

FFT Monthly Summary: August 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
59	20	1	1	0	0	0	0	0	81	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: 291

Responses: 81

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	59	20	1	1	0	0	81
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	59	20	1	1	0	0	81
Total (%)	73%	25%	1%	1%	0%	0%	100%

Summary Scores

98%

1%

1%

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: 98%

Percentile Rank: 95TH

0%50%100%

0% Score

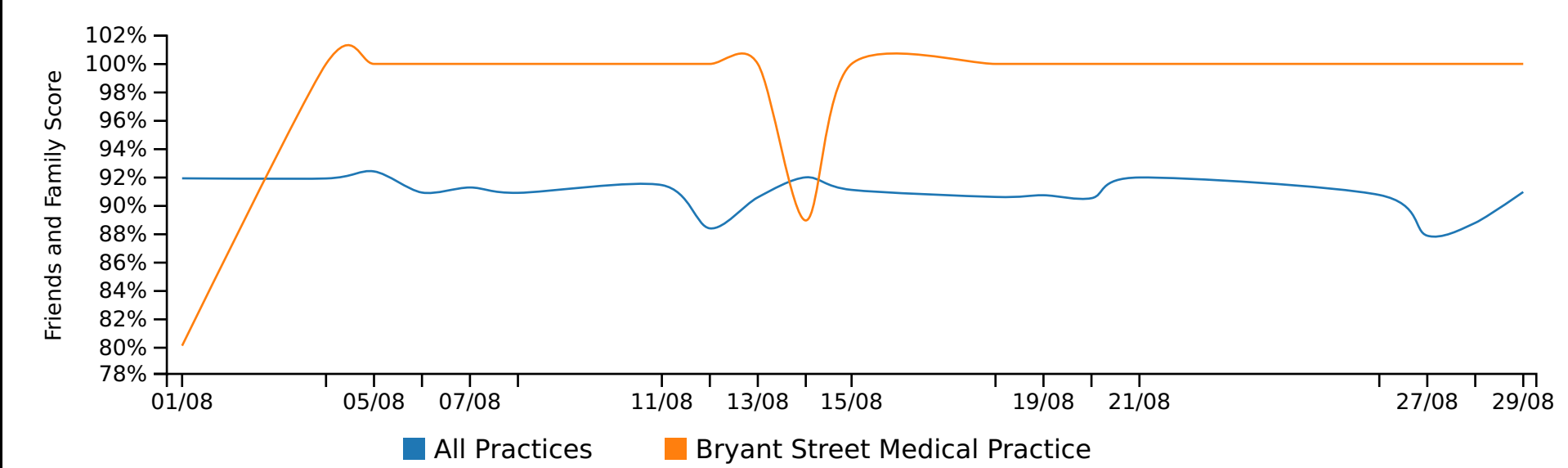
LowerMid

High Score

98%

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	85%	90%	93%
Bryant Street Medical Practice	100%	96%	100%

Gender

All Practices

91%

91%

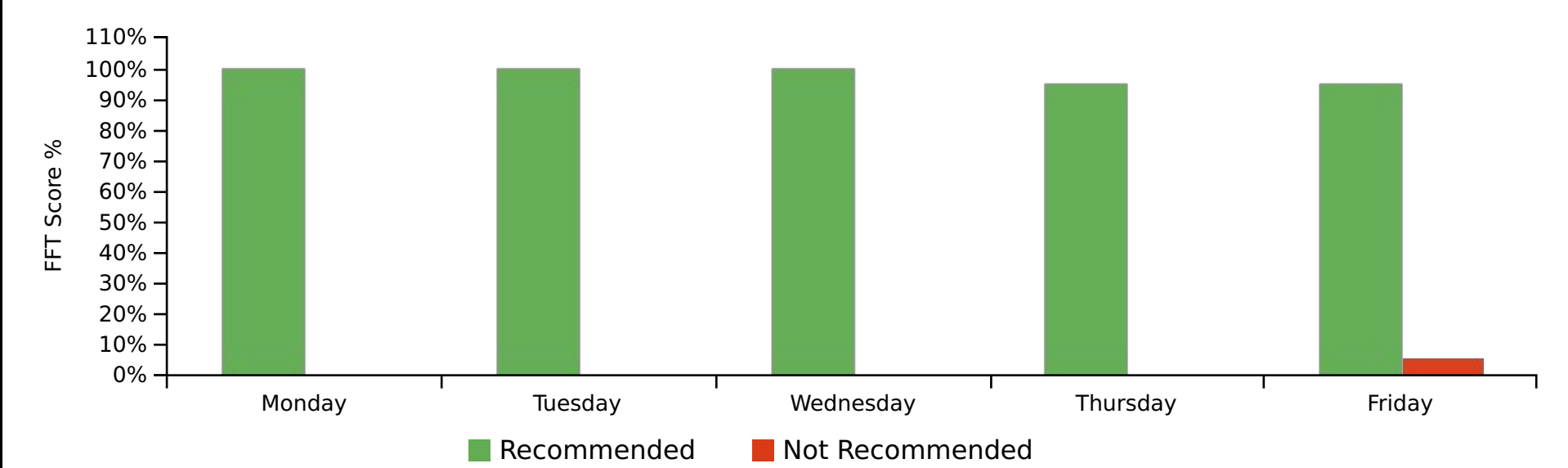
Bryant Street Medical Practice

98%

98%

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

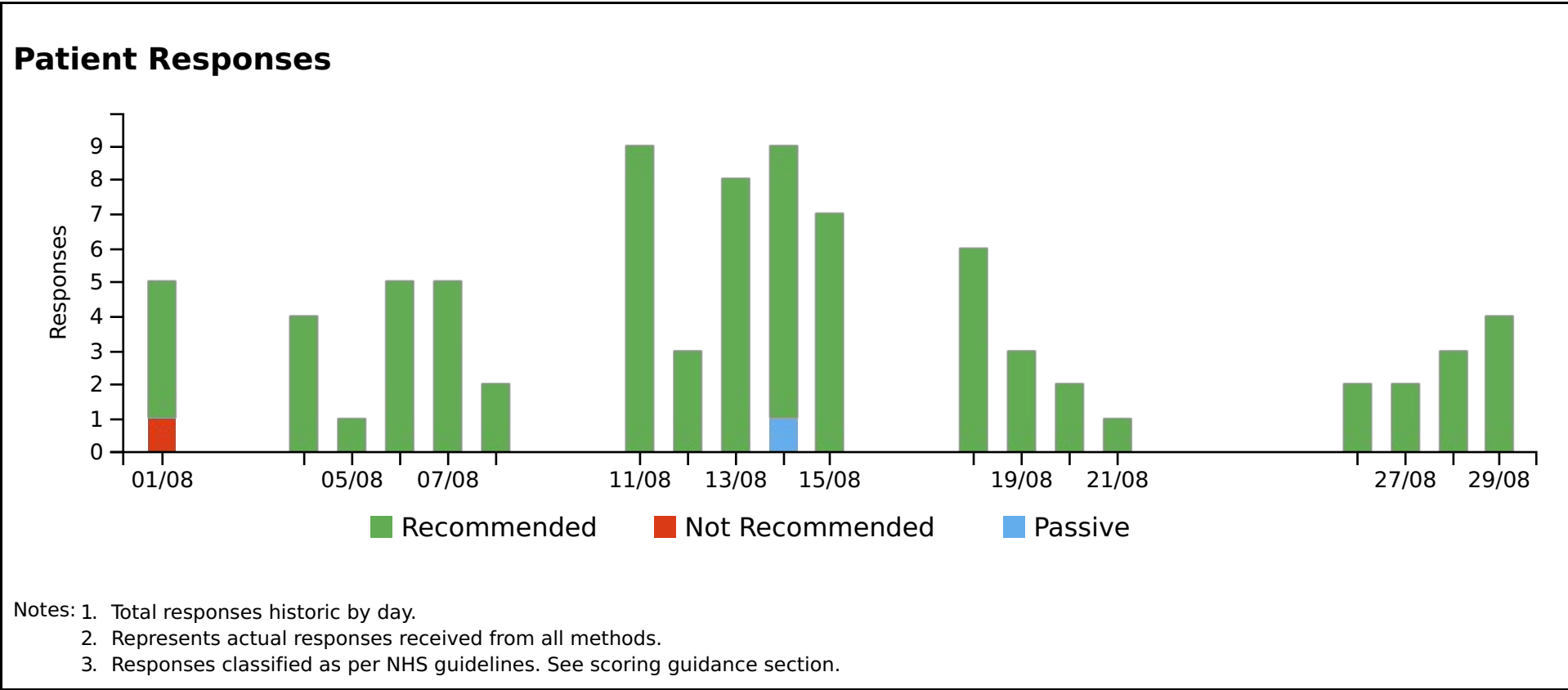
Practice Score: Day of the Week Analysis



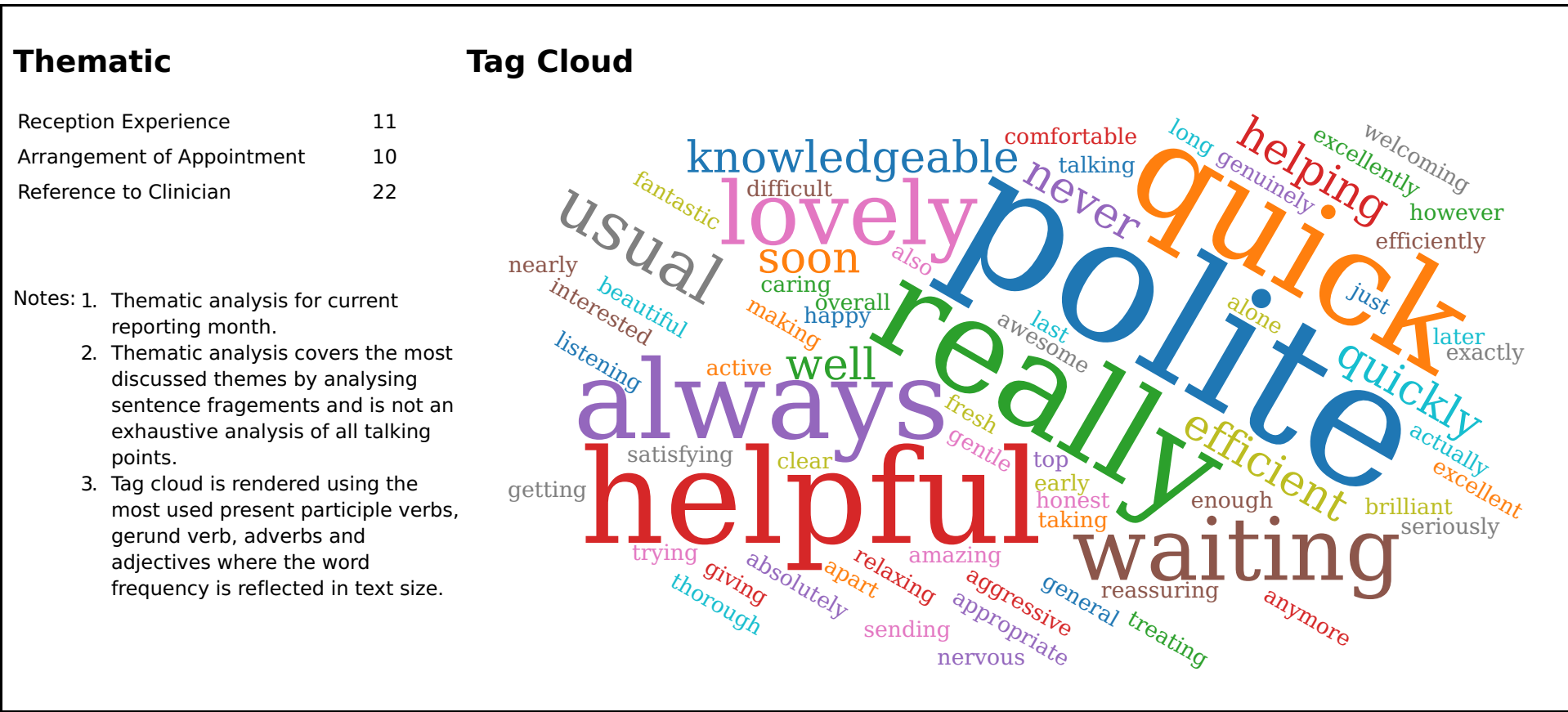
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓because I was satisfied with the doctor's attitude towards me. She gave me good advice.
- ✓Was good
- ✓Because I felt that the level of service I received was very good
- ✓Very quick very efficient all good
- ✓Was seen on time. Procedure carried out quickly and efficiently.
- ✓Very good professional care and prompt response
- ✓Ms Amie is amazing she always is when i take my baby into see her
- ✓The nurse was on time and very polite and very knowledgeable when I asked questions
- ✓Got an appointment very quickly, was seen soon after arrival and helped during my appointment
- ✓It was/nVery quick servic
- ✓The Nurse was awesome
- ✓Nurse was really helpful and pleasant,went in early.
- ✓Very friendly,no waiting and very informative.
- ✓The last two Dr's who treated me were very good and they took all action required to ensure that I receive treatment. And when they were talking they gave hope of being healed.
- ✓The receptionist I spoke to, and the nurse that I saw, were very polite and friendly. Making the overall experience a pleasant and relaxing one.
- ✓Very pleased with everyone today
- ✓The receptionist was lovely, my appointment was on time no waiting, I saw the nurse and as usual she was absolutely lovely and very good at her job and is a credit to your surgery.
- ✓Quick to get an appointment. No waiting around at the appointment. Very kind, reassuring treatment. I don't like needles and Ellie was really understanding and gentle.
- ✓On time friendly polite
- ✓No waiting time and dealt with all concerns
- ✓The GP response to my treatment and consultation is very good and satisfying.
- ✓Ellie was very kind and patient with my blood test. I have a phobia for needles and she was very understanding.
- ✓I had appointment with nurse Amie and was explain very clear what needed. This person has beautiful skill of listening. She offered some things which can improve my health condition. Thank you Amie
- ✓Their service is really good. They are really prompt and active. They Always try to give informations.
- ✓Today's visit was quick on time
- ✓I guess you're doing well. And attended to me soon as I got there this morning.
- ✓Lovely and caring staff. Made to feel very comfortable.
- ✓On time appointment, nurse was really helpful and understanding.
- ✓Very professional experience.
- ✓Timeous, Professional , pleasant and informative.
- ✓Listened to what I had to say, checked all my observations
- ✓The GP Dr Cynthia Enyioma was so pleasant, so helpful, had time to really listen and seemed genuinely interested in trying to help me. She was exactly what a GP should be, a breath of fresh air. I actually left the surgery and for the first time in years I didn't feel fobbed off.
- ✓Not all staff are as helpful as some
- ✓Received an appointment prompy
- ✓in general all is good,though i had some miscommunications that caused me some delays etc.apart from that,all good
- ✓Staffs are friendly
- ✓I based my score on how I was treated when I got seen by Ellie. She is always so polite and listens to me. However the receptionist needs to have better telephone manners, I find her very aggressive and not friendly or polite at all
- ✓Prompt efficient service. Polite staff.
- ✓Dr and Staff were very good
- ✓Because it was appropriate.
- ✓Quick, polite and helpful
- ✓Because they speak and helping good
- ✓Because I nearly have her when I have to come to the surgery
- ✓Good honest opinion

- ✓ Never had any problems with getting help when needed very prompt and friendly staff
- ✓ *I was seen at my appointment time. The nurse was friendly and professional.*
- ✓ Very good service Very polite
- ✓ *Got a brilliant service without any issues. And info on what I need to do for my health . COVID jab and flu jab later in the year .*
- ✓ It was a good appointment with the nurse
- ✓ *Been happy with Amie's friendly service x*
- ✓ Excellent service well informative and understanding
- ✓ *Very ashauring and helpful*
- ✓ I had to see the nurse for my copd review and as always was treated excellently
- ✓ *No if giving top mark is not enough please stop sending me these surveys.*
- ✓ The nurse and the doctor were very friendly
- ✓ *As a very nervous & difficult to bleed patient, Ellie & the nurse both put me at ease & were both very pleasant & reassured me during appointment*
- ✓ Appointment on time and quick. Lady at reception was friendly
- ✓ *The Doctor was very friendly ,I like her service. Also the GP reception service is good.*
- ✓ Welcoming and knowledgeable staff
- ✓ *Because I've been there for over 20 years or more doctor choudhry a*
- ✓ Nurse Amie was fantastic as always and explained everything xx
- ✓ *The doctor conducted a very thorough examination, asked me lots of questions and listened to my concerns. I was referred to clinics for scans and follow up examinations. Lovely and kind greetings. Thank you.*

Not Recommended

- ✓ Wasn't taken very seriously Wasn't prescribed anything as told my migraine was only "9 days" when I said it's usual as I've never experienced migraines before let alone for this long Told to just continue taking over the counter nurofean/paracetoml when I explained I have 2x a day and it's not been helping she said take it 3x a day. Treating the symptom and not the cause of what it could be. Said she is not concerned as the pain is a 5 Was told it could be stress when I'm not anymore stressed then usual and a tension headache as alot of people know is at the front like a band

Passive