FFT Monthly Summary: October 2026

Matrix Medical Centre
Code: G82719

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
73	16	5	2	2	0	0	0	0	98	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: 316

Responses: 98

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	73	16	5	2	2	0	**98**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**73**	**16**	**5**	**2**	**2**	**0**	**98**
Total (%)	***74%***	***16%***	***5%***	***2%***	***2%***	***0%***	***100%***

Summary Scores

91% 4% 5%

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:

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

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

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

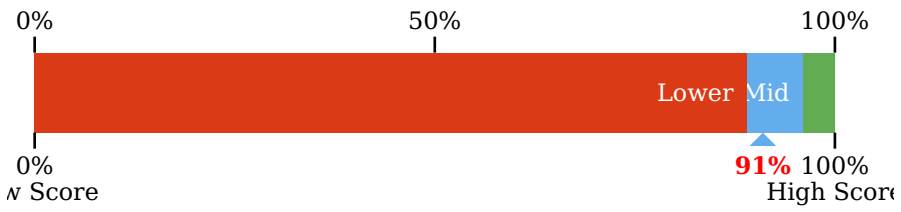
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

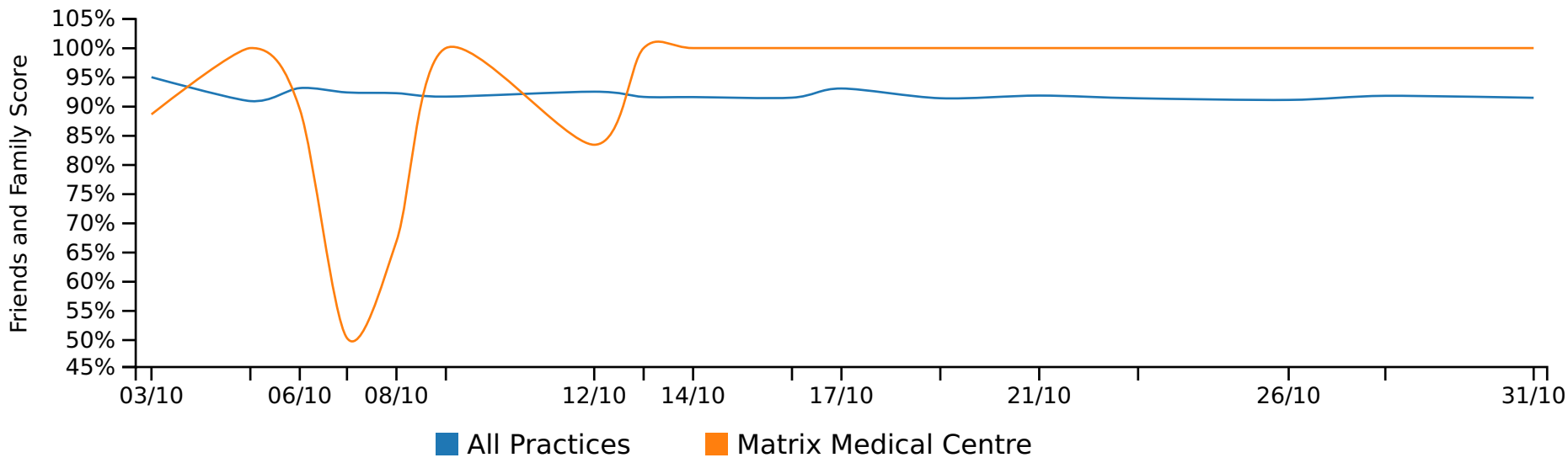
Your Score: **91%**

Percentile Rank: **35TH**



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 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison



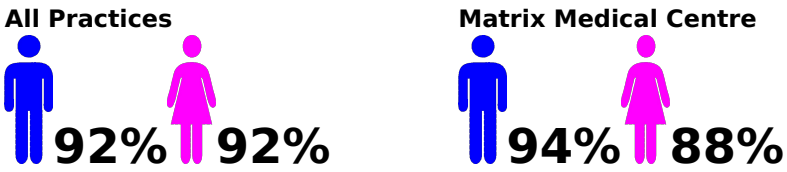
Notes:
1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

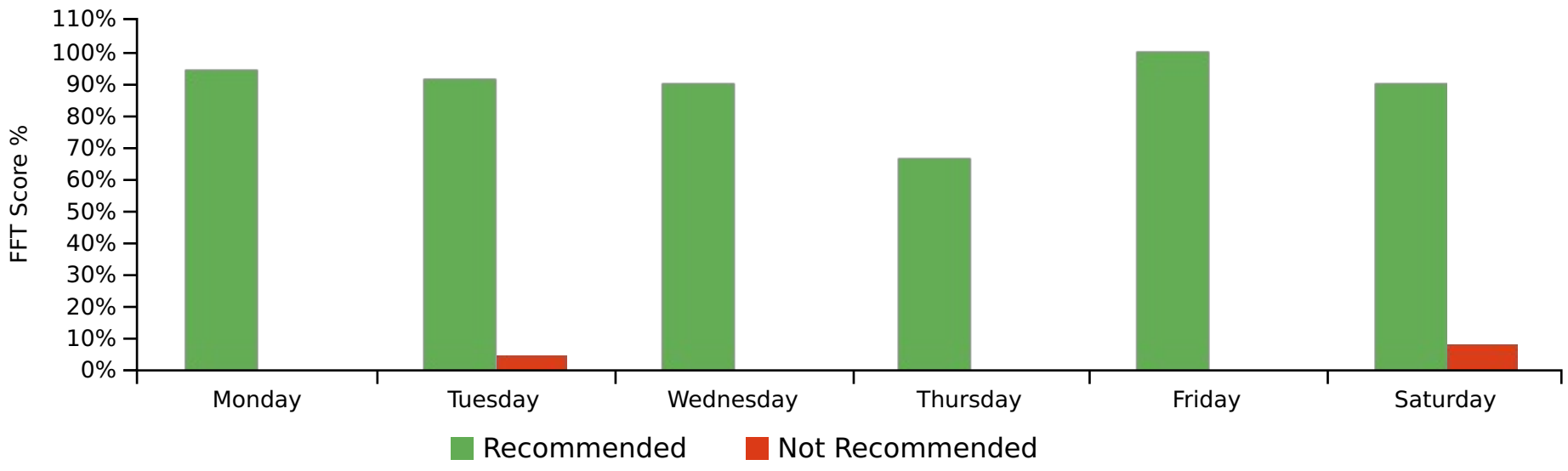
	< 25	25 - 65	65+
All Practices	86%	91%	94%
Matrix Medical Centre	100%	100%	88%

Gender



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

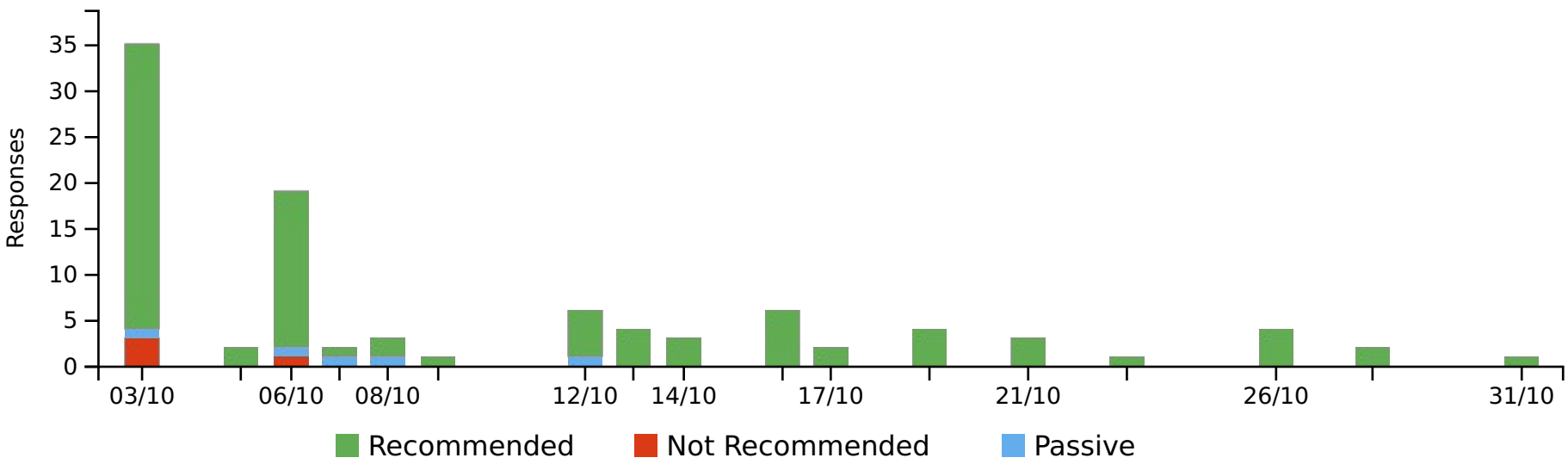
Practice Score: Day of the Week Analysis



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

Patient Responses



Notes:
1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Section 5
Patient Free Text Comments: Summary

Thematic

Reception Experience	18
Arrangement of Appointment	3
Reference to Clinician	21

Notes:
1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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 helpful consultation and offered the day after I called.
✓*Excellent professional service.*
✓Friendly and efficient
✓*The receptionists are very helpful and the doctors always ring back*
✓Because there was no asal in and out grait job.
✓*Identified the problem and gave appropriate advice*
✓Prompt and courteous.
✓*just good all round service*
✓Nurse very helpful
✓*1 - this relates to my recent interactions with reception staff and nurses. They have been helpful and efficient. I cannot comment on the practice overall - I don't recall seeing a GP face to face in years. Do you still have them?*
✓The person at reception was helpful and the doctor was charming
✓*Nurse was very helpful even though she hurt me lol*
✓I was seen on time
✓*You have help me with a 42 year fight which we lost last year*
✓Gun lane surgery are always ,efficient and very pleasant to deal with .
✓*Good physio*
✓Have no problems with the surgery very helpful.
✓*So pleasant at Tunbury especially nicki Sharon and Jackie*
✓A quick and efficient service given by friendly staff members
✓*Always so helpful, lovely staff and clinicians*
✓I have found the service provided is adequate although it is very rare to actually see a Doctor. The nurses I have dealt with have been very good
✓*Because you asked. It was good service.*
✓No waiting. Lovely staff.
✓*Can always get a call back, helpful receptionists & great doctors.*
✓Very hospitable and very nice and in and out so quickly for my jabs
✓*Extremely nice gentleman and very caring*
✓Arrived early, was seen early too.Very nice efficient nurse.
✓*Because I didn't feel that i was a nuisance*
✓The mental health nurse was exceptionally kind patient and curious. This was especially helpful as I was distressed unfocused and struggling to communicate my needs coherently.
✓*Friendly staff and helpful x*
✓The staff are very helpful and informative. The only problem I have is not being able to contact the district nurses for injections etc
✓*Because they are very good and efficient at their jobs*
✓Arrived early but seen swiftly and very friendly staff.
✓*Excellent and professional service from all staff*
✓I received a phone call just over an hour after submitting my online application and then got an appointment for the same day. I was also very happy with the help and advice given to me by the physio
✓*Completed econsult in the morning appointment call on my app Dr called very clear understanding of my problem listened to me gave good advice and treatment Problem now resolved after treatment Efficient service Thanks*
✓Everyone is helpful
✓*The service was excellent from booking in to seeing the nurse .*
✓I was high anxiety because it was a home visit with people I don't know but Claire and Stewart were polite , professional and put me at ease
✓*Quickly done on time and got unexpected covid jab as well*
✓The service you get is good my only dilemma is when do you get to actually get to see your doctor as I snd my wife don't know who our doctor is!.
✓*The doctor was professional but friendly and explained what was wrong with my foot. He advised some exercises to try.*
✓All hassle free , in and out with n time and very friendly staff
✓*Everything was explained very clearly, and the room and reception was clean and put me at ease.*
✓I wanted to give the 1 to be honest but over the last few months I would have appreciated a 1:1 appointment as I have been so ill

✓ *always polite staff*
✓ Answered requests in a reasonable time. All doctors professional, patient and kind.
✓ *That is how I feel*
✓ The receptionist and nurse were both lovely and welcoming. Booking was quick, easy, and completely hassle-free.
✓ *The nurse was very nice felt so relaxed with her.*
✓ Very efficient re the flu and covid jabs
✓ *Because I went in dead on time and was treated very nicely*
✓ Seemed to be well organised and on time all staff very polite.
✓ *Excellent Service.*
✓ Walked straight in sat down called in on time friendly staff out really quick
✓ *Quick and efficient*
✓ Happy with the service.
✓ *Yes because I can't get to see a doctor*
✓ Very confident Very quick Very friendly ?
✗ *Reception and nurse both friendly and went in early no waiting*
✗ Very punctual, professional and polite caring service.

Not Recommended

✓ Because my husband not and you don't seem to be helping

Passive

✓ Covid ruined seeing a doctor, and I don't like diagnosis over the phone
✓ *Yes. It's a neutral answer because I am transgender and my original GP at matrix supported me and now you do not.*