

FFT Monthly Summary: May 2025



Dr Johnson & Partners (Ash Surgery)
Code: N82073

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	5	1	1	0	0	0	0	0	50	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:

130

Responses:

50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	5	1	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	5	1	1	0	0	50
Total (%)	86%	10%	2%	2%	0%	0%	100%

Summary Scores

96%

2%

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:96%

Percentile Rank:80TH

0%50%100%

0% Score

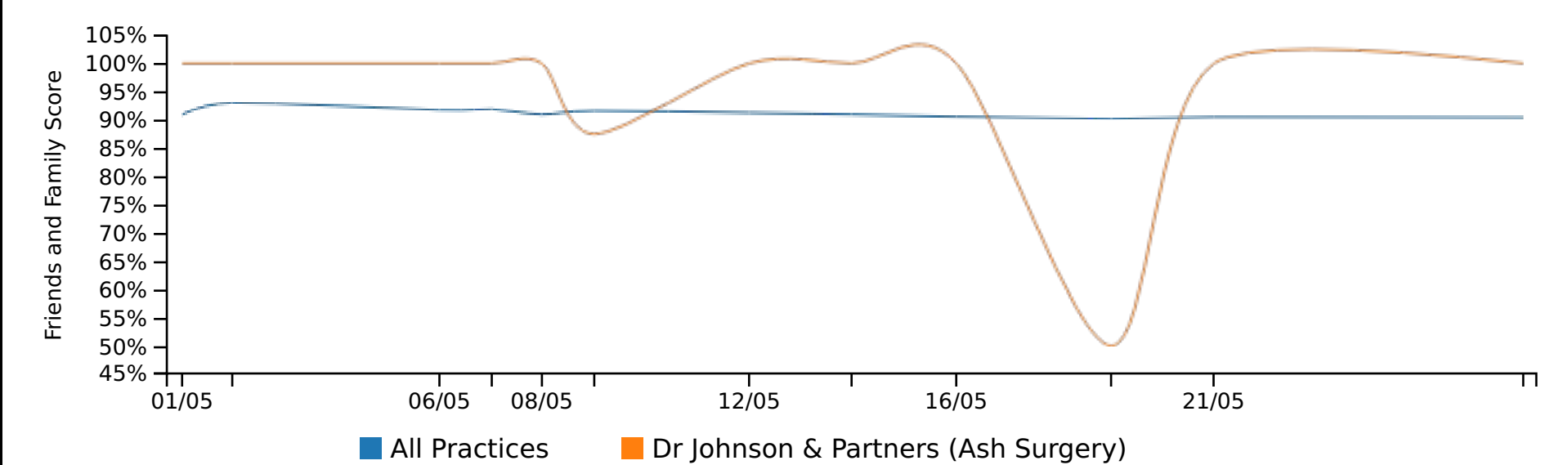
LowerMidHigh Score

96%

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 80th percentile means your practice scored above 80% 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%
Dr Johnson & Partners (Ash Surgery)	100%	93%	100%

Gender

All Practices

91%

91%

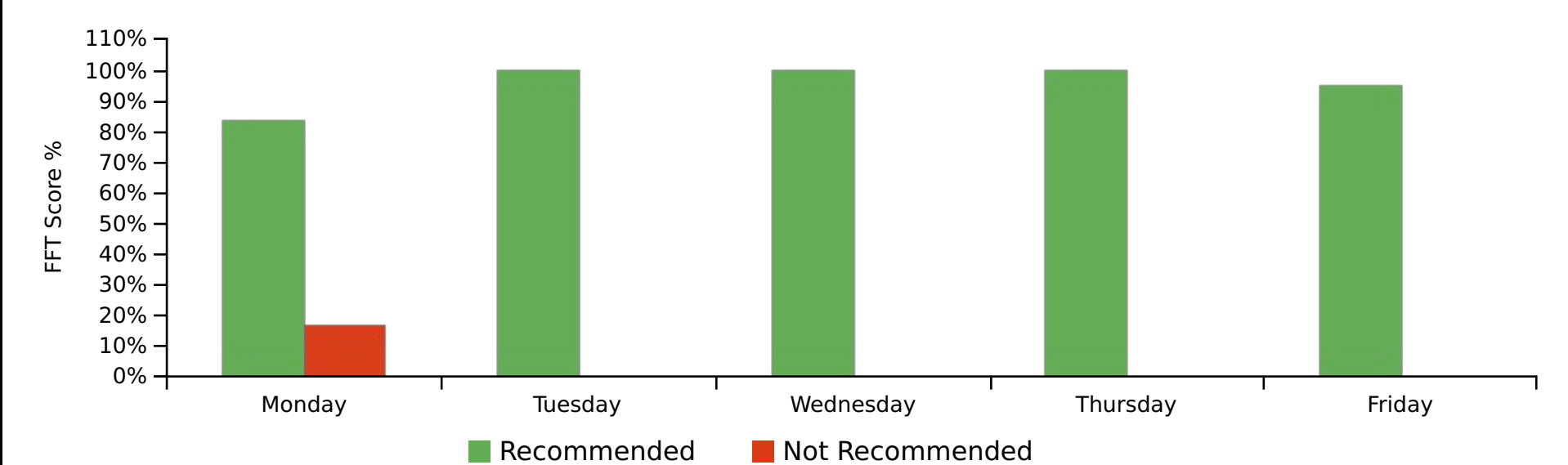
Dr Johnson & Partners (Ash Surgery)

94%

97%

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

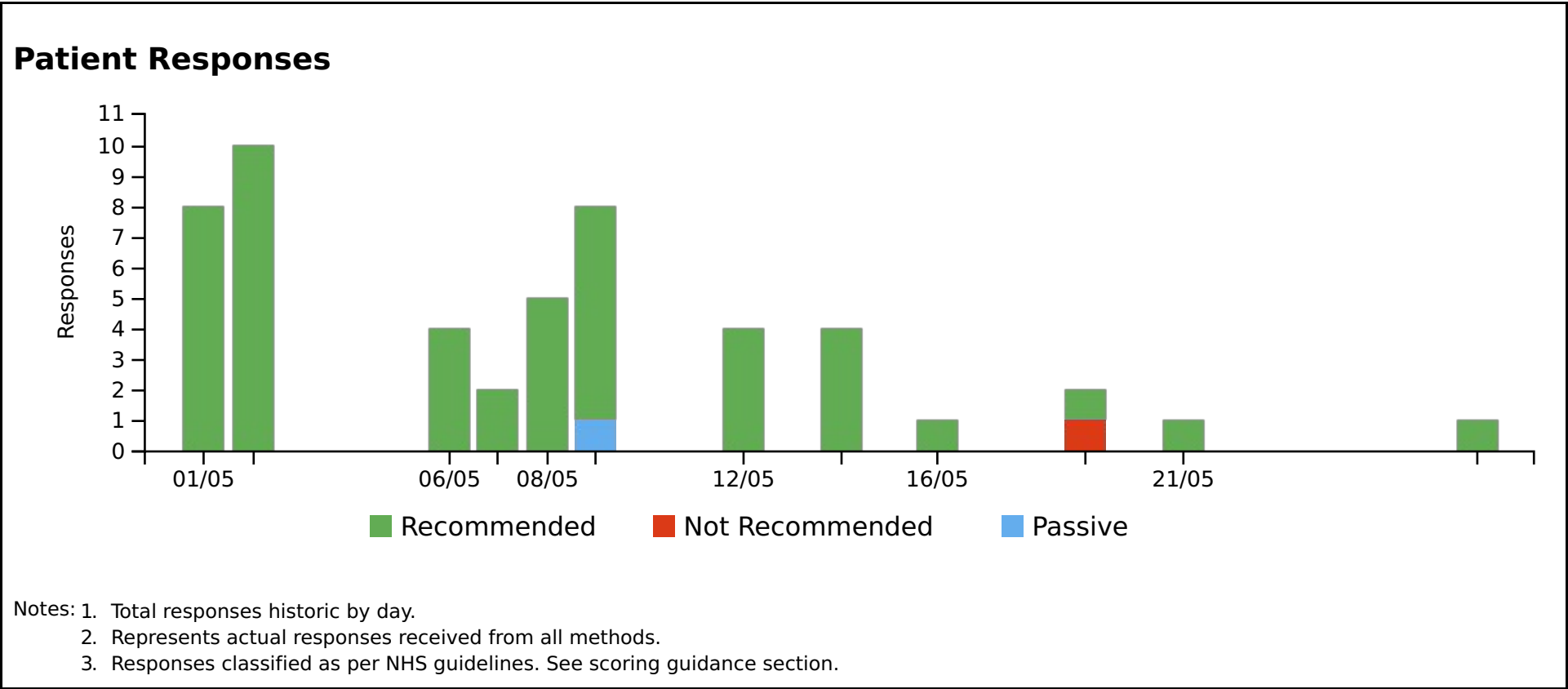
Practice Score: Day of the Week Analysis



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	6
Arrangement of Appointment	12
Reference to Clinician	12

- 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



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

- ✓ Always helpful staff can get appointments most of time
- ✓ *Always had great service, not really any complaints Appointments made quickly and efficiently, not much waiting in waiting rooms.*
- ✓ At my appointment with Victoria today everything was explained to me why I was invited in to check in on me because I was of a certain age and I'm not one for going to the GP all the time just to check how I was . Victoria was very professional and explained everything.
- ✓ *I'm 80 and not an early morning person so trying to get an appointment by phone is very difficult.*
- ✓ Very approachable and friendly manner. Was consulted about symptoms and preferences for treatment and was given full information about possible side effects.
- ✓ *Was worried about my diagnosed hernia and another appearing .You kindly called me with a appointment today.Thanks*
- ✓ Results given swiftly. Reception staff great.
- ✓ *I was seen to really quick and was listened too*
- ✓ Easy to book got what I needed
- ✓ *All the staff are pleasant, courteous and always try to give the best assistance they can.*
- ✓ In depth care, from detailed explanation to encouragement !
- ✓ *Careful management and support at all times.*
- ✓ On time , good knowledge
- ✓ *Excellent*
- ✓ There was no waiting around, the dr was most helpful and talked me through the process
- ✓ *Yes prompt appointment, I had time to adjust questions and I was given exercises and advise.*
- ✓ I had my annual review with the nurse this week. She noticed a problem with my swollen ankles and made an appointment two days later with the ANP to review. He was very helpful and organised a blood test.
- ✓ *Quick support, Doctors and staff all helpful*
- ✓ On time. I had a vaccination which was performed competently. Staff were pleasant and professional.
- ✓ *Quick, on time & agreed with assessment*
- ✓ Be cous that's the way I felt v
- ✓ *Care Coordinator covered all areas of my health both physically and mentally.*
- ✓ Responsiveness and was able to get what I needed from the surgery rapidly resolved
- ✓ *Seen on time, very friendly welcome and clear and precise questions asked*
- ✓ Fast and efficient
- ✓ *From the core staff I have always felt listened to and cared for to a very high standard. The Dr's always chase other health professionals and support me in various ways. Special mention to Dr Jermin who has recently been caring for a very severe issue and has been amazing and probably saved my life.*
- ✓ Seen on time - very thorough consultation.
- ✓ *I was due a second vaccination but was 3 days too early . Probably my own fault although I did explain the timing when booking the appointment. Karen however explained the position clearly and I have rebooked. No issues from me*
- ✓ Usually happy to help
- ✓ *Approachable and friendly GP who made me feel comfortable and listened to and investigated and followed up perfectly.*
- ✓ Very Professional and caring
- ✓ *Karen was very clear*
- ✓ All the doctors I've seen are kind, thorough and genuinely do the best they can for the patients . I've always been able to access the practice in a timely manner . Very happy with the service they provide
- ✓ *Appointment ran on time and it was a very pleasant and helpful consultation and review with the nurse.*
- ✓ I have been a patient of this practice for many years and always been treated with great courtesy and professionalism.
- ✓ *I was late for appointment, and was still seen. Had a little anxiety, but put at ease by the nurse*
- ✓ Efficient, good manner, explained well ..
- ✓ *The lady was polite confident and helpful*
- ✓ Appointment was on time. Nurse was friendly and professional

Not Recommended

Passive

✓ Short notice cancellation of my appointment today.