

FFT Monthly Summary: April 2025



Bryant Street Medical Practice
Code: G82631

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
63	15	2	4	1	0	0	0	0	85	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:
Responses:

338
85

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	63	15	2	4	1	0	85
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	63	15	2	4	1	0	85
Total (%)	74%	18%	2%	5%	1%	0%	100%

Summary Scores

92% 6% 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:

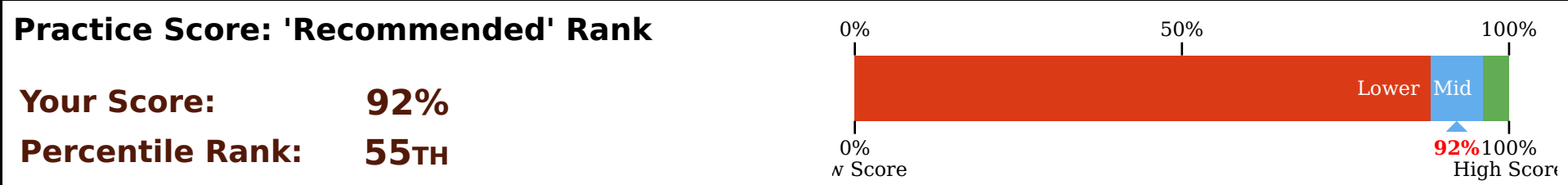
Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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:

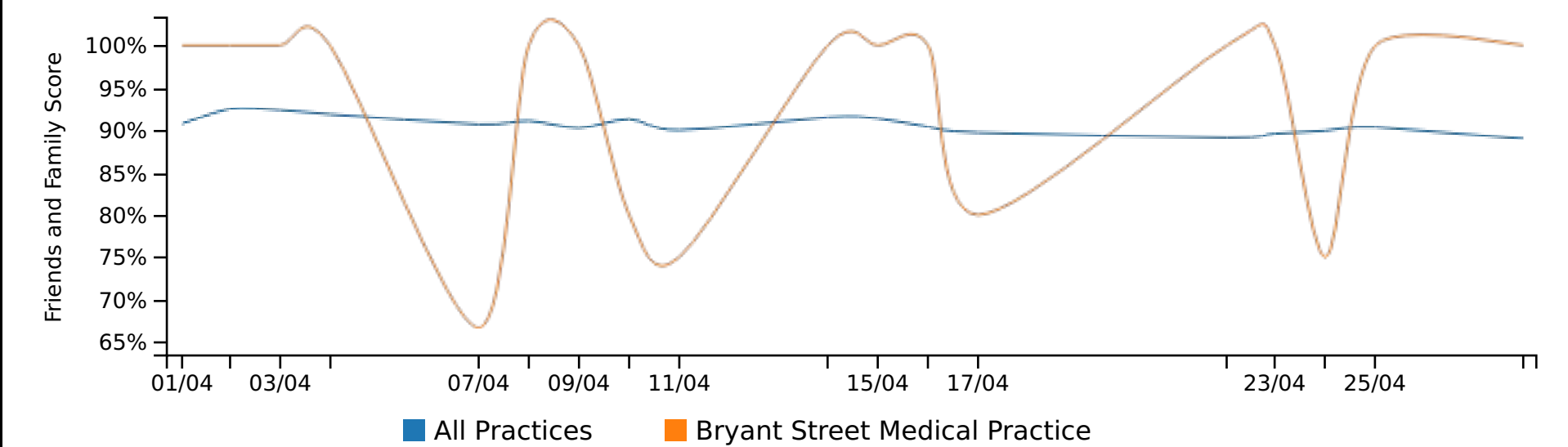
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3
Practice Scoring



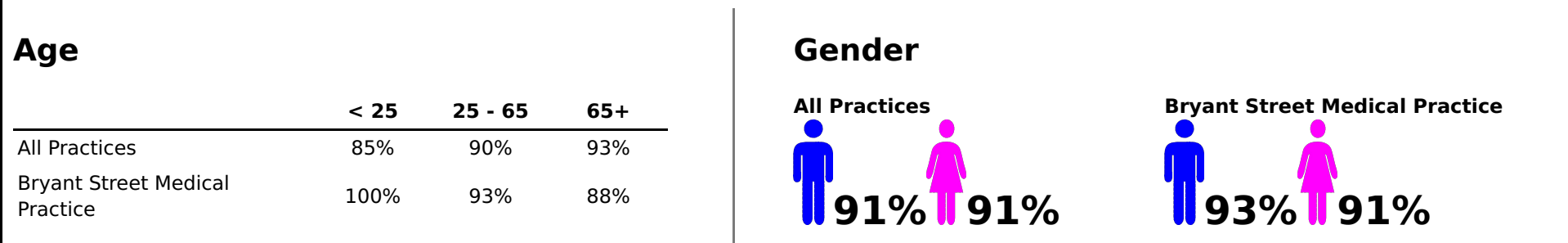
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



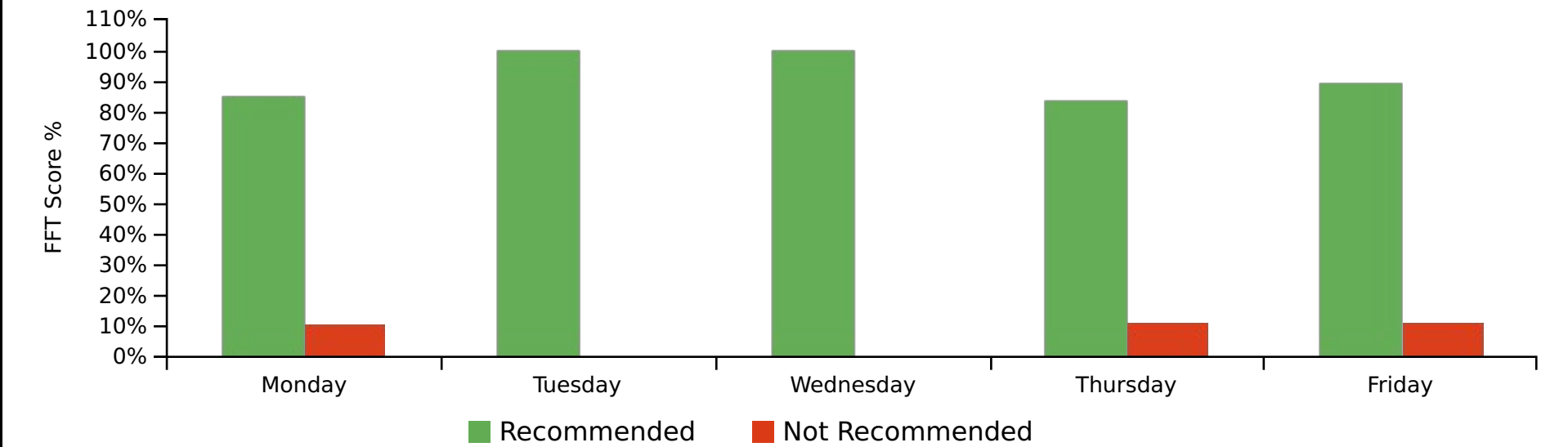
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

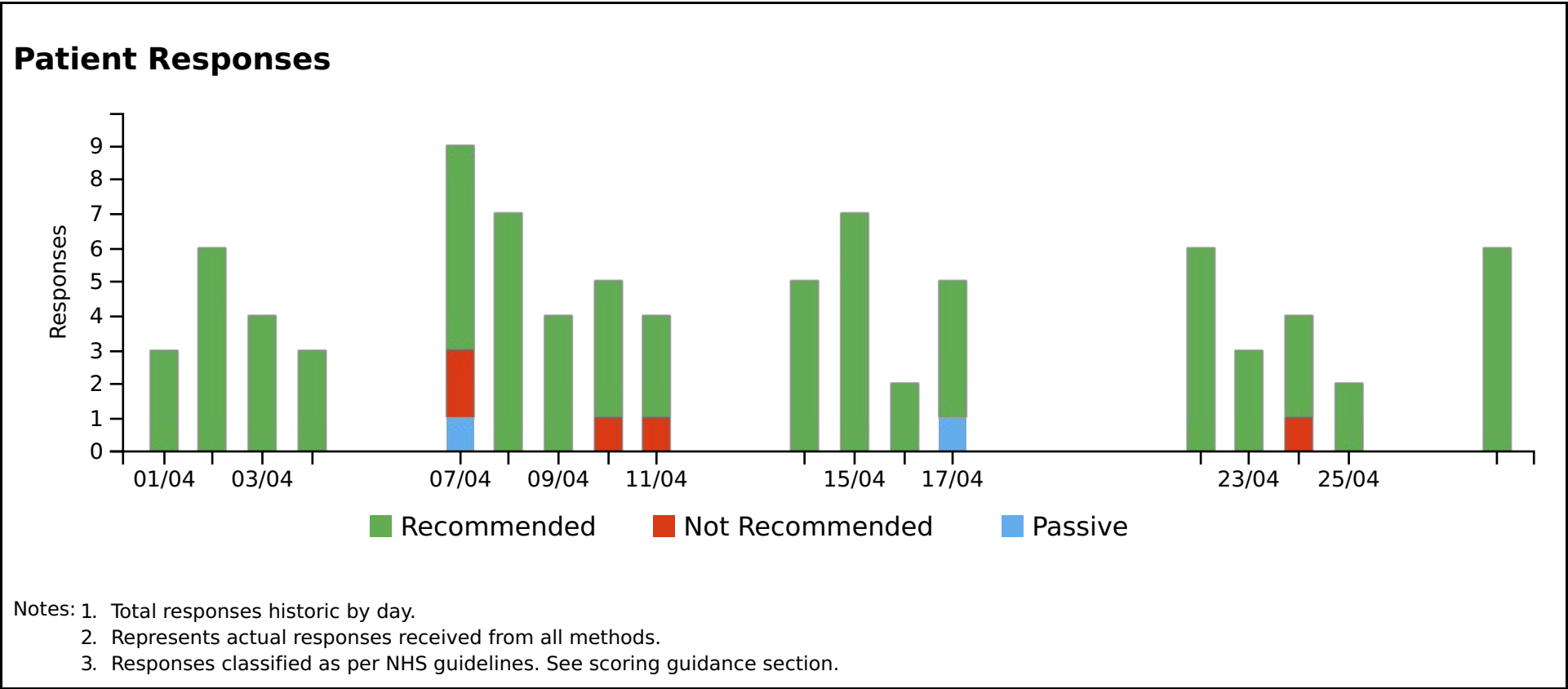
Practice Score: Day of the Week Analysis



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

[illegible]

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

- ✓ Ellie listened to the questions that I asked, and I didn't feel rushed. She gave me good guidance where needed and explained the reasons.
- ✓ *Good service, lovely thoughtful manner*
- ✓ Excellent customer service by the Nurse and she makes you feel at home
- ✓ *Because the nurse and everyone at my Surgery Are very kind and helpful.*
- ✓ The visit was quick and clear , and all the info was given
- ✓ *I was seen promptly. Also the nurse Aimed was very good .*
- ✓ Very pleased with the service
- ✓ *Seen promptly.*
- ✓ Very good working
- ✓ *Friendly, Timeous and all queries answered professionally.*
- ✓ Good service
- ✓ *Reception staff polite, nurse was too, professional and executed the procedure quickly and efficiently*
- ✓ Because they made me feel welcome and dealt with my problem without discriminating me
- ✓ *It was very quick and easy*
- ✓ Very helpful and supportive with good guidance
- ✓ *1 well organised, quick and efficient*
- ✓ Last week I was unwell to attend the Surgery, Dr Khan sent a Prescription to the Local Pharmacy to collect. To day I was Treated by Amie (Nurse) Her Treatments are always Professional and have been for many years.
- ✓ *Very happy with the service*
- ✓ It was overall a good experience
- ✓ *Very good in booking appointments and friendly staff.*
- ✓ Amie very caring professional lady thank you so much
- ✓ *The attention received was very quick and in the most professional manner as possible. I was thoroughly satisfied.*
- ✓ Called for an appointment. Was given one within one day. Doctor was very polite and gave very good advice. Also on another note I noticed how clean the surgery and it was spotless.
- ✓ *Ellie was on time' efficient and a lovely personality to put you at ease*
- ✓ Amie who took my blood was kind and gentle
- ✓ *Lovely new doctor and was seen very quickly .. offered follow up*
- ✓ Why
- ✓ *I was on time. And nurse was very professional.*
- ✓ Because I was seen quickly and left feeling very nice person
- ✓ *On time and the nurse was very professional*
- ✓ The nurse listened to me and explained everything I needed to know and when I spoke to the doctor she also listened to what I need to say and she then explained what would happen next. I'm happy with what was explained to me
- ✓ *The dr was very helpful and listened to my concerns*
- ✓ I am glad to meet you here. Thank you.
- ✓ *Your staff are very polite and helpful.*
- ✓ The GP was super kind to me and my daughter. She's explained everything using a lay man's language and we understood everything. Shven shared some relevant links for my daughter. Thank you so much
- ✓ *2 ok*
- ✓ The Bryant Medical centre staff are always helpful.
- ✓ *Very pleased with the appointment and the dr was very good*
- ✓ Because the doctor I saw was so caring and thorough and made the time.
- ✓ *Nice surgery*
- ✓ Service was good
- ✓ *Always treated very well and very polite.*
- ✓ The appointment was easy to book, reminder was prompt and the nurse was very professional with her job
- ✓ *I gave a 1 because I was very happy with service*
- ✓ I was served on time and was satisfied with the services provided

- ✓ *Lovely nurse always friendly and talks u frew every thing*
- ✓ Nurse is lovely
- ✓ *Excellent thorough service. Very professional staff.*
- ✓ No problem booking appointment for my injection (did book several weeks in advance). Efficient and friendly service when I attended the surgery for the injection.
- ✓ *Process was smooth, doctor was friendly and understanding*
- ✓ Well you are always prompt with the appointment times and nurse and D Aly are to the point, knowledgeable and the reception staff are on the ball sue
- ✓ *Professional staff*
- ✓ I did not have to wait long to be seen. The receptionist was friendly and helpful. Amie the nurse, was very professional. She made sure I was comfortable and put my mind at ease.
- ✓ *Because the service was very good.*
- ✓ Because I felt the doctor listened to me as a person and cared about getting me the right treatment
- ✓ *Sorry 1*
- ✓ Alwayspolite
- ✓ *Very polite*
- ✓ The Diabetic nurse I saw was just fabulous as always.

Not Recommended

- ✓ *Sorry my mistake should have been Very Good 1*

Passive

- ✓ *Sorry, I moved into this area from London in January 2020. Despite Covid 19 issues, I have been seen by a GP Doctor on face to face since. It was just today Ellie, a practitioner kindly booked me to see a doctor come Thursday at 1015am.*
- ✓ *Smooth service results in good experience!*