

FFT Monthly Summary: October 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
89	7	1	1	2	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 227

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	89	7	1	1	2	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	89	7	1	1	2	0	100
Total (%)	89%	7%	1%	1%	2%	0%	100%

Summary Scores

96%

3%

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: 96%

Percentile Rank: 80TH

0%50%100%

0% Score

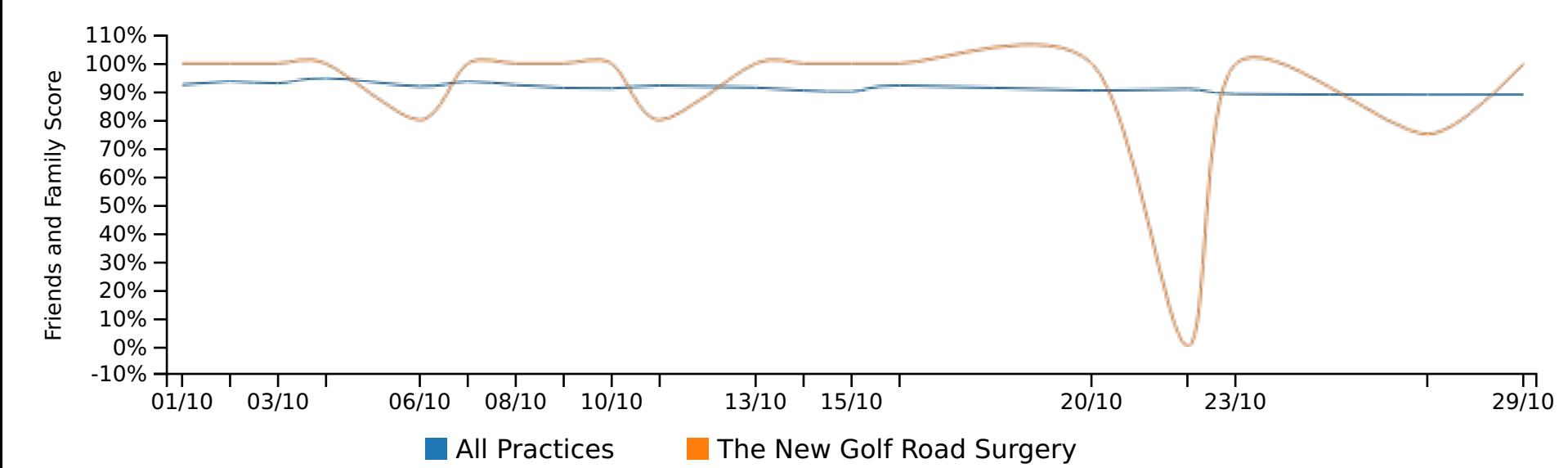
LowerMidHigh Score

96%

100%

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 80th percentile means your practice scored above 80% 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	86%	91%	94%
The New Golf Road Surgery	100%	97%	95%

Gender

All Practices

92%

92%

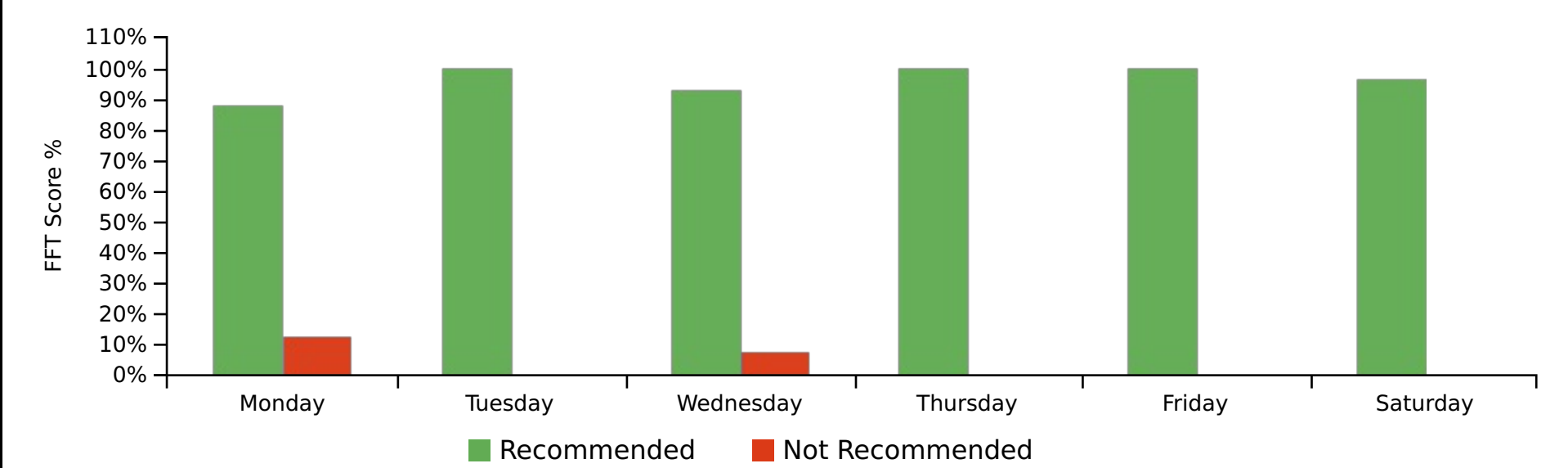
The New Golf Road Surgery

98%

95%

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

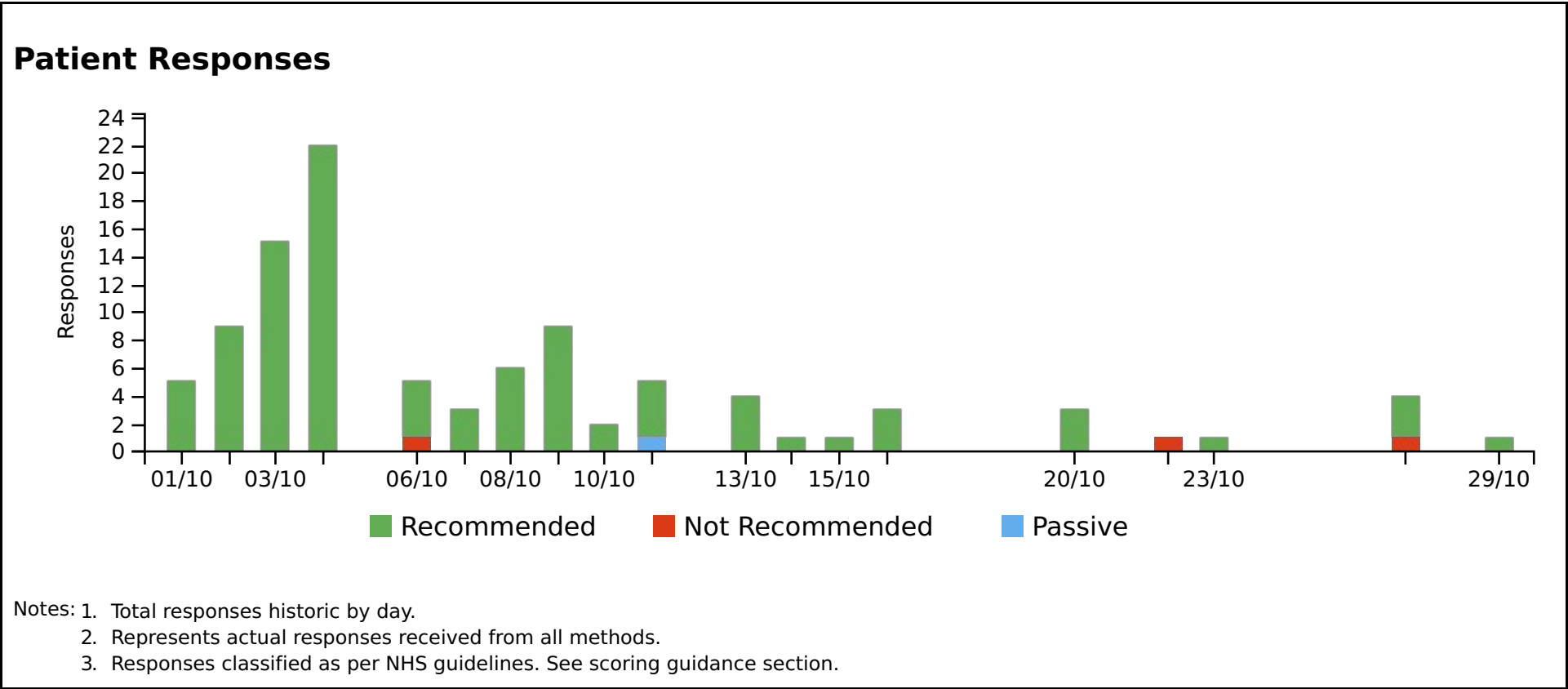
Practice Score: Day of the Week Analysis



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

Theme	Count
Reception Experience	23
Arrangement of Appointment	9
Reference to Clinician	34

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

- ✓ Very quick efficient service
- ✓ *It was on time a very pleasant experience*
- ✓ Very helpful, polite and efficient
- ✓ *The doctor was on time, listened to and we discussed the situation regarding my health and concluded with medication that would help me with my problem that we both agreed to*
- ✓ Friendly and efficient and followed up.
- ✓ *Seen promptly pleasant and courteous staff*
- ✓ I got the treatment I needed
- ✓ *Because it is extremely good people who care*
- ✓ You asked
- ✓ *The nurse was very thorough & very pleasant*
- ✓ Doctor Ford excellent as always
- ✓ *Quick to be seen. No waiting*
- ✓ All ways a good service, all staff are friendly, and helpful, unlike other surgeries I have been with. *****
- ✓ *Always helpful nothing too much trouble*
- ✓ Very friendly and understanding, patient and thorough .
- ✓ *The staff at the surgery are always very good*
- ✓ GP and staff are always very helpful and understanding
- ✓ *Excellent service, very friendly, everything explained clearly, very happy*
- ✓ I changed the time of my appointment and they changed it straight away
- ✓ *Because very prompt to get things sorted and very helpful.*
- ✓ Because they are a good team of people. All of you are.
- ✓ *The surgery has a lovely vibe, the receptionists are so very friendly and couldn't be more happier with the Doctors help*
- ✓ Appointment was made quickly. Staff were friendly and helpful. The nurse took my concerns seriously and was really helpful.
- ✓ *Prompt and efficient*
- ✓ Appointment on time. Nurse was pleasant and i had a fairly pain free jab
- ✓ *Because the service was excellent*
- ✓ Friendly, caring and efficient service
- ✓ *The staff are very pleasant and efficient*
- ✓ Kind and very efficient
- ✓ *Everybody, there is very good. The doctors are excellent and the staff.*
- ✓ Polite friendly staff. Short wait
- ✓ *Good service*
- ✓ Because the overall experience was very good
- ✓ *Seen on time.get seen same day.*
- ✓ Fast prompt knowledgeable and fantastic surgery
- ✓ *Always excellent service*
- ✓ Thorough, friendly, understanding nurse & great advice given
- ✓ *Calm atmosphere despite doctor having to deal with difficult public situation reception staff pleasant, organised and welcoming doctor helpful, understanding and reassuring.*
- ✓ I received excellent service
- ✓ *I was called for my covid jab a few minutes early. Quick and efficient.*
- ✓ Appointment was on time, couldn't fault it.
- ✓ *Because its the right one*
- ✓ Very nice doctor who listened & answered my questions
- ✓ *Staff helpful and doctor listened and was very helpful*
- ✓ The Staff were very pleasant and sympathetic, seen on time cannot ask for anything more. Thank you ?
- ✓ *Excellent service from Dr Ford*
- ✓ The professionalism and kindness of this surgery meet you at the door

- ✓ *All the staff are so kind and helpful. The Doctors both listen to what you have to say this also includes the Nurses..*
- ✓ *Because Dr Ford listens*
- ✓ *Staff member very professional polite and friendly, thank you*
- ✓ *Apart from 20mins delay, everything else was very good*
- ✓ *Dr Ford is extremely understanding and the receptionist was lovely*
- ✓ *We were seen before our time and were out after 2 vaccinations each in about 5 mins.*
- ✓ *Because my Doctor Ford is the best ??*
- ✓ *Always so pleasant and doctor ford is so understanding - it's just a lovely surgery*
- ✓ *Friendly and calm throughout hardly felt the injection. Thank you.*
- ✓ *Surgery staff, kind courteous, and Doctor takes time to listen, and always investigates.Great work ?*
- ✓ *Because the service was very good*
- ✓ *Seen on time. Pleasant woman - friendly and efficient. Full value for the top marking.*
- ✓ *Very good Dr*
- ✓ *On time friendly nurse.*
- ✓ *Great service. No long waits for appointments or treatment referrals*
- ✓ *Dr Ford always listens and understands and eases worries*
- ✓ *I had forgotten my appointment and hadn't arrived so the nurse even called me so that I could get there. Great service.*
- ✓ *I was seen immediately for my covid vac and given advice about booking my flu appointment. All very helpful and efficient from surgery staff. Thank you.*
- ✓ *The staff are very helpful, and the nurses are great, and dr ford is a great doctor, and she has always got time to answer questions and sit and listen*
- ✓ *Not much of a wait. Efficient receptionist. Nurse giving habit was professional and kind*
- ✓ *Pleasant atmosphere waiting- nice to meet new (for me) doctor! Good talk- moved forward to deal with my problem.*
- ✓ *Friendly staff and short waiting times*
- ✓ *I was seen on time, Joanne was friendly, efficient and explained what was going to happen and when my results were likely to be available.*
- ✓ *Karen was very kind and helpful in everything*
- ✓ *I was early for my appointment and was seen early by Dr Ford. As I had not met her before and attended only for vaccinations I assumed she was the nurse. I apologise for my mistake. She gave the injections as we chatted and I found the session unhurried and indeed therapeutic. I am fortunate to be in good health on the whole but it is a relief just occasionally to discuss such conditions as one has. Margaret Cuthbert*
- ✓ *I was early but they still saw me straight away. The nurse was friendly and efficient.*
- ✓ *Very quick and efficient with kind friendly nurse Joanna.*
- ✓ *Very polite and friendly. Dealt with my medical problem effectively*
- ✓ *The reception was helpful. Dr Ford is patient centred and cares about the welfare of her patients. She is empathetic and approachable*
- ✓ *Appt time to suit us, timely reminders via NHS app, jabs given on time*
- ✓ *I find the surgery in golf road very clean and tidy and the staff are always polite and helpful, full marks.*
- ✓ *Because they are good*
- ✓ *Im always able to get an appointment and drs and staff are so friendly and always get it done*
- ✓ *Nurse very nice and made me feel at ease*
- ✗ *Brilliant doctors practice.*

Not Recommended

- ✓ *Sorry I made a mistake I foute it was Richard roudSo sorry The nurse was very good to me. She knows. Her work. Bless her. So sorry again*

Passive