

FFT Monthly Summary: September 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
81	5	1	0	1	0	0	0	0	88	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:

336
88

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	81	5	1	0	1	0	88
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	81	5	1	0	1	0	88
Total (%)	92%	6%	1%	0%	1%	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

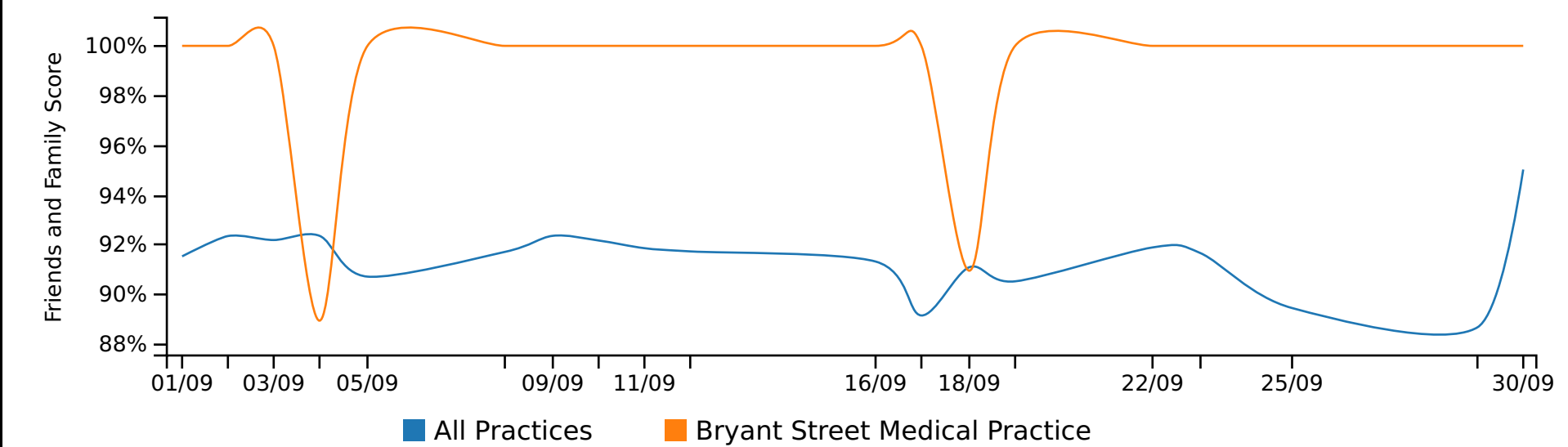
LowerMid

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	87%	91%	93%
Bryant Street Medical Practice	100%	96%	100%

Gender

All Practices

92%

91%

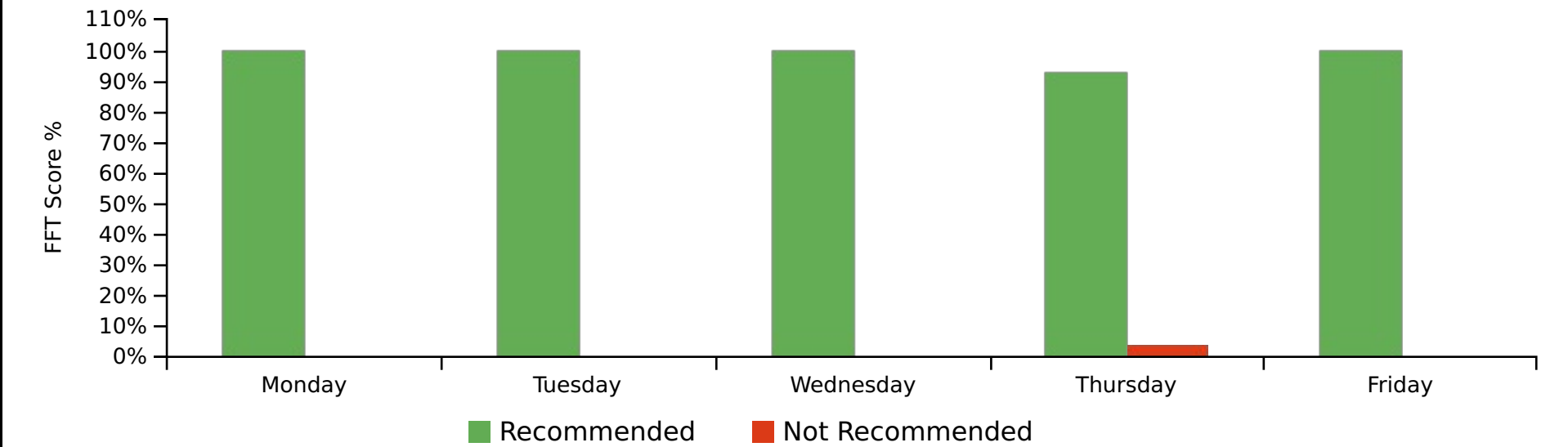
Bryant Street Medical Practice

100%

96%

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

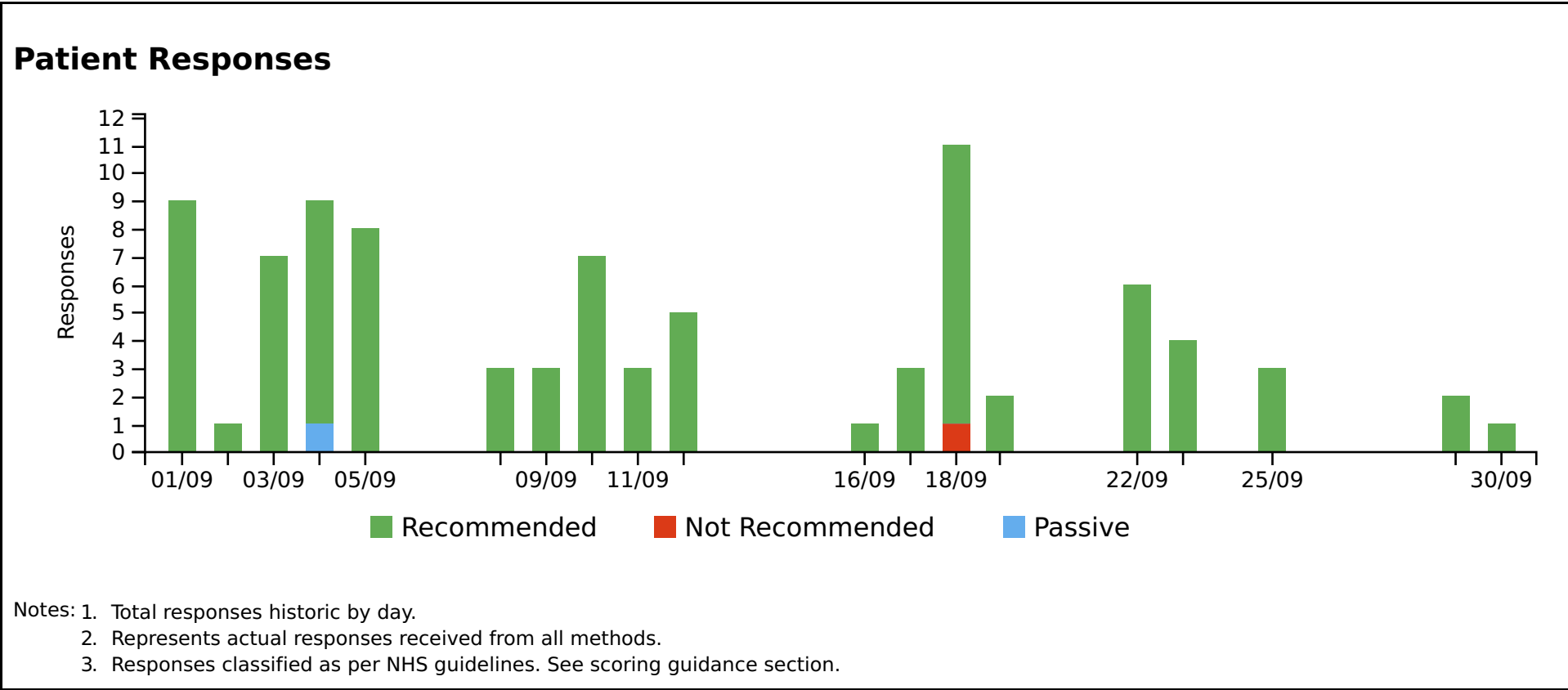
Practice Score: Day of the Week Analysis



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

Reception Experience	11
Arrangement of Appointment	3
Reference to Clinician	22

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.

Tag Cloud

The tag cloud displays a variety of words in different sizes and colors, representing their frequency in the data. The largest words are 'friendly' (blue), 'polite' (green), 'always' (orange), and 'efficient' (purple). Other significant words include 'welcoming' (blue), 'caring' (red), 'amazing' (pink), 'happy' (pink), 'waiting' (green), 'straight' (blue), 'reassuring' (blue), 'absolutely' (blue), 'comfortable' (blue), 'long' (green), 'regarding' (pink), 'pleasant' (blue), 'nice' (blue), 'especially' (purple), 'welcome' (green), 'perfectly' (green), 'attentive' (green), 'explaining' (green), 'away' (green), 'really' (green), 'secondly' (green), 'just' (green), 'respiratory' (green), 'considerate' (red), 'supportive' (red), 'advisory' (blue), 'thorough' (blue), 'genuinely' (blue), 'overall' (purple), 'disabled' (blue), 'lovely' (green), 'shortly' (blue), 'ever' (blue), 'equally' (pink), 'thoughtful' (blue), 'great' (blue), 'new' (red), 'high' (blue), 'general' (blue), 'final' (blue), 'never' (orange), 'extremely' (blue), 'short' (blue), and 'quickly' (blue).

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

- ✓ Abbi is always pleasant and polite.
- ✓ *An overall good service*
- ✓ On time pleasant staff.
- ✓ *Every couple of months I have to have a jab with nurse. Who is very efficient.*
- ✓ Ami is very thoughtful and kind regarding my disabled brother and also gave him the respiratory jab
- ✓ *The receptionist was helpful and friendly. I went in very shortly after my booked appointment time. The doctor was nice and made me feel at ease throughout the appointment. The care was good*
- ✓ the staf was very excellent and supportive
- ✓ *Nice and friendly and helpful*
- ✓ Seen on time, nurse is lovely, reassuring and puts you at your ease
- ✓ *Lovely staff, good doctor explained everything*
- ✓ Had a blood pressure test with the nurse who made me feel relaxed and at ease, she also helped me sort out another problem I had with the waiting list for the hospital.
- ✓ *Appointment on time, friendly greeting and check-in by HCA at reception and good service with nurse.*
- ✓ Because the staff is very polite helpful and considerate
- ✓ *Nurse is chaty and puts you at ease*
- ✓ I wished to convey my satisfaction with your excellent service.
- ✓ *Very efficient service and polite and professional staff*
- ✓ Good service from receptionist and nurse .
- ✓ *Very friendly and polite*
- ✓ Because they are always very welcoming and efficient.
- ✓ *Because the reception front line staff always listen especially if they are respected.They hear people and tolerate people who over explain.Over explaining can be excellent but it is equally sometimes emotive.They never, in my experience, judge they listen if they are also respected. They don't always make final decisions but they are in a position to make good judgements.Respect and understanding that they are in a good advisory position goes a long way. They demonstrate this.I've never had a fail from them.*
- ✓ I gave those answers because we found you very helpful caring and understanding and you took the time to listen
- ✓ *Very helpfull secretary also lovley nurse.*
- ✓ Turn up, not long to wait, everyone helpful!!
- ✓ *First of all I rang this morning and somebody answered straight away Secondly I was offered an appointment this afternoon Third my nurse Amy is absolutely excellent*
- ✓ Seen on time doctor very good
- ✓ *I learnt something new regarding my vaccination and general health*
- ✓ Everyone at the surgery was helpful, they are good people, this is one of the most helpful Practice have ever seen. Lisa is amazing.
- ✓ *The person who took my blood pressure today was very polite and reassuring*
- ✓ Friendly and professional staff. Greeted with a smile at reception. Seen quickly, made to feel welcome and just great service.
- ✓ *Amie, the nurse was kind, polite, attentive, and welcoming.*
- ✓ Because I like the way I was attended to
- ✓ *Very good*
- ✓ Reception were friendly and helpful. Nurse was kind and helpful
- ✓ *She attended to with my emphaty and advice*
- ✓ Receptionists extremely friendly and helpful, doctor really pit my daughter at ease
- ✓ *Made to feel comfortable. Nurse was very thorough and made me feel at ease.*
- ✓ Because you asked me
- ✓ *Because I read the text how was your experience in Bryant st GP surgery.Thats why I put 1 was very good.*
- ✓ Because I was genuinely happy with the efficiency and the way in which I was seen by Nurse Amie whilst have my medication monitoring observations carried out
- ✓ *I did not have to wait to b seen and nurse was very helpful.*
- ✓ Because it's always very good in my opinion
- ✓ *Helpful stuff*
- ✓ Because I was satisfied

- ✓ *The lady who saw me was very professional and extremely helpful..!!*
- ✓ Because the Nurse amie is always helpful and kind.
- ✓ *I give the medicalCentre over allRating of 10 good*
- ✓ Aimee our practice nurse is excellent
- ✓ *The nurse was absolutely helpful*
- ✓ The nurse was friendly and was a short wait to be served
- ✓ *As for me today, everything was done perfectly.*
- ✓ Very understanding a caring
- ✓ *Good service*
- ✓ Because I was all right with what they did
- ✓ *Because I was attended with respect and high degree of profesionalism*

Not Recommended

- ✓ Very good

Passive