

FFT Monthly Summary: June 2025

Bearsted
Code: G82074

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
82	15	2	1	0	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 cqrs servicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 233

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	82	15	2	1	0	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	82	15	2	1	0	0	100
Total (%)	82%	15%	2%	1%	0%	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:

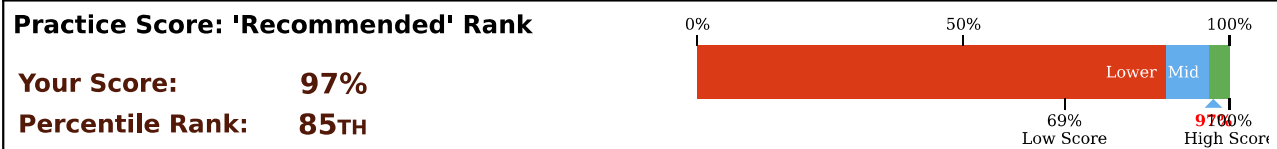
$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

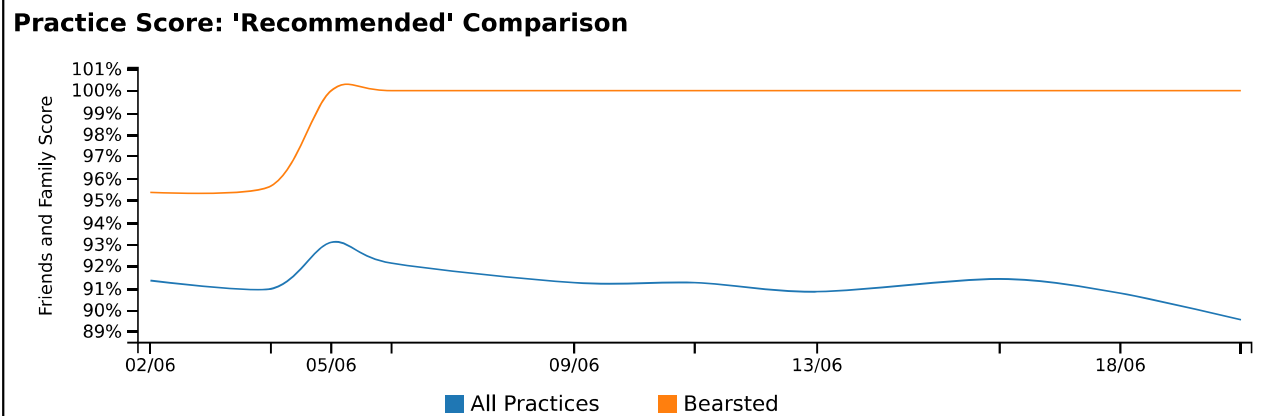
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

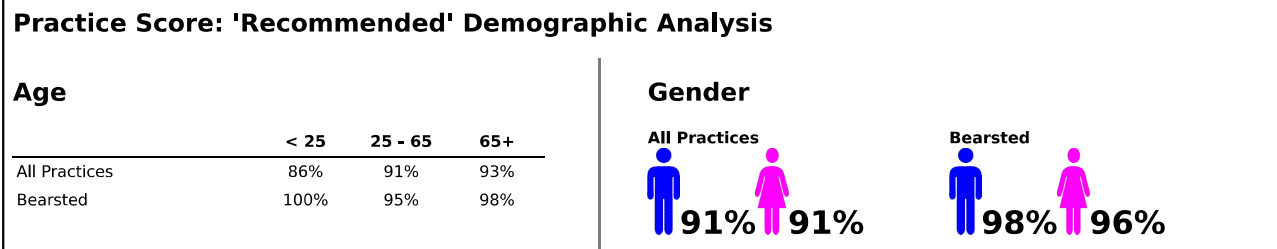
SECTION 3
Practice Scoring



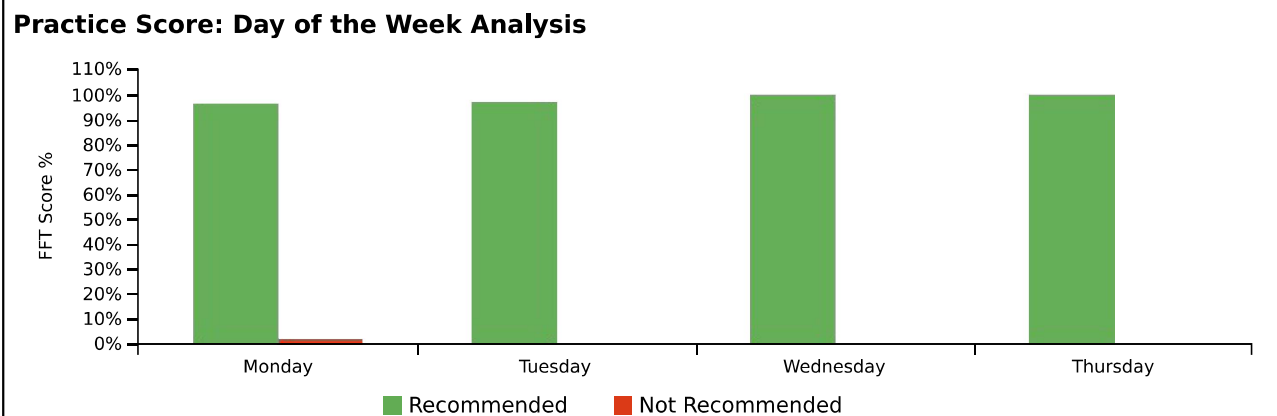
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 85th percentile means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

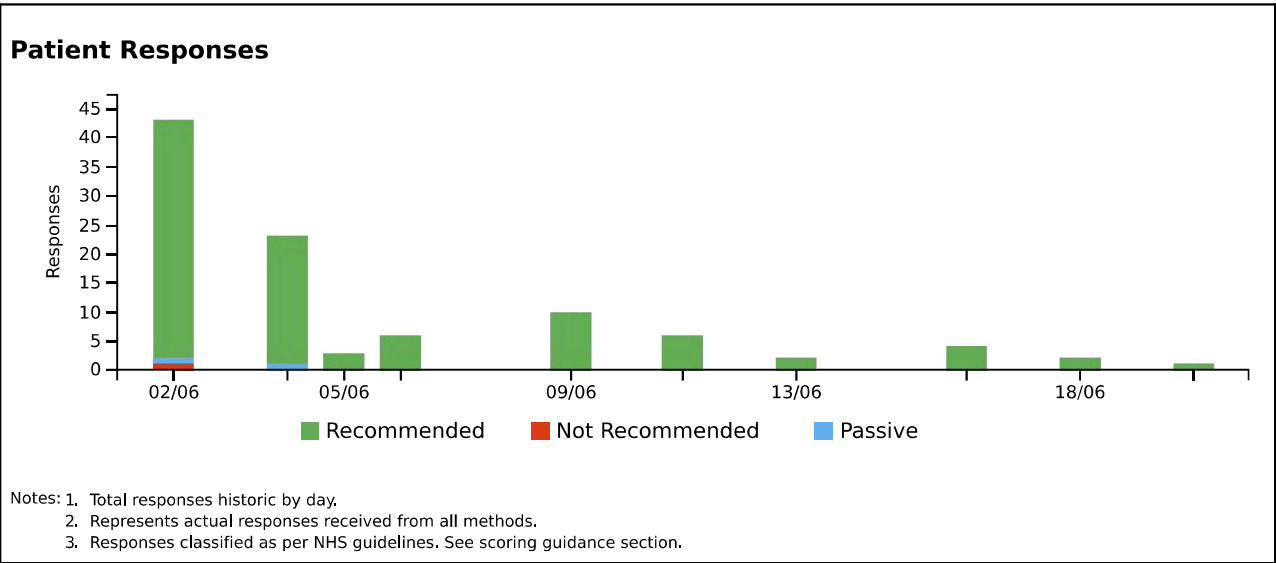


Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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



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

- ✓ There is a time slot for 7:30-8:00 , quick access without registration, super short waiting time . Done the blood test in 5 mins which all very su me before going to work . Very pleased for the very early morning arran
- ✓ I got an appointment very quickly due to my heart condition. The Dr that I had never met before was extreme nice and very very helpful ! and out my mind at rest
- ✓ The ladies behind reception were polite and really helpful. I had appointments to see two nurses separately, but they arranged for me to see one after the other rather than waiting 40 minutes for my second appointment. I appreciate the thoughtfulness and flexibility.
- ✓ I had to wait a while to be seen and later to book a blood test. The doctor was very helpful!
- ✓ Easy sign in an Florence the midwife is always very punctual. Very attentive knowledgeable and reassuring, I have come away from my appointment feeling sooooo much better than when I went in
- ✓ Very professional and helpful reception staff. Appointments always on time and a pleasant experience overall.
- ✓ Seen on time,easy to book in.
- ✓ Found the doctors answer service very good
- ✓ Good fast service. Easy and efficient,Thank you.
- ✓ From the time I booked in I didn't wait too long for the doctor
- ✓ Good availability for blood test appointment. Positive experience with practitioner.
- ✓ Friendly and efficient
- ✓ I saw the doctor today in person and it was very productive and reassuring a pleasure to be listened to
- ✓ Appt was prompt, dr was helpful
- ✓ Every one is always polite & very helpful
- ✓ Very nice nurse.Made me feel relaxed and gave me clear instructions on why I was there and why important to have my blood tested for kidney function.
- ✓ Good experience with Dr Moss and Emilia they are both amazing
- ✓ Easy to book and friendly staff
- ✓ Used the online triage and received appointment for same day. Had some blood taken and nurse was polite and put me at ease. Also saw the Dr who listened, looked me in the eyes and was very understanding and helpful.
- ✓ I have always had a good experience from the practice as they have always listened to me
- ✓ Quick and friendly service
- ✓ Lucy was patient, friendly, informative and understanding.
- ✓ I very good
- ✓ I been nervous about coming to doctor since my daughter died last year
- ✓ Appointment was on time and the nurse who dealt with me was very friendly and helpful
- ✓ Kind staff and very accommodating even though I missed my appointment. The nurse who I saw was also kind and professional.
- ✓ Really professional and thorough practice nurse
- ✓ GP was very thorough and understanding and explained things clearly. Very good patient repore
- ✓ Early appointment and professional friendly advice
- ✓ Ease of completing econsult. Ease of booking of appointment Availability of appointments. Good consultation involving my daughter.Treatment plan in place with safety netting.Information leaflet sent following consultation.
- ✓ Received the support I needed. Just a 20 minute delay from my appointment time which put it to good.
- ✓ Prompt reply to texts and follow up with face to face doctors appointment
- ✓ because everyone I've come into contact with at Bearsted Medical Practice seems to genuinely care about my well being, including reception!!
- ✓ Dr Hassan was v good & reassured me
- ✓ Friendly long appointment testing and reassurance
- ✓ Well it was just for a blood test, in and out, no delay all done efficiently so was a quick experience, so all good !
- ✓ Okay
- ✓ I had a good experience with Dr Milroy and also the nurse who took my blood
- ✓ Came in for removal of stitches Done professionally and friendly
- ✓ Completed triage form and was given emergency appointment same day. Excellent consultation and further referral arranged.
- ✓ Very thorough and informative all options fully explained and exercises given.
- ✓ Quick helpful happy staff
- ✓ Outstanding support from the moment I contact the surgery first thing this morning speaking with reception with regards to my daughter. Sophie Moule was amazing and helped a very distressed mum. Dr Williams was so kind, caring and understanding with my daughter. I am truly grateful for the service

provided today. Very high standard.

- ✓ *In and out no waiting*
- ✓ Early swift appointment before work
- ✓ *Always helpful and polite*
- ✓ Doctor was lovely and answered all my questions
- ✓ *Dr Moss was very gentle, explained everything she was doing and put me at ease.*
- ✓ Very good service
- ✓ *Clear and concise explanation of issues with good next steps information*
- ✓ I arrived on time, seen with in 10 minutes. Met with smile and happy attitude.
- ✓ *Easy to get an appointment and good experience in surgery with the nurse today.*
- ✓ Dr Horsley was very thorough and is investigating further, referring to the hospital for clarification.
- ✓ *Yes. The Dr was on time, was well prepared and provided easy to understand answers to questions. He took a blood sample rather than just referring me to a nurse on another day. Very happy with the service.*
- ✓ Appointment was on time. Staff member was cheerful and made me feel at ease. Procedure was handled efficiently.
- ✓ *The staff are always helpful, my husband has a few medical problems and is always seen if anything is wrong*
- ✓ Generally pleased with service, when you get an appointment. It's just having to wait varying times for one.
- ✓ *Very good*
- ✓ Always been helped and seen for mine and my family healthy issues!
- ✓ *Because it worries me about the above two things Chest so bad told to go to a and e if gets worse before my next paramedic visit I mentioned twice I keep going dizzy and I'm sure my b p is too low not sure if to stop evening b p tablets Pharmacist said check it several times and she will phone back in two weeks xx*
- ✓ I was happy with the care and explanations I received today.
- ✓ *Service was very good today for my treatment.*
- ✓ Easy to book, appt on time. Follow appt sorted out via link sent
- ✓ *On time appointment, professional approach from healthcare assistant.*
- ✓ My appt was on time and Gaia Moss was brilliant.
- ✓ *Time it takes to address issues stops it being very good*
- ✓ It's easy to sign in .The wait time was a lot less than I expected .Dr Moss was friendly and also very efficient and put me at total ease .

Not Recommended

- ✓ *I didn't feel the doctor was listening to my concerns .*

Passive

- ✓ *Don't think I got across how bad my pain is and felt I didn't gain anything from the appointment*