

FFT Monthly Summary: September 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
88	5	1	2	0	0	0	0	0	96	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: 255
Responses: 96

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	88	5	1	2	0	0	96
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	88	5	1	2	0	0	96
Total (%)	92%	5%	1%	2%	0%	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:

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

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

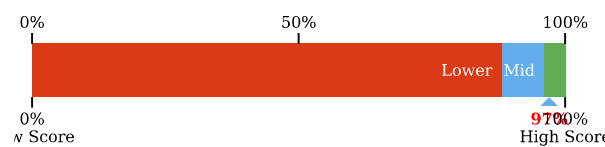
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3
Practice Scoring

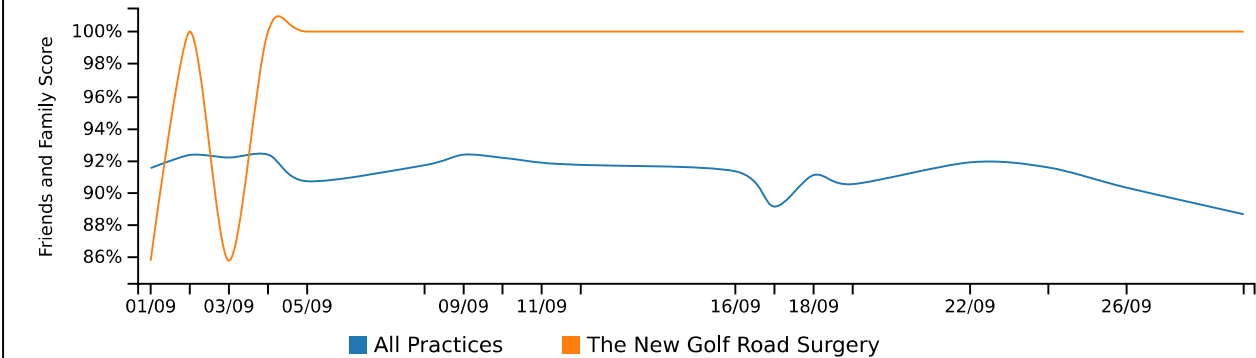
Practice Score: 'Recommended' Rank

Your Score: 97%
Percentile Rank: 85TH



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.

Practice Score: 'Recommended' Comparison



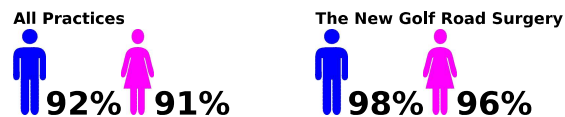
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

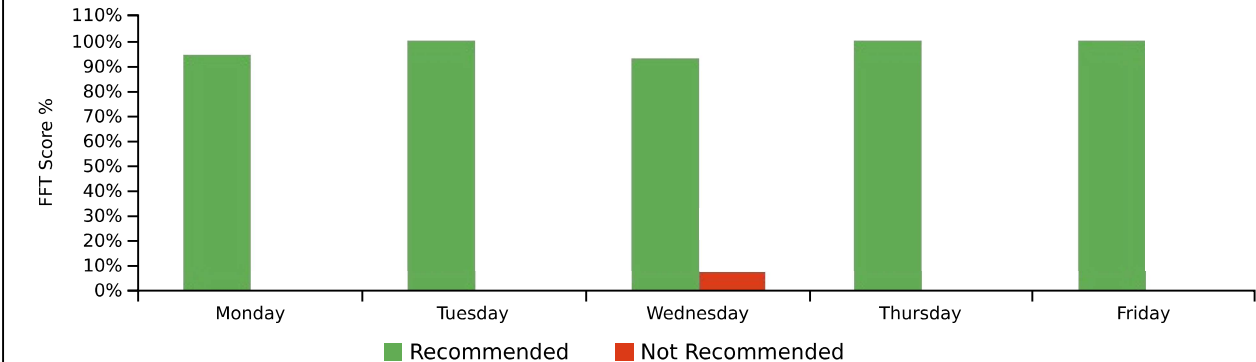
	< 25	25 - 65	65+
All Practices	87%	91%	93%
The New Golf Road Surgery	100%	100%	95%

Gender



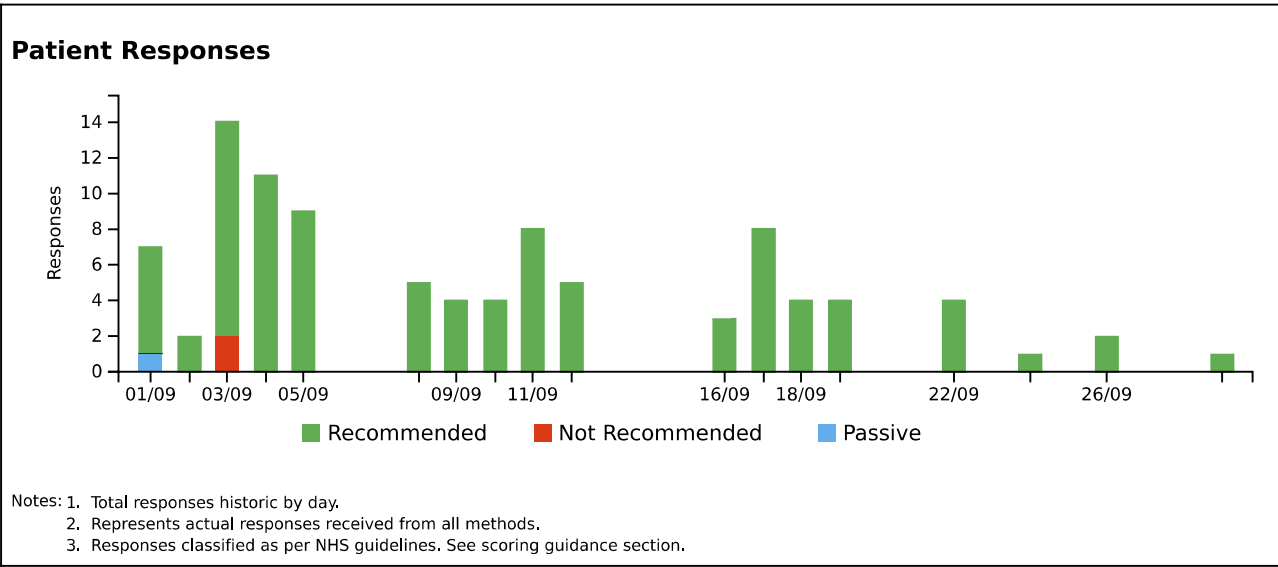
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



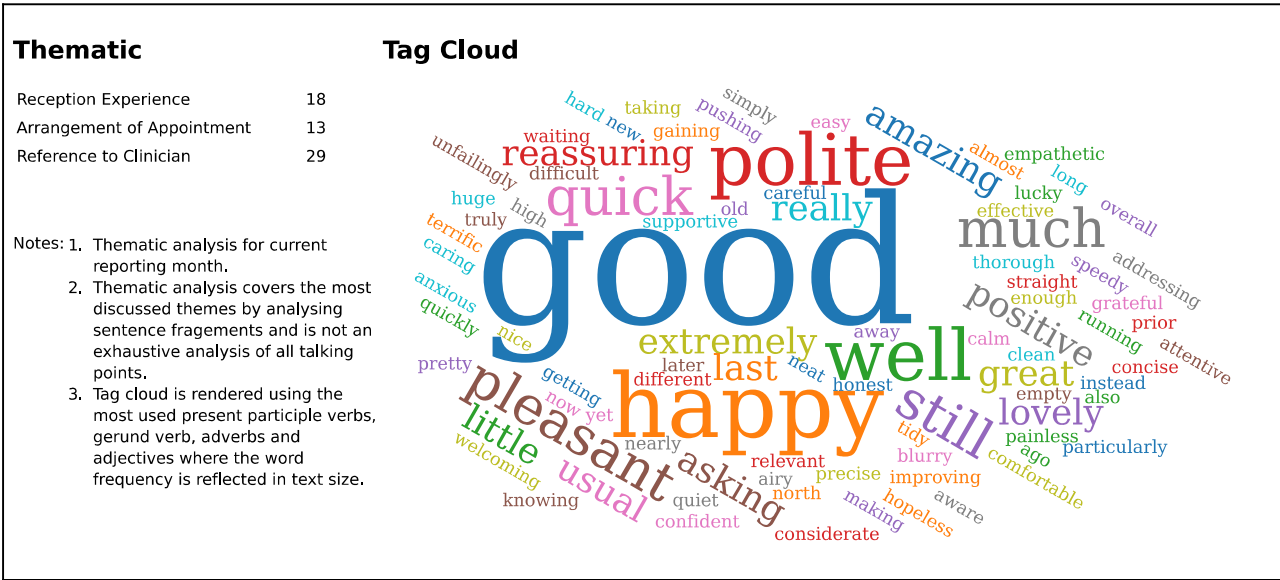
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4
Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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

- ✓ Excellent service. Professional staff. Very thorough. Well done.
- ✓ Kind, friendly, honest, treated me like an adult.
- ✓ The doctor listen to me was professional and made a considered choice
- ✓ I have been for a blood test this morning and I was very pleased that it was almost painless. The appointment was on time and the nurse was extremely professional.
- ✓ Very professional service
- ✓ Phoned this morning got appointment straight away both Dr and receptionist very helpful very good im very happy with treatment I received
- ✓ I can not rate the GP high enough. GP is still really supportive of getting to the bottom of my condition and gaining a diagnosis for another condition. After 13 months, GP is still running different tests and pushing referrals. Amazing, and I am truly grateful.
- ✓ Very polite and helpful and I feel that you are doing the best for my health thank you.
- ✓ Cos it was
- ✓ Dr ivel was very understanding
- ✓ It was good.
- ✓ The girls on reception are always pleasant and helpful, and my telephone appointment with the doctor was on time and very patient addressing my concerns
- ✓ Polite,professional people
- ✓ Quick friendly effective attention
- ✓ Quick, efficient and friendly
- ✓ Surgery is so clean and neat and tidy, with the kindness from all staff members , helpful and happy staff.
- ✓ Seen quickly and time was taken to listen
- ✓ because the receptionist who i saw helped me dr put me on stronger painkillers
- ✓ The nurse I saw this morning was very professional, friendly and understanding.
- ✓ Service given when stated on time conversation not rushed all relevant information given speedy outcome.
- ✓ I was the last person the nurse had so she had a little more time with me.
- ✓ All the staff are unfailingly friendly, efficient and helpful. I have always been very impressed by the service they give.
- ✓ Nurse took time and listened, reassuring and calm. Reception area light and airy.
- ✓ Very caring and careful with my blood sample. Took time to listen. Did not rush. Very good Jo. Thank you
- ✓ Because the care and attention from the doctors and nurses at the surgery which has led to health improving so much from the time I joined the surgery a year ago. Prior to this my old surgery it was difficult to get appointments so could not get medication when needed.
- ✓ Was easy Polite and to the point.
- ✓ Reception was quiet and the receptionist was very welcoming. Joanne my nurse was lovely, made me feel at ease as I was a little anxious. This new surgery is a Godsend for the residents of Deal, North End. I feel so lucky to be so well cared for.
- ✓ Staff are always friendly, always feels like we have been listened to, care is good
- ✓ All the staff were friendly. Joanne made me feel comfortable and didn't hurry me but gave me time to "tell my "story".
- ✓ Very professional and made me feel at ease on my appointment.
- ✓ Very professional
- ✓ Every thing went well
- ✓ On time efficient and pleasant
- ✓ Didn't have to wait too long very pleasant Nurse
- ✓ Best NHS service I've received in years. Instead of feeling like a hopeless burden, the practitioner was extremely empathetic, professional, and concise. I've been very stressed about not making appointments, knowing at my age I should. Now being re registered at Golf Road, my community, is a weight off my mind. The practitioner, was aware of my concerns and by taking blood in the appointment, without asking me to re book, (usual experience) is a huge weight off my mind. Kudos to all at Golf Road.
- ✓ Sverb understanding and patient care
- ✓ Everything about the surgery to reception and particularly the Doctor very professional and courteous. Terrific
- ✓ Friendly staff and the nurse is excellent
- ✓ As I went to the surgery this morning first thing , also reminders sent to my phone
- ✓ Excellent treatment as always, my doctor is the best
- ✓ The service I received was friendly professional & informative.
- ✓ Very polite and efficient

- ✓ Yes The Surgery is so good They really looked after me on last visit. Thank you very much ?
- ✓ *The visit was positive with diagnosis*
- ✓ The service and care received is excellent and professional. I feel that they care about my well-being. X
- ✓ *Very pleased with the service very kind and considerate to everybody there.thank you*
- ✓ I got a same day appointment as I tried to do an econsult and it said I needed to speak to a GP, Spoke to a very helpful receptionist that took the time to listen to me. Saw the Doctor on time, who was very informative and came up with a treatment plan that I was happy with. A great overall experience.
- ✓ *Appointment on time - excellent receptionist and friendly nurse*
- ✓ Nurse joanne very attentive and i went home feeling confident i got the best treatment.
- ✓ *Usual efficient and friendly meeting!*
- ✓ Good service , lovely staff,
- ✓ *Happy receptionist, on time appt given.*
- ✓ The appointment was on time, the nurse and reception staff were friendly, informative and efficient.
- ✓ *Because I always get good help and Dr Ford is amazing*
- ✓ Good care
- ✓ *I was greeted with a smile + nurse was good*
- ✓ Great service
- ✓ *Helpful team and quick response to asking for a blood test. Asked on a Friday appointment booked for Monday lunchtime.*
- ✓ Helpful staff, friendly staff, good consultation plenty of information
- ✓ *Positive appointment, informative and helpful.*
- ✓ GP gave very helpful advice.
- ✓ *Appointment was on time and everything was explained to me of what I had asked Thank you*
- ✓ Simply because I had a very nice chat
- ✓ *Had blood test , nurse was very friendly reassuring (hard to get blood)*
- ✓ Very helpful
- ✓ *Happy with Dr & Surgery*

Not Recommended

- ✓ *I didn't get the precise answer to my question.*
- ✓ *The surgery waiting room was pretty much empty yet I still had to wait nearly 30 minutes beyond my scheduled appointment time*

Passive

- ✓ *Will do later as sight is Very blurry*