

FFT Monthly Summary: August 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
84	10	1	1	3	0	0	0	0	99	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: 203

Responses: 99

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	84	10	1	1	3	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	84	10	1	1	3	0	99
Total (%)	85%	10%	1%	1%	3%	0%	100%

Summary Scores

95%

4%

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:

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: 95%

Percentile Rank: 75TH

0%50%100%

0% Score

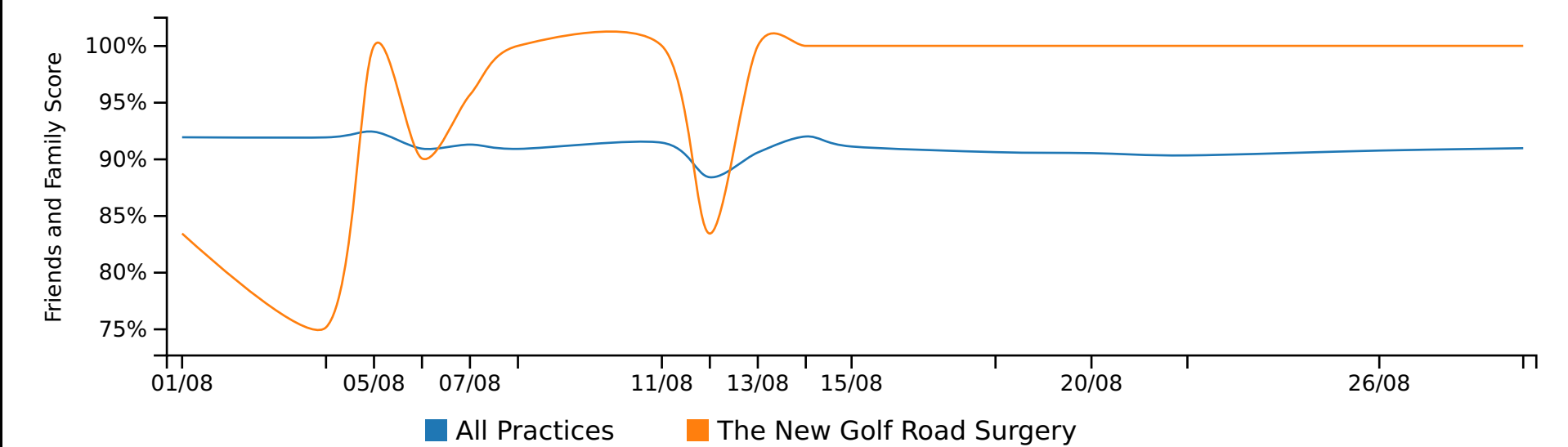
100% High Score

LowerMid

95%

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 75th percentile means your practice scored above 75% 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	85%	90%	93%
The New Golf Road Surgery	100%	92%	96%

Gender

All Practices

91%

91%

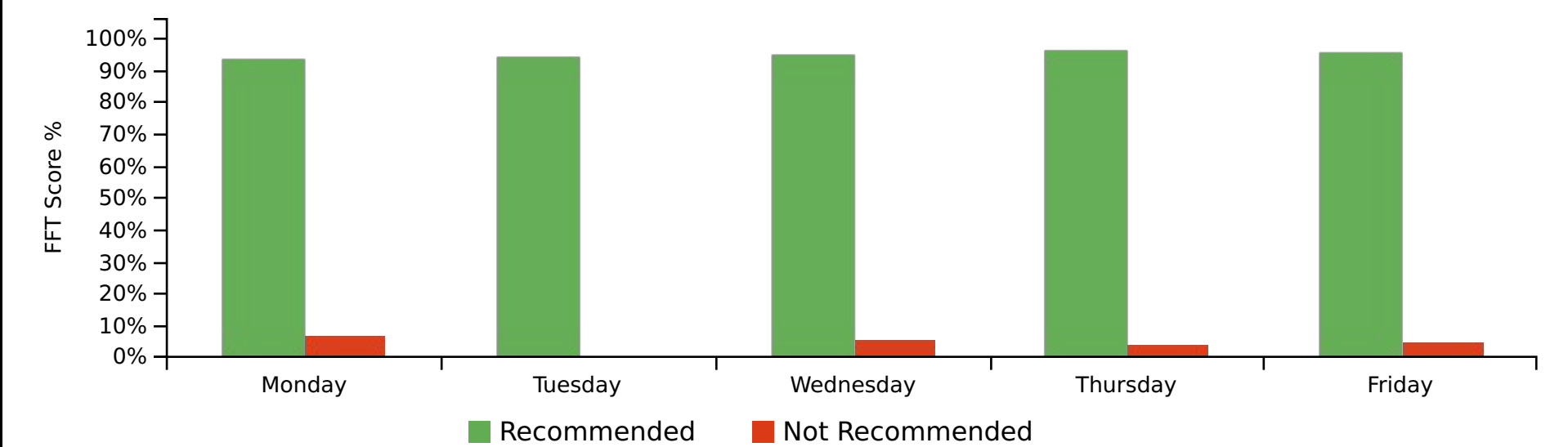
The New Golf Road Surgery

93%

96%

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

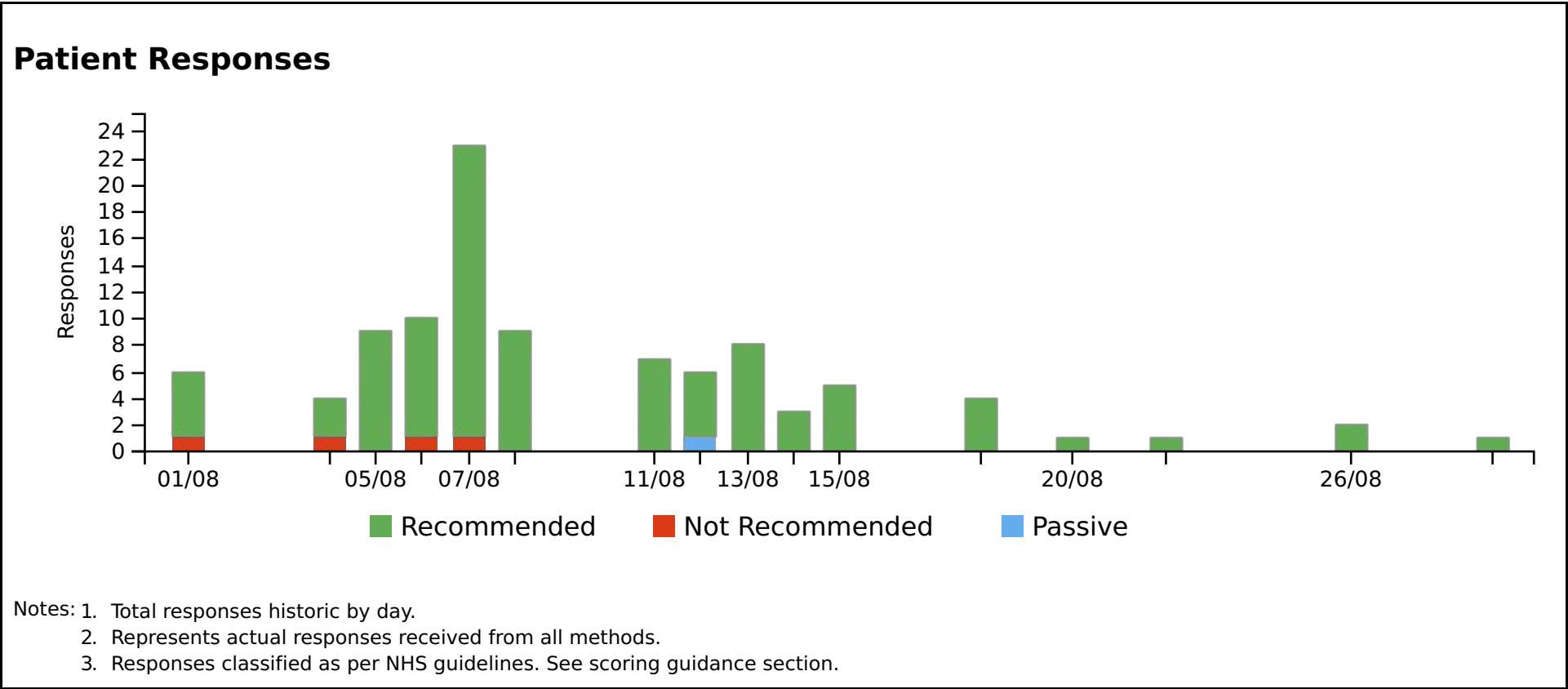
Practice Score: Day of the Week Analysis



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	15
Arrangement of Appointment	6
Reference to Clinician	35

- Notes: 1. Thematic analysis for current reporting month.
- 2. Thematic analysis covers the most discussed themes by analysing sentence fragmentations 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

- ✓ Good communication, sound advice, allows for questions.
- ✓ *My appointment was on time blood pressure & blood samples taken so expertly by the lady I saw today it was very professional , thanks*
- ✓ Janet's, the Nurse I saw was aware of what needed doing and was quick and efficient in doing everything that was necessary. Also relaxed and friendly too. Thank you. Sylvia Lawson
- ✓ *Because the doctor was very helpful*
- ✓ Always very kind and caring including reception staff, nurses and of course Dr Ford, so easy to talk to,
- ✓ *Because my problem was resolved*
- ✓ Great Doctor, lovely reception staff.
- ✓ *Very happy with the personal service that Dr Ford offers.*
- ✓ Very good, as usual it could not have been better.
- ✓ *I think it says it all .*
- ✓ Polite receptionist, very short wait, lovely, understanding doctor.
- ✓ *All staff very polite and friendly*
- ✓ On time nice people
- ✓ *Seen on time & Doctor very informative*
- ✓ Very helpful and informative thank you
- ✓ *Doctor was helpful and explained things clearly. She was friendly and didn't rush me*
- ✓ Service was excellent, as it always has been. Easy to make an appointment, I was seen on time, and given excellent care
- ✓ *Good nurses kind*
- ✓ Nurse was very polite and inviting
- ✓ *because she is the best and very nice and good at her job*
- ✓ Very professional
- ✓ *Doctor Ford was very professional and helpful*
- ✓ Doctor so kind and understanding
- ✓ *It was a very pleasant experience- the doctor was kind and compassionate. Thank you*
- ✓ As usual excellent service
- ✓ *The call was on time and the nurse was clear in explaining the new medication he wants me to try*
- ✓ Efficient, friendly staff appointment ran to time doctor patiently explained the implications of my results in a clear and concise manner.
- ✓ *Because you asked!*
- ✓ I am always treated well and explained everything to me
- ✓ *Nice clean surgery, happy staff, seen on time.Having a cafe on site is handy*
- ✓ It's the truth pain and simple
- ✓ *Dr listened and didn't jump to instant answers/ explored the issue.*
- ✓ Seen promptly and treated professionally and very courteously.
- ✓ *Very good appointment as usual*
- ✓ Everything is good, and great service from nursing staff - but little face to face time with GP offered.
- ✓ *Friendly staff, quiet environment, clean surgery.*
- ✓ Didn't have to wait too long to see doctor
- ✓ *Welcoming, competent, receptive.*
- ✓ had my appointment 20 minutes late, when there was only one other person waiting before me. however was later told theres a shortage of staff
- ✓ *The call was more or less on time and the caller was clear.*
- ✓ Staff friendly and accommodating, short wait time, clean.
- ✓ *Jeanette was excellent. On time, efficient and very relaxed.*
- ✓ Nothing too much trouble listens to your needs explains things well
- ✓ *Although it wasn't on time it was good suggestion*
- ✓ The call was as I expected but I was offered a change of inhaler type which I am keen to try.
- ✓ *I did not have to wait long, everyone was very friendly. I was given time and the nurse was very thorough and empathetic.*
- ✓ Always a good experience treated respectfully and very professionally there's not a lot of people who can say going to your doctors is a good experience
- ✓ *Excellent consultation with dr Ford, very thorough and made me feel relaxed*

- ✓ Because Karen the nurse is a lovely individual and makes me feel
- ✓ *Seen promptly by the doctor and received additional help from the receptionist.*
- ✓ Friendly and efficient
- ✓ *Thought u wanted one*
- ✓ Very helpful and professional
- ✓ *Because I value my doctors*
- ✓ Great doctor, and staff
- ✓ *Because I did not have to wait long and when seen by polite nurse to take blood she found vein easily. The whole procedure from entry to exit was professional.*
- ✓ Appointment was met within a reasonable time, Doctor Ford excellent!
- ✓ *Karen is very easy to talk to, and gave me some very useful information.*
- ✓ Just a wonderful doctor and staff xxxx
- ✓ *Dr Ford was exceptional as always. Friendly, very professional and very thorough.*
- ✓ Doctor very supportive and staff very helpful
- ✓ *Very welcoming and attentive*
- ✓ Dr Ford rang on time, quickly assessed and responded to the problem and was understanding
- ✓ *A very caring service provided by a professional*
- ✓ Always treated kindly and with respect, thank you
- ✓ *Friendly clean caring on time passionate credit to Dr Ford.*
- ✓ Seen on time and staff friendly, as usual

Not Recommended

- ✓ Sorry read it wrong meant to give a 1.
- ✓ *I felt the doctor was fairly dismissive of my complaint. I would possibly like to have been referred for physio/chiropractor.*
- ✓ Your nurse was very kind and helpful. You have an amazing surgery and we are so lucky to have you x

Passive

- ✓ The call was later then the booked time