

FFT Monthly Summary: June 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
71	17	0	1	0	0	0	0	0	89	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:

321
89

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	71	17	0	1	0	0	89
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	71	17	0	1	0	0	89
Total (%)	80%	19%	0%	1%	0%	0%	100%

Summary Scores

99%

1%

0%

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: 99%

Percentile Rank: 95TH

0%50%100%

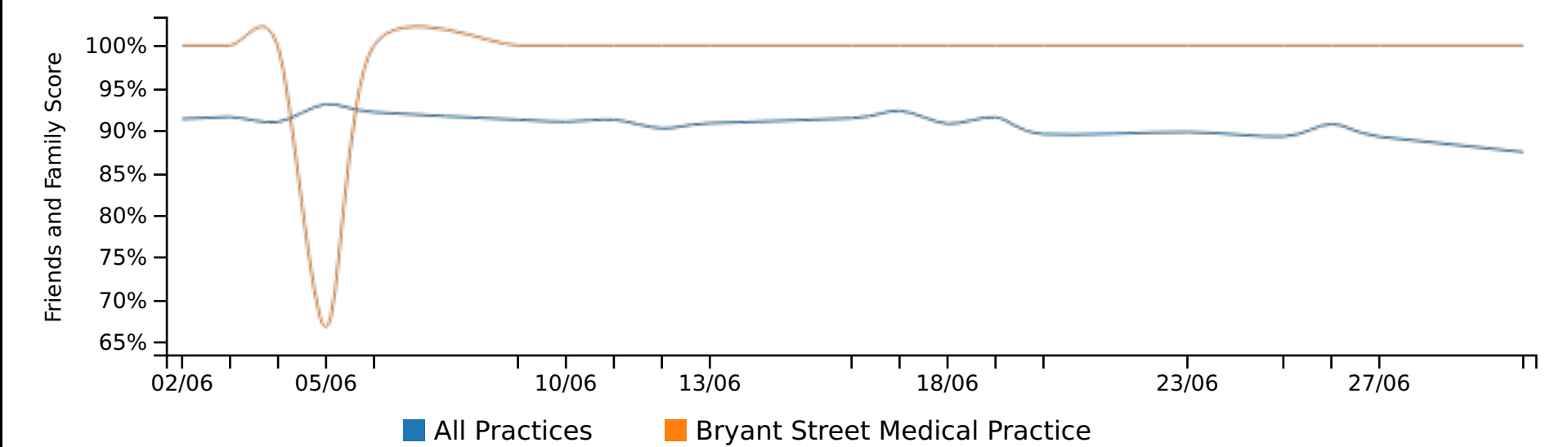
LowerMid

69%100%

Low ScoreHigh Score

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 95th percentile means your practice scored above 95% 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%	93%
Bryant Street Medical Practice	100%	98%	100%

Gender

All Practices

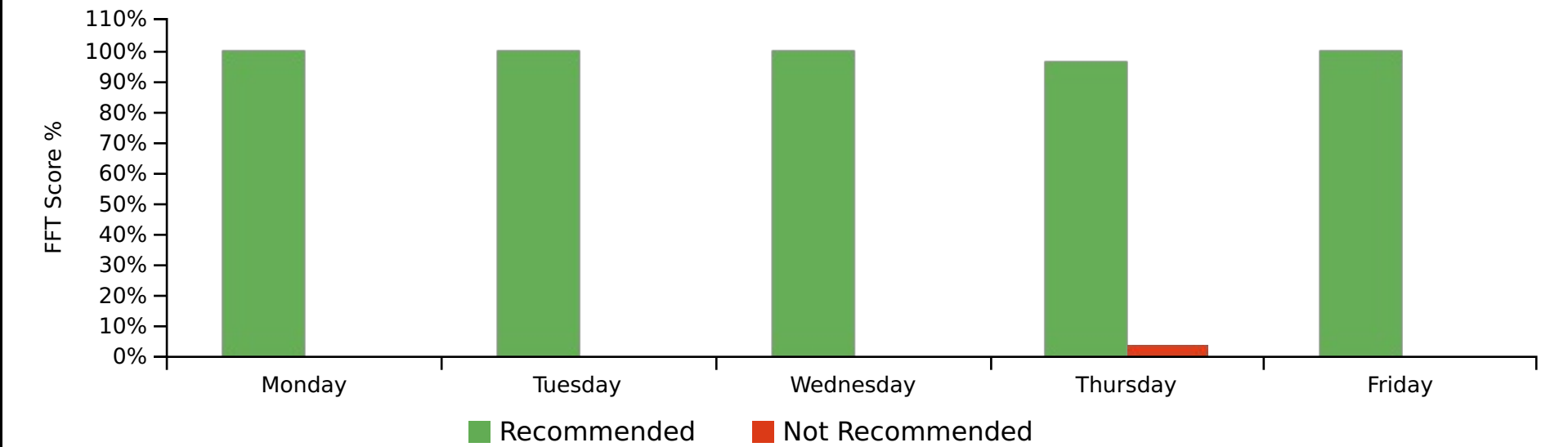
91%91%

Bryant Street Medical Practice

97%100%

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

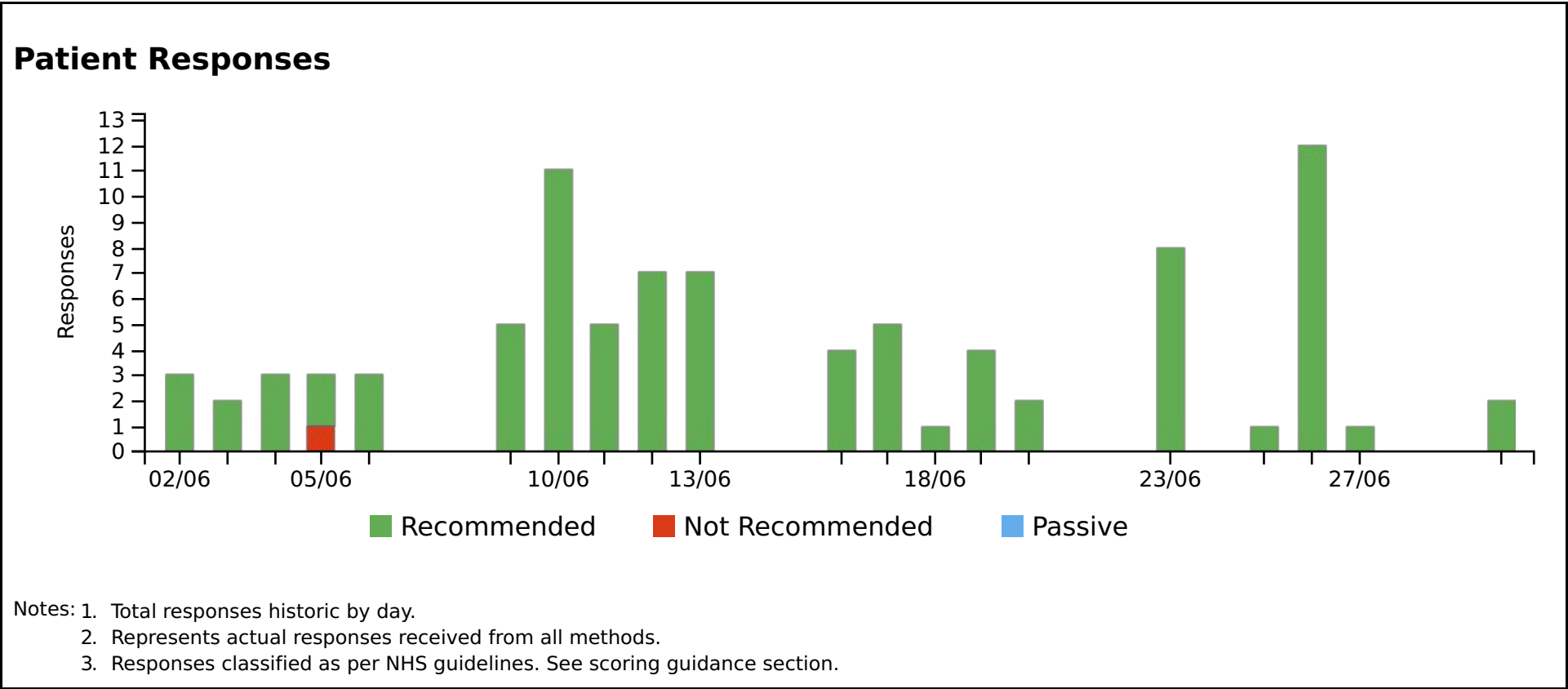
Practice Score: Day of the Week Analysis



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



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

- ✓ Dr very understanding
- ✓ *Improvements in customer service*
- ✓ The nurse was friendly and made me feel very at ease, also really Helpful when I asked questions about my options for contraception
- ✓ *The treatment room lady made me feel relaxed not at ease or anxious she was extremely friendly and lovely the time was not bad and the surgery wasn't to busy which is very rare to see very clean as well happy with the service*
- ✓ All the staff were lovely but the doctor i saw was amazing, took her time with me and listened
- ✓ *Because I received excellent service*
- ✓ I had a grate experience
- ✓ *Appointment was on time and very thorough*
- ✓ I felt very relaxed with the doctor and felt listened to
- ✓ *Ellie was very friendly and knew exactly how to get my difficult veins to take my blood. She actively listened to me and was very knowledgeable. She is a credit to the surgery*
- ✓ Friendly, quick and efficient.
- ✓ *Dr was very good listened to me and has put my mind st ease*
- ✓ Dr Hafeez is a kind and thoughtful person. He carefully listened to what I had to say about the issues regarding my knee pain. He was also thorough in his assessment of my knee. He explained his findings and what his intentions were to try and resolve the pain and discomfort in my knee. I was very happy with the appointment
- ✓ *Friendly*
- ✓ Brilliant survive
- ✓ *Ami the nurse is fabulous*
- ✓ Appointment was on time and doctor was very nice
- ✓ *Yes Maggie is very professional and polite well done*
- ✓ Very professional
- ✓ *Why's that then*
- ✓ Yes. Smiling service no waiting.in done and out
- ✓ *My question was answered*
- ✓ Appreciated seeing an actual person - the appointment was very helpful "very user friendly" nice to see a doctor with a " patient-side" manner - thank you
- ✓ *The doctor that I saw was very attentive, listened and made sure she understood all the information we spoke about. Was very quick to get my ultrasound booked in for this Friday. Arranged for more testing, concerning my bowels. Would like to thank her for her time.*
- ✓ HCA was brilliant. Very helpful, friendly and knowledgeable
- ✓ *Receptionist was nice and doctor was caring , kind and understanding*
- ✓ Good time keeping, friendly service.
- ✓ *The experience was positive*
- ✓ With personal experience with the GP.
- ✓ *Staff were friendly informative and very helpful.*
- ✓ Because she helped me and she was very pleasant lady
- ✓ *Because they are good in what they do and they gave easy access to any challenges*
- ✓ kind people, fast waiting, clean and very helpful
- ✓ *Blood test no marks or brushing very good*
- ✓ Easy access, on time , and nurse was great
- ✓ *Was listened to*
- ✓ Good service
- ✓ *Everything was running on time. The receptionist was polite and dealt with me as soon as I walked in. The nurse was professional and courteous and answered all my questions*
- ✓ Because always been good as gold
- ✓ *Reception staff are helpful and I like dr khan*
- ✓ I was seen very quickly and Amie was friendly and informative.
- ✓ *Because it was very good*
- ✓ Very good
- ✓ *The member of staff i saw today was lovely and made me feel at ease the whole appointment*

- ✓Very professional, helpful and listened .
- ✓*The GP was very helpful, respectful, patient, and friendly I felt comfortable around her*
- ✓Progression and courteous, did exactly what I needed for my appointment
- ✓*Prompt appointment. Lovely nurse, reassuring*
- ✓Aimee always makes you calm as don't like blood test
- ✓*Didn't have to wait long*
- ✓The service was excellent and Miss Ellen listened to me
- ✓*The friendliness I received with total care ,no waiting time Professional Friendly staff*
- ✓Very quick to get an appointment
- ✓*The service i recieve anytime I come for Treatment is excellent the staff are very attentive and detailed in sharing information they show love dignity and respect.*
- ✓Staff are always friendly, never had any issues here. Amie is great!
- ✓*Appointment was on time, all went well, got what I needed.*
- ✓The doctor was professional and efficient.
- ✓*Not poor*
- ✓Prompt attention
- ✓*The last month the surgery n doctor i have been seeing has been amazing*
- ✓Doctor was very thorough and very pleasant
- ✓*Quick service and friendly*
- ✓Because you asked,

Not Recommended

- ✓It was because I had to wait 30 minutes to be seen

Passive