

FFT Monthly Summary: May 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
60	16	3	3	3	1	0	0	0	86	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: 320

Responses: 86

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	60	16	3	3	3	1	86
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	60	16	3	3	3	1	86
Total (%)	70%	19%	3%	3%	3%	1%	100%

Summary Scores

88%

7%

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:

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/>

Practice Score: 'Recommended' Rank

Your Score:88%

Percentile Rank:25TH

0%50%100%

0% Score

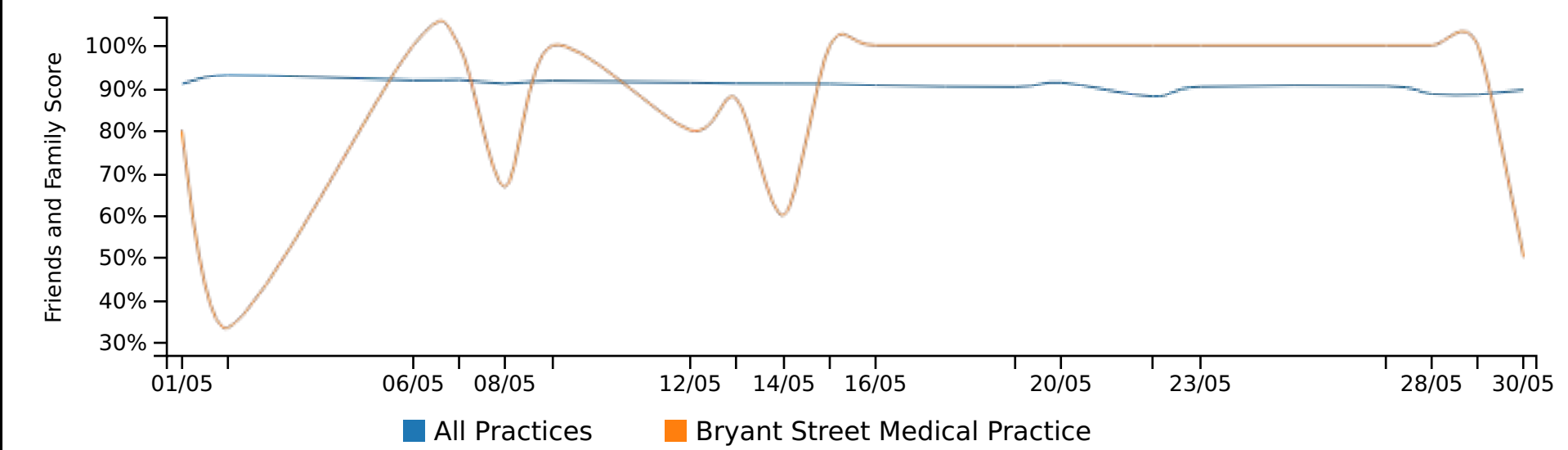
LowerMidHigh Score

88%

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 25th percentile means your practice scored above 25% 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%	90%	93%
Bryant Street Medical Practice	80%	91%	84%

Gender

All Practices

91%

91%

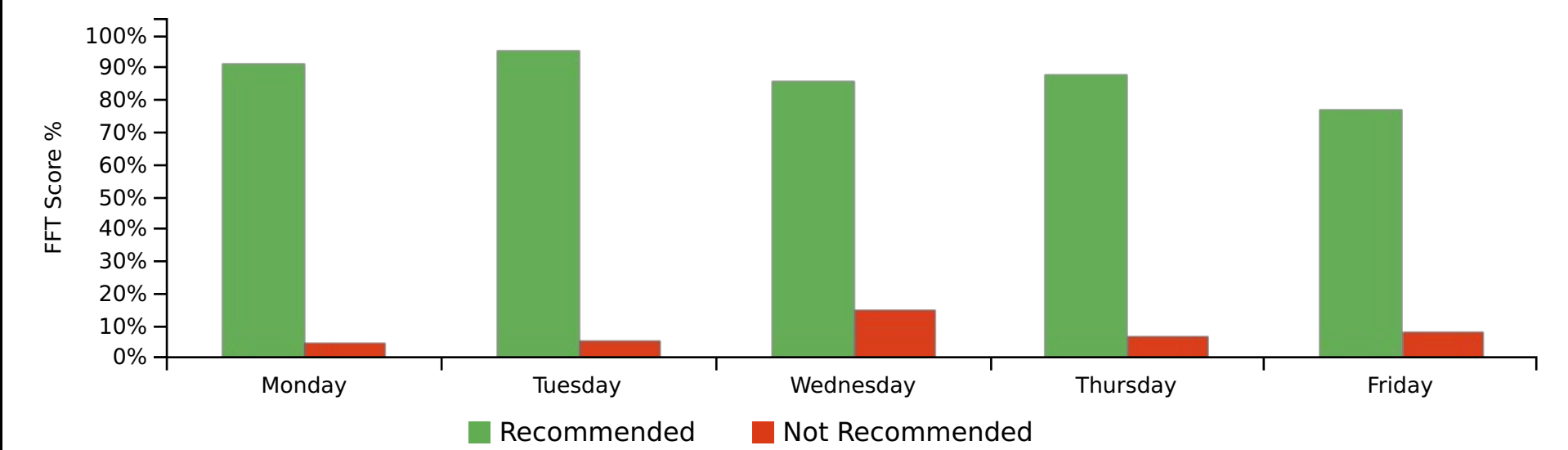
Bryant Street Medical Practice

83%

93%

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

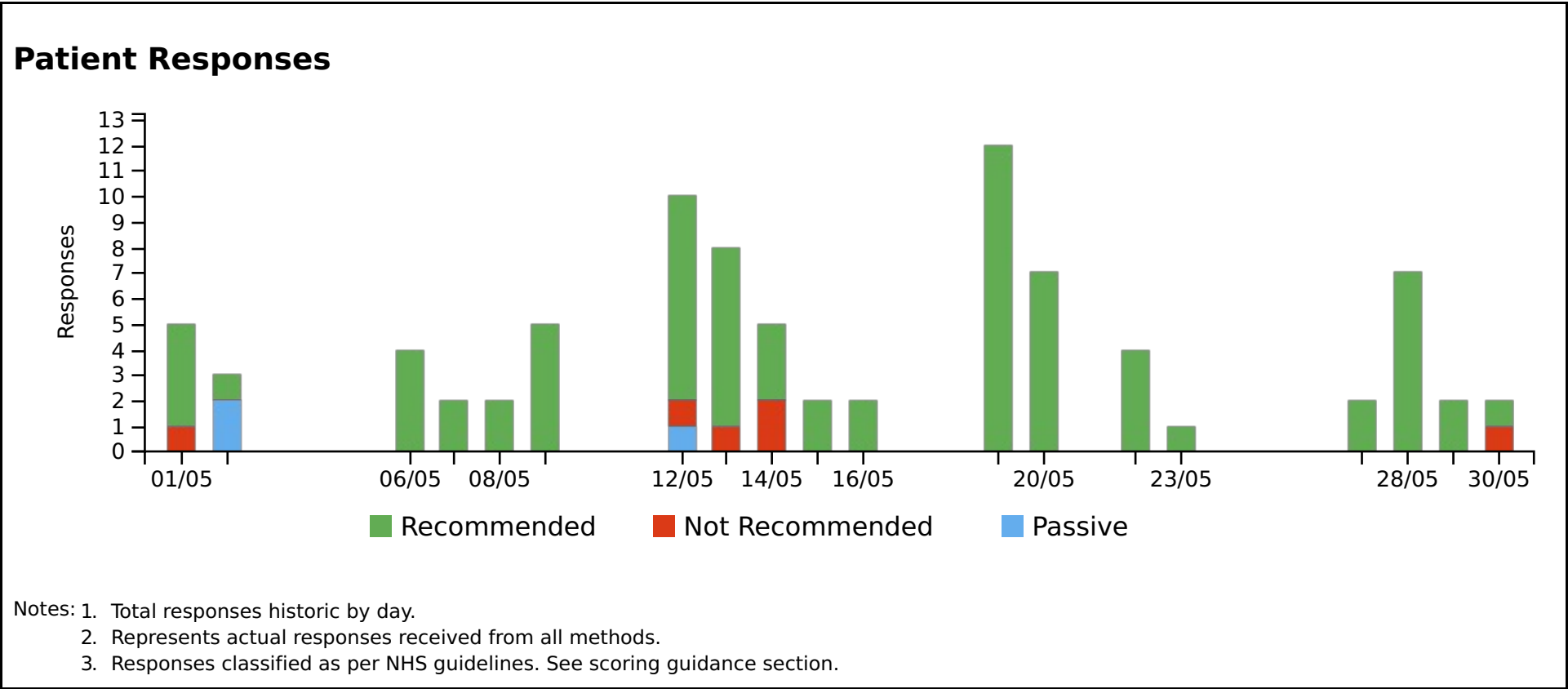
Practice Score: Day of the Week Analysis



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	Frequency
Reception Experience	10
Arrangement of Appointment	13
Reference to Clinician	22

Tag Cloud

The word cloud contains the following words (approximate frequencies based on size):

- professional (largest)
- always
- polite
- amazing
- quickly
- reassuring
- pleasant
- efficient
- excellent
- happy
- compassionate
- humbling
- getting
- conscious
- cooperative
- empathetic
- confident
- important
- smoothly
- possible
- truly
- forward
- thorough
- waiting
- nice
- approachable
- positive
- quick
- diabetic
- already
- attending
- incredibly
- speaking
- seeing
- regarding
- lovely
- long
- also
- back
- just
- really
- straight
- ongoing
- various
- many
- mental
- well
- easy
- big
- bad
- smooth
- clear
- formative
- wonderful
- free
- ever

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.

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

- ✓ Polite,helpful, and went in on time for my appointment
- ✓ *Yeah I think your Gp practice is ??*
- ✓ I got very good service.
- ✓ *Because it was very good.*
- ✓ I couldn't get better. They are excellent doctors, diabetic nurse and nurse all the stuff. There are wonderful people and do everything they can for you. They're amazing thank you.
- ✓ *Person I saw was friendly answered my questions and did a blood test as I asked about my ongoing sugar levels*
- ✓ I have had to phone the surgery for appointments at various times and always received the assistance and information that I required.
- ✓ *I was greeted by the reception team quickly and they were friendly. The wait time wasn't long and the appointment ran smoothly with the doctor. Blood test booking was then also dealt with quickly via text*
- ✓ You ask a survey for my blood test yesterday
- ✓ *good news not bad*
- ✓ Straight forward smooth easy no problems friendly .. will co
- ✓ *Appointment on time, very good and friendly treatment, next scheduled appointment organised with prescription for that treatment already sent to pharmacy.*
- ✓ You asked me that's why
- ✓ *Good quick service polite helpful staff*
- ✓ Aime was amazing as always. Very friendly, I'm formative and helpful
- ✓ *Because she was very helpful and good to talk too about my diabetes*
- ✓ Because service was on time and quickly done
- ✓ *Very efficient*
- ✓ The Dr was amazing, very friendly and approachable, made me feel so at ease with my appointment! Amazing bedside manor
- ✓ *Yesterday was the first time having face to face assessments with doctor and I'm very impressed with their service from receptionist to the time I see doctor was really pleasant experience*
- ✓ Because the nurse was very kind and understanding
- ✓ *I was seen on time, clinician was lovely and consulted with the doctor regarding my condition and I didn't have to come back to book another appointment to see the doctor.*
- ✓ Very good
- ✓ *Because there was only one person on reception*
- ✓ Ellie was very professional.
- ✓ *Efficient and friendly service*
- ✓ Excellent service from nurse amy
- ✓ *Doctor was compassionate and didn't rush the appointment*
- ✓ The GP is friendly,free to speak to, and very accommodative,examines one in a kind way and gives a well detailed explanation
- ✓ *I saw the nurse for an asthma review I always find her to be accessible and professional*
- ✓ The staffs are time conscious, they are very polite when attending to you.
- ✓ *Because the doctor listened and sortibg my problem*
- ✓ very pleased with service and care I was given
- ✓ *I gave this answer because when ever I need help with anything they are always there to do the best they can to help mexx*
- ✓ The appointment was on time and all what I needed to do was completed. My next appointment was also booked
- ✓ *6 poits*
- ✓ Everything went well
- ✓ *I found Dr Bamgbose to be both professional and empathetic. I felt relaxed speaking with her and I left the consultation confident that she had made sound judgements about my conditions and would take the appropriate measures to deal with them.*
- ✓ Helpful and on time
- ✓ *Prompt, informative and very friendly nurse.*
- ✓ The doctor was very thorough and knowledgable. She spoke in a reassuring manner and was very clear in everything that was said. I was very satisfied with how the appointment went
- ✓ *I have met the Nurse before. She listens*
- ✓ I did not have to wait long to be seen

- ✓ *Every thing was ok staff were nice*
- ✓ The nurse who attended to me was polite, attentive, informative, and incredibly helpful. Seeing the same person again made the experience feel personal and reassuring. A truly humbling and positive visit.
- ✓ *Very informative and professional*
- ✓ I was happy with the service and staff was helpful
- ✓ *I went in for smear test and the service was good.*
- ✓ Happy with service today I received. Its a big change..
- ✓ *The practitioner I saw was very understanding, non judgemental and relatable. She was very helpful and gave me options for further assistance.*
- ✓ I had an appointment with Ms Amie Chauhan. She was very polite and helpful. I received very good help. I hope there are as many such people as possible in the health service
- ✓ *All the staff are very helpful*
- ✓ Staff were very helpful and cooperative.
- ✓ *Always had good service from receptionists nurse and doctors thank you*
- ✓ Very pleasant nurse and helpful
- ✓ *Friendly and helpful staff*
- ✓ Easy at getting appointment, no waiting taken on time, good care.

Not Recommended

- ✓ She was very polite this morning and very helpful
- ✓ *1. Was due an important appointment no call up or nothing no one text me why they haven't called when it's mental health and I need dosage of medication changed 2. I need dosage changed and they've worked it out so I've picked up a months prescription of medication that half works to then run out before my appointments due so I've just had to get medication that half works*
- ✓ My nurse was on time with appointment and was very informative

Passive