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: 316

Responses: 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

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

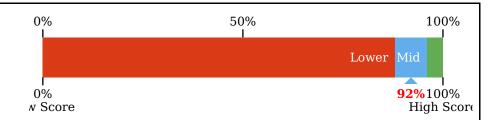
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

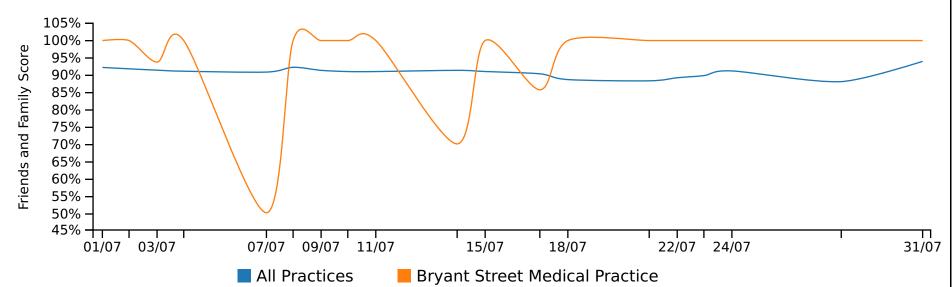
Your Score: 92%
Percentile Rank: 55TH



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

Age

	< 25	25 - 65	65+
All Practices	86%	90%	93%
Bryant Street Medical Practice	89%	91%	97%

Gender

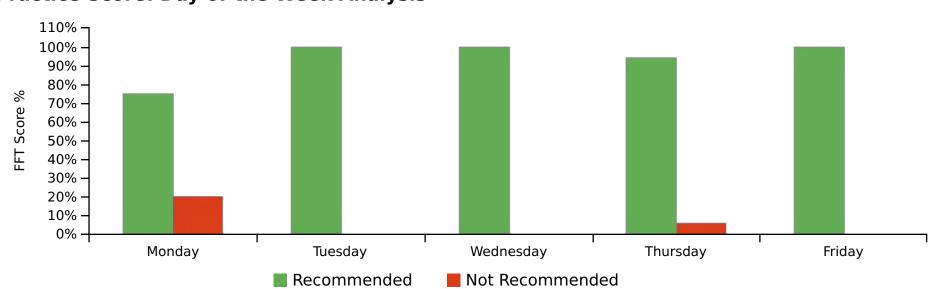




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

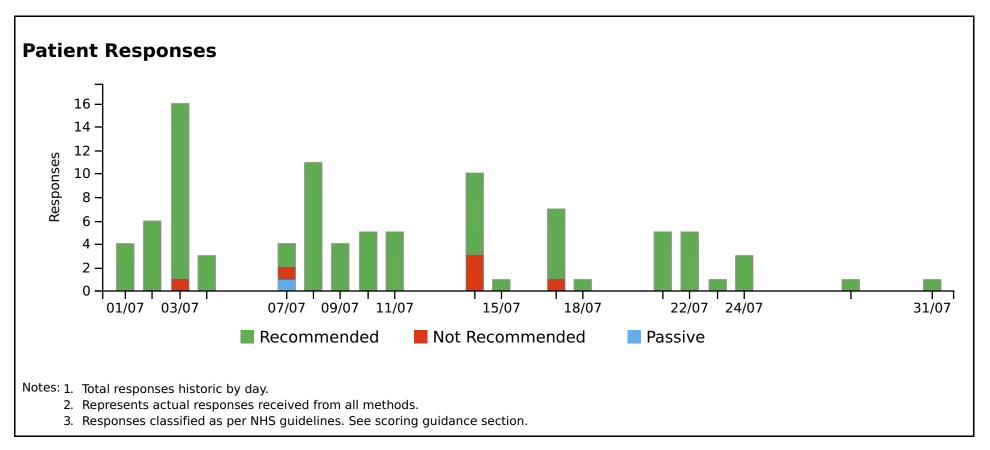
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic Tag Cloud 9 Reception Experience Arrangement of Appointment 11 Reference to Clinician 29 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing courteously caring many eno sentence fragements and is not an exhaustive analysis of all talking methodica points. much promptly promptly 3. Tag cloud is rendered using the fantastic 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

- ✓ Nurse Amy was very polite and done my copd check and blood test very professionaly.
- ✓ I was welcomed well and did not wait long for my appointment and
- ✓ Because I was happy with the nurse. As usual.
- ✓ Friendly reception staff and Ellie who I saw fort health check was warm, engaging and I enjoyed my conversation with her.
- \checkmark The welcome was excellent and the service that I got was equally the same.
- ✓ Ellie is lovely and helpful. And very gentle with taking blood
- ✓ Gave that answer because the dr explained everything clearly
- √ Amy the nurse is so good at her job
- ✓ It's the truth
- ✓ Very helpful went straight in
- ✓ She was nice person made me feel comfortable
- ✓ Very good
- \checkmark The team member who saw me was lovely so kind and informative a credit to the practice
- ✓ Because Amie is fantastic and always has been.
- ✓ Professional member of staff
- ✓ Patient service has drooped but nurse Amy is very good provides excellent care
- ✓ Doctor kind, considerate, methodical, explained clearly, and was understanding with a nervous patient.
- ✓ Amie is always very friendly and extremely helpful.
- ✓ Lovely nurse
- ✓ Because my appointment with the nurse was great she made me feel relaxed and the experience of my smear test was pleasant.
- ✓ Treated very courteously and professionally
- **✓** Because I got to see the Dr face to face x
- \checkmark My appointment was with nurse and she's very good at what she does. I'm very polite
- \checkmark Was checked thoroughly very by her methods by her examination of myself as I am over 80
- ✓I felt it was a good appointment
- ✓ The nurses the surgeon have are amazing
- ✓ Was seen on time for my nhs check appointment and the Nurse who saw me offered to do bloods when inquired about my Hb
- ✓ As and when I requested appointment surgery staff and Doctor's treatmented me very stasfacterly.
- ✓ All the staff in the centre today I came in contact with were friendly, welcoming and professional. I didn't wait long to be seen. You ladies deserve more recognition
- ✓ The staff were very helpful and service was very good clearly explained
- ✓I have been suffering with a condition for over 2 years and Dr Sheik has helped me enormously by referring me for x rays, scans and to a rheumatologist and my symptoms at last seem to be improving for which I am very grateful.
- ✓ Seen quickly, no fuss
- ✓ They do a good job! Nothing to complain!
- ✓ Aimee is very relatable and explains things well.
- ✓ Because I have to.
- ✓ Nurse was very friendly and helpful was seen on time .
- ✓ Very good. The doctor explained thoroughly and answered questions. Good contact with the patient.
- ✓ Felt very reassured
- ✓ All very nice, clear and helpful
- ✓ Upon arrival reception saw to me quickly and to take a seat. I went in at my appointed time and the nurse who took my blood was very pleasant and kind.
- \checkmark Receptionist was very helpful and nurse Ms A Chauhan was as always very kind
- ✓ Very professional and empathetic nurse. Seen on time
- ✓ Ws early for appointment but got seen within 10mins . Nurse is always welcoming and puts you at ease.
- ✓ I was seen very quickly and Aimee the nurse was very friendly and efficient when taking my blood
- ✓ Every element of my visit was excellent!
- ✓ Didn't have to wait long for my appointment. And the doctor i see was nice and listened to what I had to say
- ✓ Everyone was polite and professional

- ✓ 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
- \checkmark Promptly seen on time and advised of further contact with GP
- ✓ The nurse was sympathetic to how I was feeling and explained things well
- \checkmark 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