

FFT Monthly Summary: July 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
69	17	1	0	6	0	0	0	0	93	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:

316
93

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	69	17	1	0	6	0	93
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	69	17	1	0	6	0	93
Total (%)	74%	18%	1%	0%	6%	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

Practice Score: 'Recommended' Rank

Your Score: 92%

Percentile Rank: 55TH

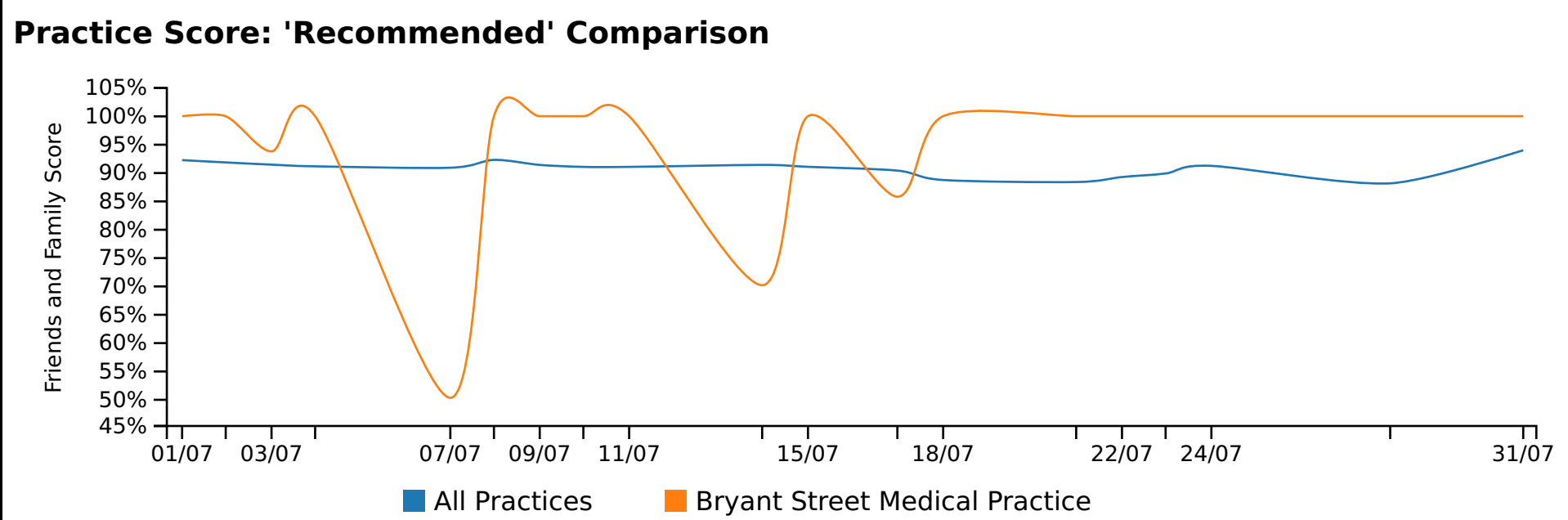
0%50%100%

0% Score

LowerMidHigh Score

92%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 55th percentile means your practice scored above 55% of all practices.



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	89%	91%	97%

Gender

All Practices

91%

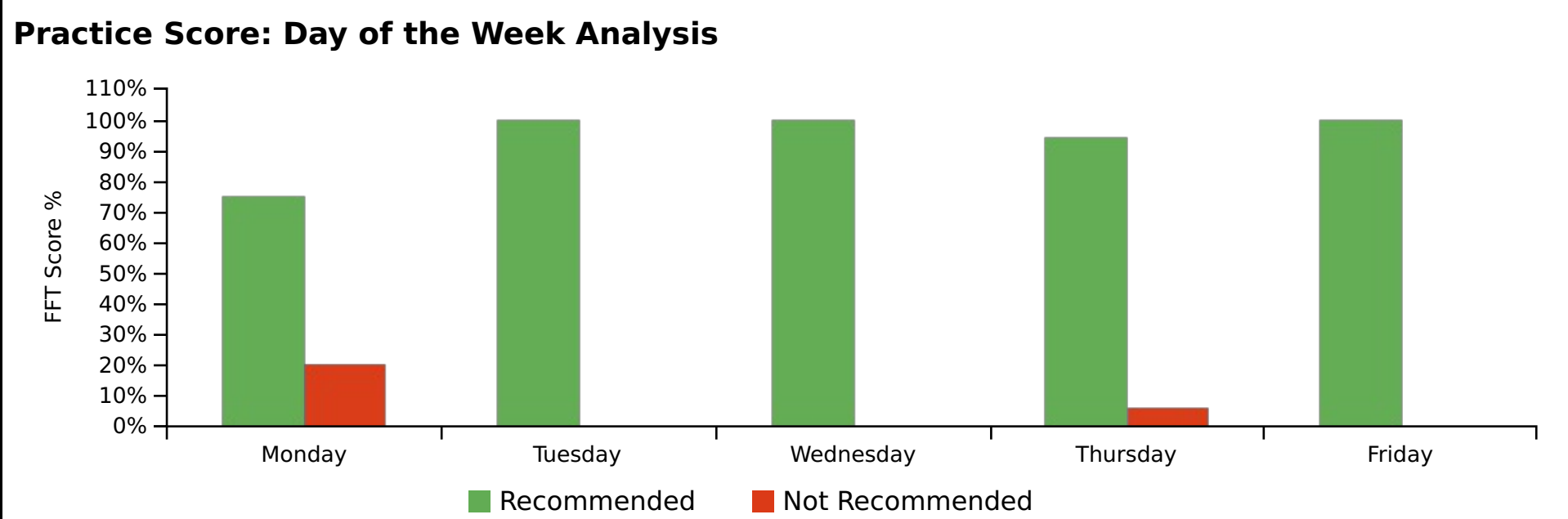
91%

Bryant Street Medical Practice

96%

89%

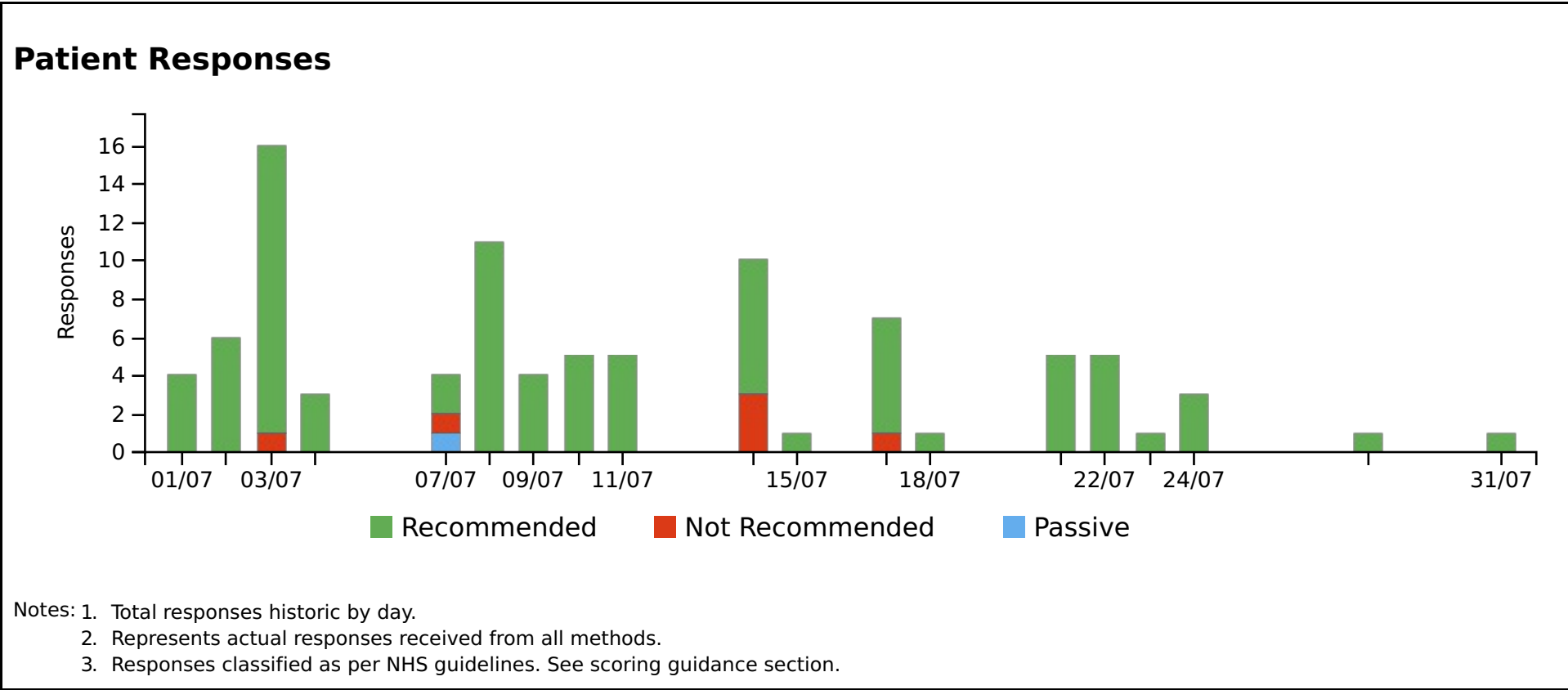
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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



- ✓ *Very friendly staff*
- ✓ The best doctor I've seen not that you see many these days
- ✓ *Nurse Amie is gentle reassuring and understanding louie was scared to have the blood test and was calming and reassuring*
- ✓ Highly professional
- ✓ *I was seen to very quickly & the staff were very nice .*
- ✓ The he doctor was really nice and understanding my situation
- ✓ *Dr Synthia Enyioma has been really helpful. Has showed a lot of concern and support for helping me. A really great doctor*
- ✓ Promptly seen on time and advised of further contact with GP
- ✓ *The nurse was sympathetic to how I was feeling and explained things well*
- ✓ Not long waiting for appointments , good and caring treatments.
- ✓ *Particular reason*
- ✓ Very good service
- ✓ *I had my appointment today with Amie Chauhan Practice Nurse and she was totally Professional and very helpful she did everything she needed to do for my appointment needs and very much put me at ease I couldn't have asked for a better nurse*

Not Recommended

- ✓ *Ladie was very friendly she ask my daughter lots questions about check her asthma.Thank you*
- ✓ *The appointment was cancelled*
- ✓ Very polite and helpful
- ✓ *The service was very good. My experience is rated as option 1*

Passive