

FFT Monthly Summary: June 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
80	14	1	0	2	0	0	0	0	97	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 cqrs servicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 258

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	80	14	1	0	2	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	80	14	1	0	2	0	97
Total (%)	82%	14%	1%	0%	2%	0%	100%

Summary Scores

👍 97% 🗳️ 2% 🗳️ 1%

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:

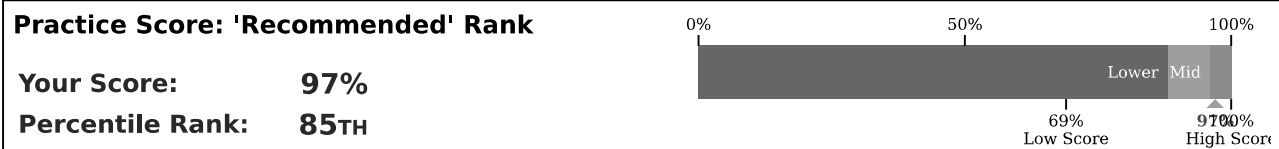
$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

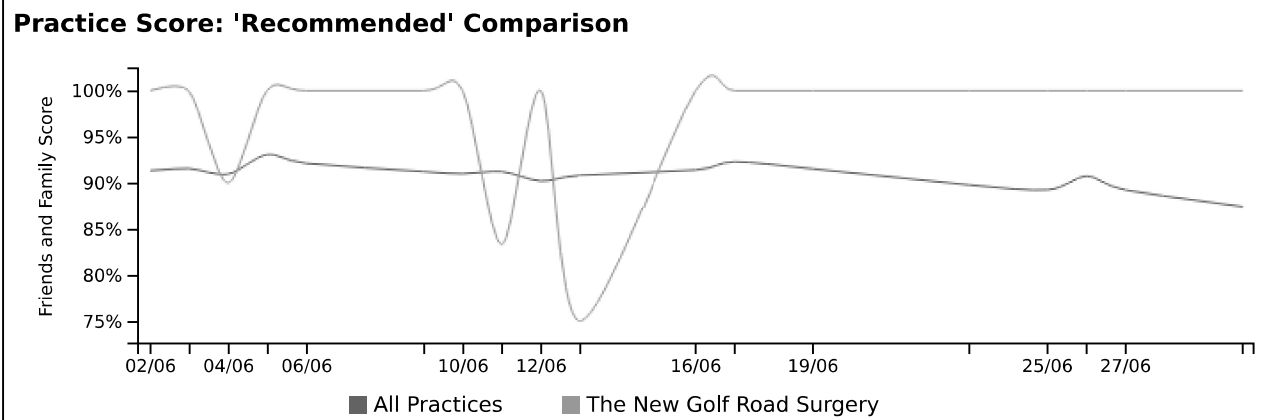
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

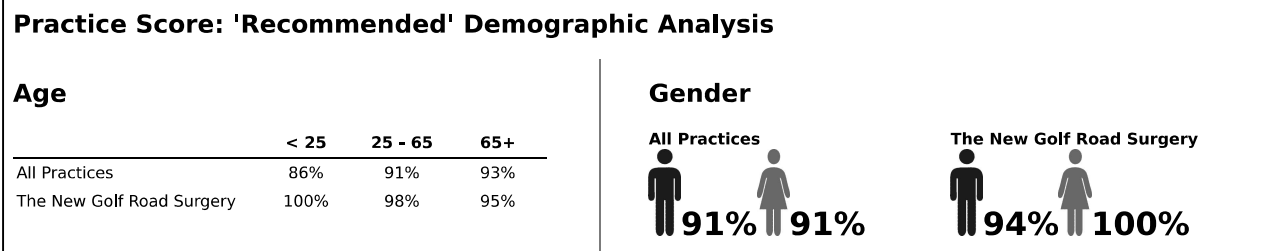
SECTION 3
Practice Scoring



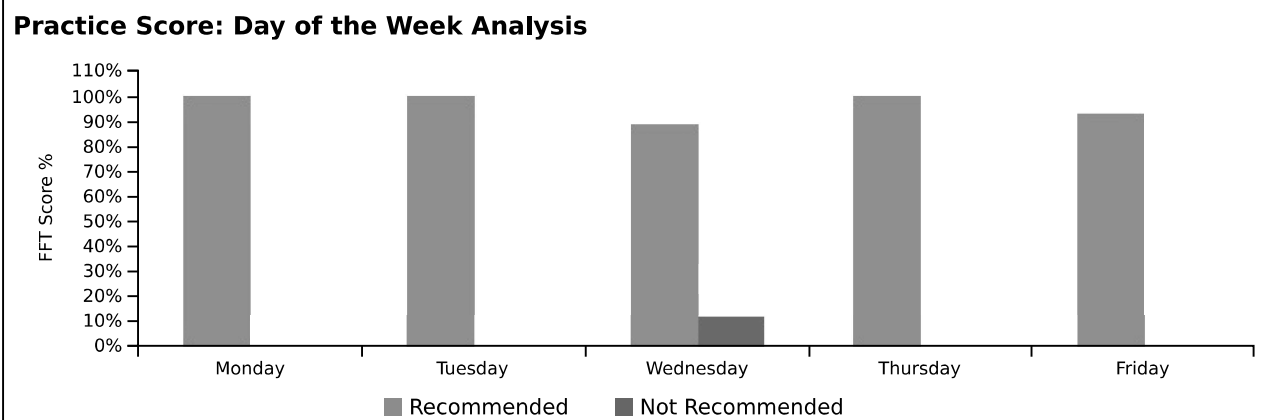
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile means your practice scored above 85% of all practices.



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

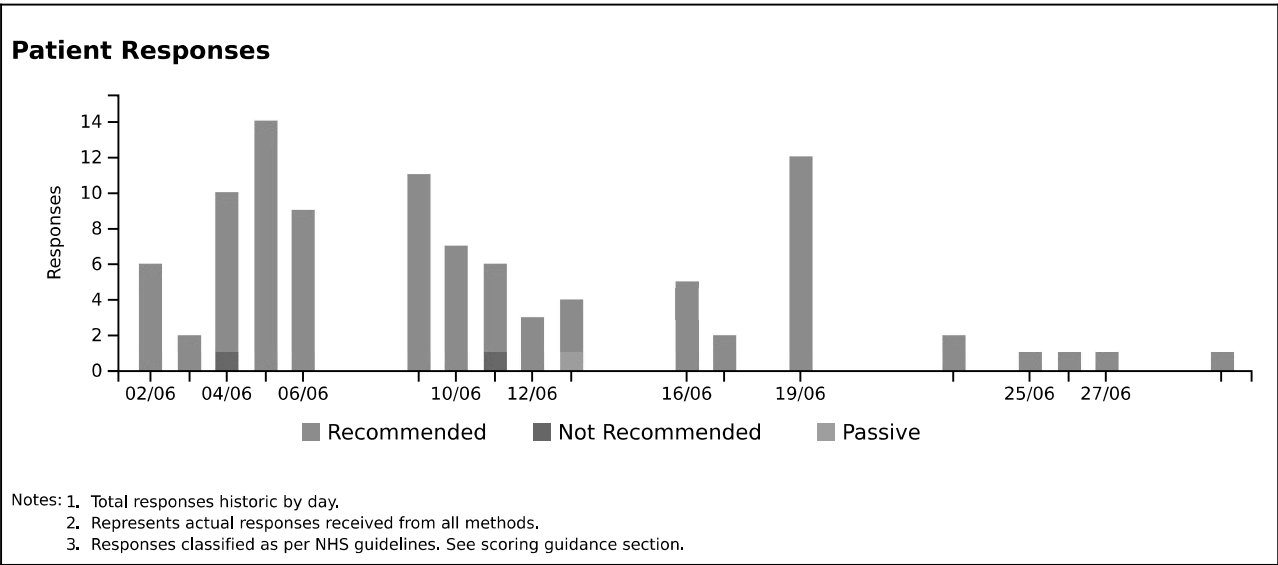


Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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



Patient Free Text Comments: Summary

Tag Cloud

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.



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

- ✓ Quick and got result
- ✓ Dr Ivil was able to explain my medical issue in such a way that I was able to totally understand what was going on. He also took time to answer my questions. Understandably not happy with my prognosis, but very happy in the way it was delivered.
- ✓ The nurse was both amiable and efficient. Thank you.
- ✓ Efficient, informed and friendly staff.
- ✓ Polite on time blood sample first time all round good visit
- ✓ Professional and kind service
- ✓ Staff were very very nice but appointment was booked for 220 and there was a meeting on and it just made me late back to work. Nobody's fault but there you are.
- ✓ My appointment was ontime
- ✓ Good knowledge good people efficient
- ✓ The staff were so friendly, professional and efficient.
- ✓ Very friendly nurse who listened to everything I had to say and offered me the right help
- ✓ Always excellent care.
- ✓ Because was seen quickly, went in nearly on time, staff friendly so was the DR.
- ✓ It was an efficient and pleasant experience.
- ✓ I always receive fantastic treatment promptly at this friendly, professional surgery many thanks.
- ✓ Friendly service and on time appointment
- ✓ On time, helpful, clean, nurse took her time with my problem.
- ✓ Dr Ford is one in a million the best
- ✓ Very friendly and was free to ask and got certified with the help I got
- ✓ Because she was very polite and actually cared she listened and noted down most of our concerns she was kind and welcoming the type you feel like you can talk to
- ✓ Karen was extremely kind and efficient. She was reassuring when I voiced my concerns about needles
- ✓ Excellent empathetic support as always from Dr Ford
- ✓ Always good friendly service and treated as an individual
- ✓ Charming and helpful receptionist and Dr Ford answered all my questions and gave me confidence to manage my situation
- ✓ Would have been 1 but waited over an hour from the scheduled time for the call.
- ✓ Lovely surgery staff are great nothing to much trouble highly recommend
- ✓ Because the service was very good and you asked me to score 1 if so
- ✓ Dr Ivil was kind and thoughtful.
- ✓ A health problem came to light and the staff have been very thorough in investigating.
- ✓ Everything was spot on
- ✓ They are all very helpful.
- ✓ So friendly and everyone makes you feel at ease - it's just a lovely environment
- ✓ Great service.
- ✓ Because you asked me what I thought?
- ✓ The receptionist was polite and doctor Ford was very helpful
- ✓ Friendly staff not a long wait for appointment
- ✓ Receptionists were very friendly and helpful. Dr Ford was very understanding and supportive
- ✓ Lovely friendly nurse
- ✓ The staff are very helpful and my doctor is always got time for you .
- ✓ Every member of staff is dedicated to making the experience as good as it can be. It's the best surgery in all of Deal.
- ✓ Excellent and knowledgeable service
- ✓ Everything went smoothly
- ✓ Doctor Ford was well-mannered, patient, throughout our appointment, as well as concise with her explanation with regards to moving forward with my health issues....In short thank you....
- ✓ It was on time, efficient and very pleasant.
- ✓ Previously diagnosed with arthritis In recent months I felt unsure Been now told something different and treatment been organised Left feeling relieved and happy

- ✓ *Very professional, good advice, very thorough.*
- ✓ *Friendly staff and seen quick*
- ✓ *I always get treated with great care, professionalism, efficiency and friendliness*
- ✓ *Nice surgery, clean, staff nice helpful*
- ✓ *I was seen quickly the Nurse was friendly efficient and professional*
- ✓ *The best surgery in town from the receptionist's welcome, both doctors, and all other staff,*
- ✓ *Nurse very easy to talk to. Tell you exactly and no pussy footing. I like that.*
- ✓ *Kindness & doing your best in difficult situation*
- ✓ *Golf road surgery is always very efficient and give excellent service*
- ✓ *I had a health issue that I thought would fix itself within a few weeks but it lingered for almost six months. I needed help from the NHS to decide if there was something serious happening. My GP surgery and NHS colleagues at QEQM helped and reassured me as the issue subsided.*
- ✓ *The practise is the best they always have time for you and care about any treatment you may have to have the doctors are the best*
- ✓ *Happy helpful reception staff, nurses always informative and see you on time, Doctors always call you back on time. 5**
- ✓ *Phoned at 8am and appointment available for 9.20 am. Seen promptly calm consultation and treatment offered. Calm waiting area Thank you*
- ✓ *Light, bright and clean surgery. Friendly, helpful reception staff and nurses and two great GP's. Easy access to appointments which run on time.*
- ✓ *I got appt v soon after my e consult. Engagement with reception and Dr was very effective and pleasant. One suggestion..i dont recall Dr introducing himself to me.Overall v impressive thank you*
- ✓ *The service I've had has been good but on my last visit there was no apparent awareness of my more serious problems. I hope these will be addressed at my next scheduled appointment.*
- ✓ *Always helpful and nurse and doctors make you feel at ease*
- ✓ *My son was very anxious. The nurse we saw was in his opinion really lovely, and made him feel relaxed. She was warm friendly and assuring. An asset to the team for sure!*
- ✓ *Good advice given. Friendly staff, appointment punctual.*
- ✓ *Nurse who done my bloods was so good didn't feel a think just lovely lady*
- ✓ *Very thorough very good at listening I'm a carer to went out of way to bring our appoints together.. outstanding in my opinion*
- ✓ *On time and helped with my problem*

Not Recommended

- ✓ *Very poor service, had a 10.50 phone appointment no call, waited an hour, but the nurse seemed confused! If they are running late, they should contact all the people who are waiting for a call and explain.*

Passive

- ✓ *Doctors are very good, receptionist "Victoria is very rude and unprofessional*