

FFT Monthly Summary: November 2025



Matrix Medical Centre
Code: G82719

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
67	11	2	2	4	0	0	0	0	86	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: 322

Responses: 86

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	67	11	2	2	4	0	86
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	67	11	2	2	4	0	86
Total (%)	78%	13%	2%	2%	5%	0%	100%

Summary Scores

91%

7%

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:91%

Percentile Rank:40TH

0%50%100%

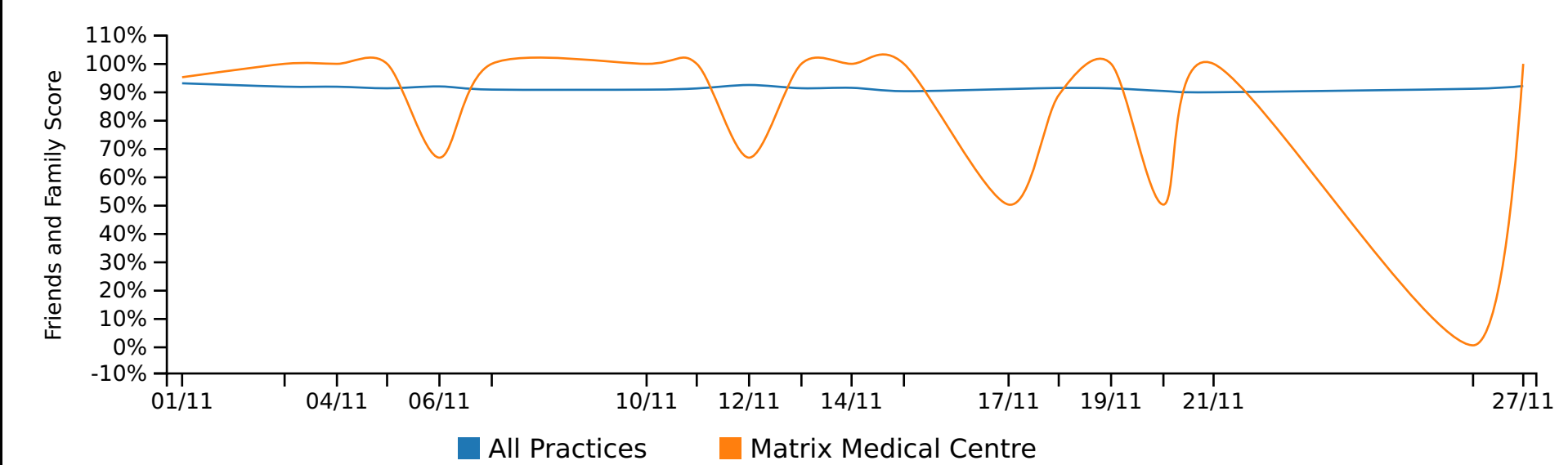
0%Score

LowerMidHigh Score

91%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 40th percentile means your practice scored above 40% 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%	91%	93%
Matrix Medical Centre	100%	88%	94%

Gender

All Practices

92%

91%

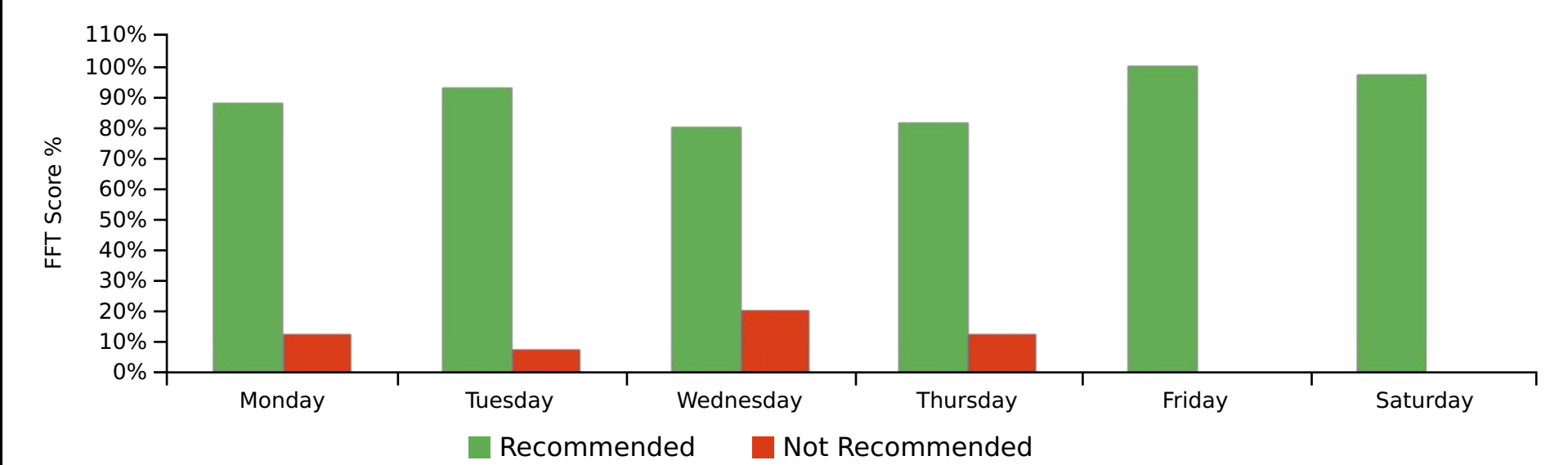
Matrix Medical Centre

91%

91%

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

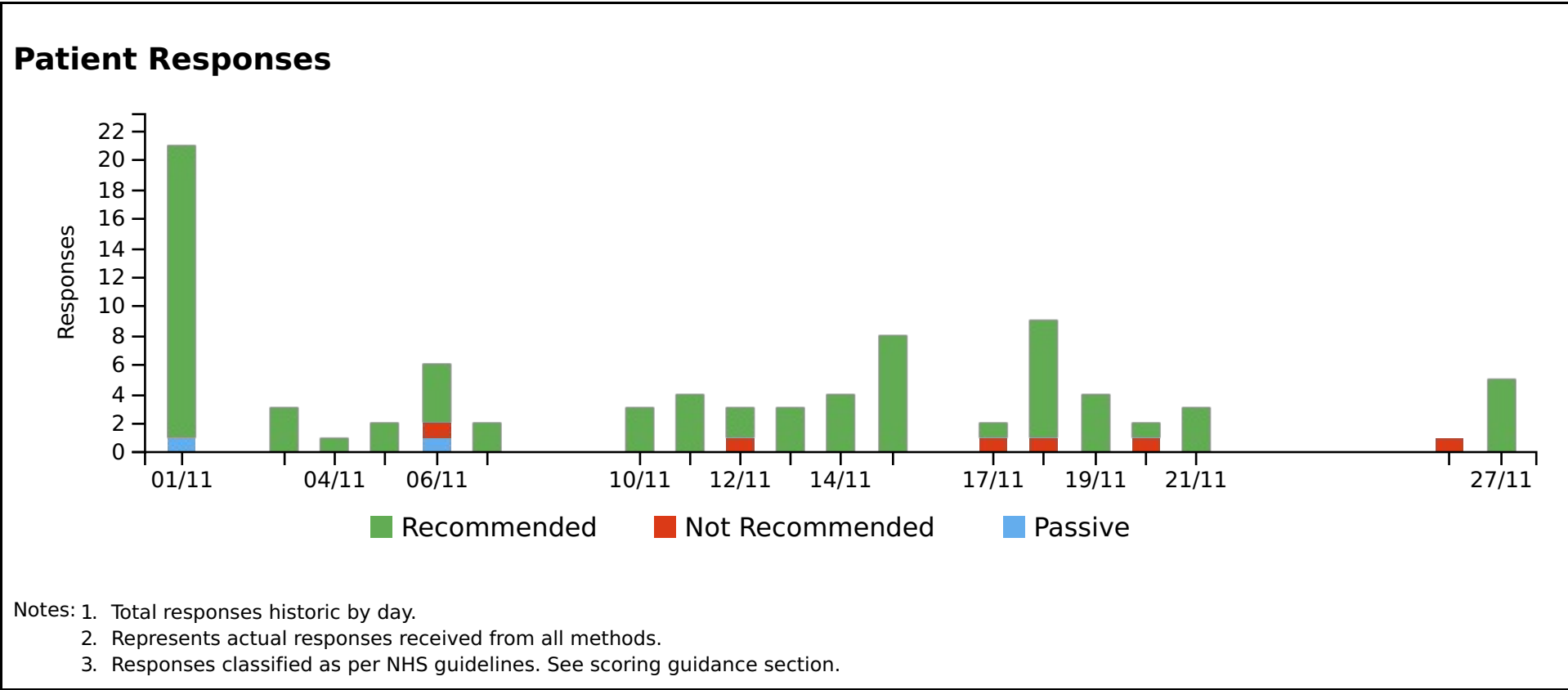
Practice Score: Day of the Week Analysis



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	12
Arrangement of Appointment	13
Reference to Clinician	16

Tag Cloud

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.

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

- ✓ We met with ms Kay Rennalds who was very supportive and gave me time to explain our problems. We did not feel rushed. We went into the appointment with multiple worries and left feeling very positive. I couldn't have asked for a better appointment. Thank you .
- ✓ *Staff always provide a friendly and reliable service. Most of the time, I manage to get an appointment and always receive repeat prescription medication upon request*
- ✓ Friendly staff.
- ✓ *I had 3 reminders for the appointment and the nurse was lovely. She explained what she was going to do and put me at ease which made me relaxed. Smear tests are always not pleasant.*
- ✓ There was very little little waiting time and the nurses were very efficient. In and out in 10 mins
- ✓ *Always helpful staff and very polite amazing nurses great at the job they do*
- ✓ Excellent dialogue exchange , helpful information and good advice for my future.
- ✓ *Always helpful ,efficient.*
- ✓ Quick service
- ✓ *Prompt appointment and friendly and professional nurses*
- ✓ Staff at luton & tunbury always polite & friendly, quick response from Gps with telephone call back. Staff good with reminders even if I dont respond. & Nurses doing a great job too.
- ✓ *It was fast and frendly*
- ✓ The nurse was very gentle and thorough. Good old fashioned nurse don't have much around anymore. Very friendly and caring.
- ✓ *The nurse was very helpful*
- ✓ Good and prompt service
- ✓ *Good efficient service*
- ✓ Good for getting appointments
- ✓ *Because the service was very good*
- ✓ Always no problem getting appointments or advice receptionist very pleasant and appointments on time
- ✓ *Dr was very helpful and listened to what I had to say and rang me back at time specified*
- ✓ Didn't wait long, straight in within minutes and gone
- ✓ *Arrived early for my appointment and was seen*
- ✓ Very efficient Practice, helpful staff who are also very friendly and professional
- ✓ *Very short wait and friendly staff*
- ✓ I always find the service to be friendly, efficient and professional
- ✓ *Dr very thorough,*
- ✓ Friendly and respectful staff and seen on time
- ✓ *Appointment on time no fuss straight in & straight out*
- ✓ Just excellent and efficient
- ✓ *Appointment on time, made to feel comfortable and welcome*
- ✓ All gp. Are. Really good. M
- ✓ *I had no problems with it*
- ✓ Prompt appointment time
- ✓ *Jackie is a superb nurse*
- ✓ See the nurse on time talked about my copd things not to eat drink great eye opener thank you
- ✓ *I came for Flu and Covid jabs , it was very quick and efficient.*
- ✓ Very helpful, calm and patient with me.
- ✓ *The surgery are always very helpful and polite*
- ✓ Receptionist was friendly and efficient. I went into my appointment on time. Jackie who I had the appointment with was fantastic. She listened to everything I said and advised accordingly and I felt she was invested in my wellbeing. Thank you
- ✓ *So helpful and caring*
- ✓ Very efficient service
- ✓ *Friendly and caring staff*
- ✓ Friendly, efficient staff and quick response.
- ✓ *Because the service provided was first class,thank you.*
- ✓ The call was a surprise and I felt that it showed I had some importance and was cared about.!

X *Very approachable and good service.*

Not Recommended

- ✓ Disent solve the problem ,made it worse
- ✓ *When you go online, it's not clear how one is supposed to book an appointment, there's an option for appointments, however when go into it, you can only cancel an appointment. You have to figure out which option to choose to book one.When you speak to the GP reception, they are very unhelpful, they too don't give you full instructions of how to complete the booking appointment task online.*
- ✓ Because you don't see a doctor, you get spoken to over the phone, last time I felt like I was being told off, it was not a kind or particularly helpful conversation
- ✓ *The diabetic nurse who I saw was exceptional. Kind, understanding and helpful*
- ✓ No.
- ✓ *Not proactive in doing meds or diabetes reviews rarely get to see a GP in person as diagnosis is usually done remotely when you do finally get to see someone eg nurse or physio they are very good*

Passive

- ✓ I do not like having to book an appointment on line.