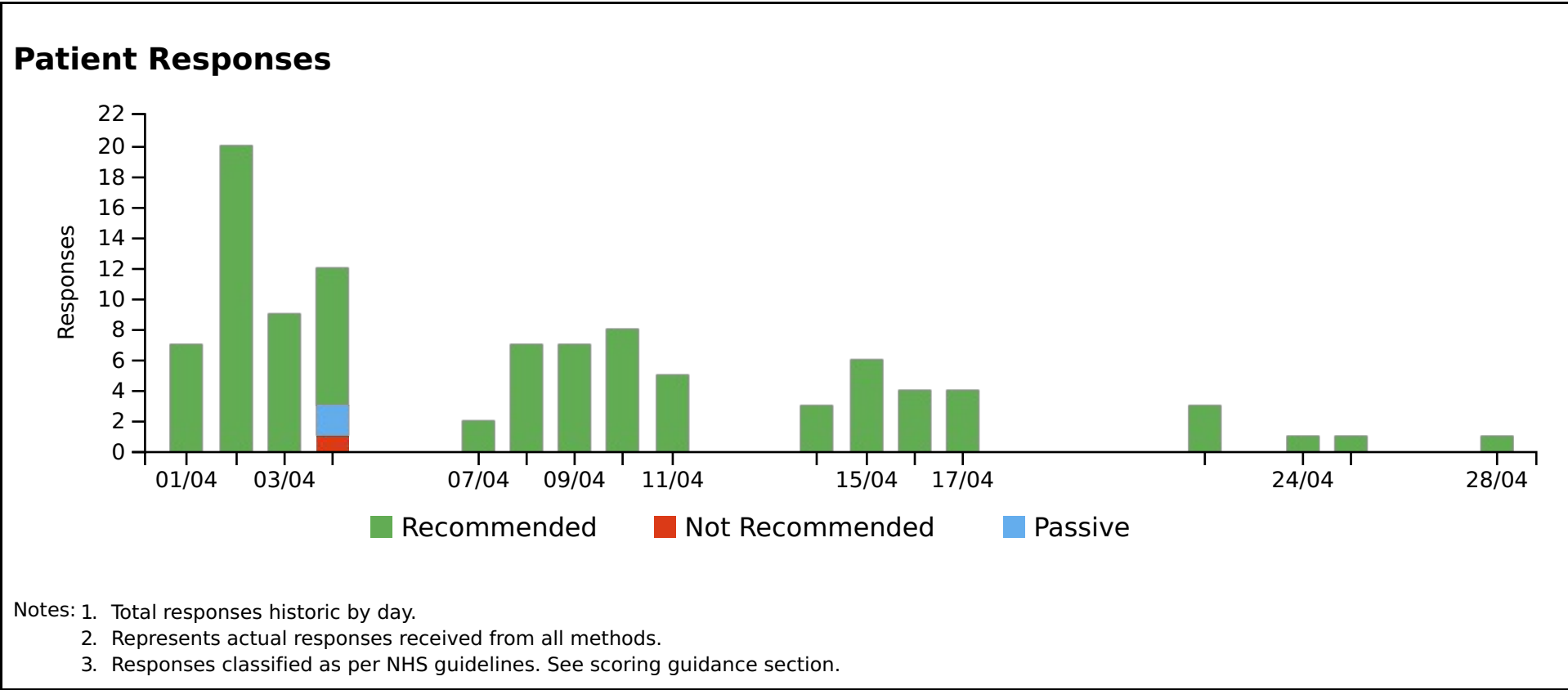
Practice Score: Day of the Week Analysis

Day	Recommended	Not Recommended
Monday	100%	0%
Tuesday	100%	0%
Wednesday	100%	0%
Thursday	100%	0%
Friday	83%	17%

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	20
Arrangement of Appointment	8
Reference to Clinician	28

- 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

- ✓ I only get on with DR Ford , she gets it !!!!! Can pulled around by other GPs there abd nurses who don't understand I don't like.
- ✓ *Polite staff*
- ✓ Appt on time, friendly staff, clean & tidy surgery
- ✓ *Efficient, friendly, on time*
- ✓ Your service is very good and staff are excellent.
- ✓ *Staff friendly & efficient.*
- ✓ Great doctor nurses and staff
- ✓ *Punctual appointment, pleasant staff and surroundings, caring doctor.*
- ✓ Almost on time and frances very friendly.
- ✓ *Because very impressed by Dr Ford and her sympathy over my predictment*
- ✓ Very friendly and on time
- ✓ *Iv ad a cpl o cancelations due 2 illnes and they were sympathetic 2 my struggle*
- ✓ Sending me to hospital to be seen .
- ✓ *I had a very thorough assessment which included a full blood test. I was also able to book an appointment for my Spring Covid injection.*
- ✓ First class personal service and a satisfactory outcome.
- ✓ *Very efficient as always, very friendly staff as always! Well done guys!*
- ✓ Good staff
- ✓ *My Doctor looked after me*
- ✓ Efficient and friendly
- ✓ *Good facilities polite and attentive staff excellent GP*
- ✓ Always very helpful, no difficulty in contacting them, never had problem getting an appointment.
- ✓ *Very kind staff & Very good practice.*
- ✓ Good service
- ✓ *The nurse was so very nice and made me feel at ease. Marvellous.*
- ✓ Easy to get appt forCovid jab online.Short waiting time at surgery. Pleasant and efficient staff.
- ✓ *The service you receive at that surgery is excellent*
- ✓ Because those in this practise ,unlike many others today ,still recognise that they are dealing with people not robots ,who still have the same worries and fears they always had.
- ✓ *Great Doctor always helps thanks*
- ✓ Excellent service from the nurse and the receptionist.
- ✓ *Nurse was lovely and very responsive.*
- ✓ Seen on time, staff always friendly and helpful. Very good service.
- ✓ *Everyone was pleasant, professional, and efficient. The service was friendly and quick, as usual.*
- ✓ The Nurse (Joanne Dorsett) was friendly, informative and put me at ease straight away. Thank you
- ✓ *I felt listened to*
- ✓ Everyone very kind and helpful.
- ✓ *I had a good visit with the nurse she was very patient*
- ✓ The best surgery in Deal.
- ✓ *Been this morning, no waiting and good care from nurse.x*
- ✓ Appointment was on time.
- ✓ *Very good visit every thing sorted*
- ✓ I found Joanne very very patient and easy to talk to
- ✓ *Very thorough consultation excellent manner*
- ✓ Because you asked me !
- ✓ *Met by very friendly receptionist , my appointment was on time and, the nurse I saw was again very friendly and also very efficient.*
- ✓ Friendly professional and welcoming
- ✓ *Do anything to help.*
- ✓ Friendly and perfectly efficient. Most reassuring! Margaret Cuthbert
- ✓ *New centre, all seemed nice, got seen quickly*

- ✓ Nurse was very good and helpful,the receptionist was also very helpful.
- ✓ *Appointment time 10.30 see at 10.30 Covid injection done and out*
- ✓ Receptionist was most helpful! And nurse was lovely.
- ✓ *Friendly service*
- ✓ I booked the nurses appointment easily, the surgery was clean and I was seen on time
- ✓ *All members of the team are very professional polite and always helpful.*
- ✓ Very thorough
- ✓ *Nurse Joanne Dorset was extremely pleasant, punctual and painless ...*
- ✓ As usual there was hardly any wait for my appt, reception staff are helpful and Dr Evil explained my medication condition, was sensitive, sympathetic and gave helpful advice. He answered my questions and assured me of on-going support.
- ✓ *The nurse , receptionist we're lovely and efficient,even the waiting room was clean and tidy with plenty of informative leaflets to look at*
- ✓ Always great and they talk thru everything, the nurse was f fincand my mum is 93 and she can feel a bit apprehensive but nurse f
- ✓ *Very friendly*
- ✓ Really good care and kindness.
- ✓ *Exellent help and attention*
- ✓ we were seen promptly by a nice welcoming nurse.
- ✓ *Visit was for a COVID spring booster. This was performed by the practice nurse who was professional in all that she did. I was made aware that there could be a slight reaction to the booster. Reception staff were friendly and everything ran to time.*
- ✓ Not that often I need the doctors but when I do it good
- ✓ *On time! Efficient and kind!*
- ✓ I gave my answer because I always receive excellent treatment.
- ✓ *Swift and polite response and appointment*
- ✓ Owing to the excellent service as always, seen before appt time and out !!
- ✓ *I thought I had a good service*
- ✓ Very speedy & efficient service.
- ✓ *Very helpful*
- ✓ Very professional and gentle made me feel at ease
- ✓ *Great doctors, lovely reception staff, they all seem to genuinely care*

## Not Recommended

- ✓ **Karen was very helpful to me and she offered my husband covid vaccination as well as he's my carer which seems a good idea as she had a spare one**

## Passive

- ✓ Nurse was friendly but I had to wait 30 mins to see her
- ✓ *Nurse had a very calming way in making one feel at ease, very professional*