

FFT Monthly Summary: January 2026

Dr Uddin and Dr Anwar
Code: P82626

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	6	1	0	2	0	0	0	0	48	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: 172

Responses: 48

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	6	1	0	2	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	6	1	0	2	0	48
Total (%)	81%	13%	2%	0%	4%	0%	100%

Summary Scores

👍 94% 🚫 4% 🤷 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:

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

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

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/>

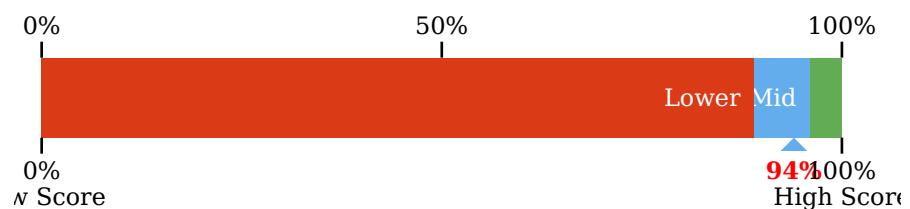
SECTION 3

Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **94%**

Percentile Rank: **60TH**

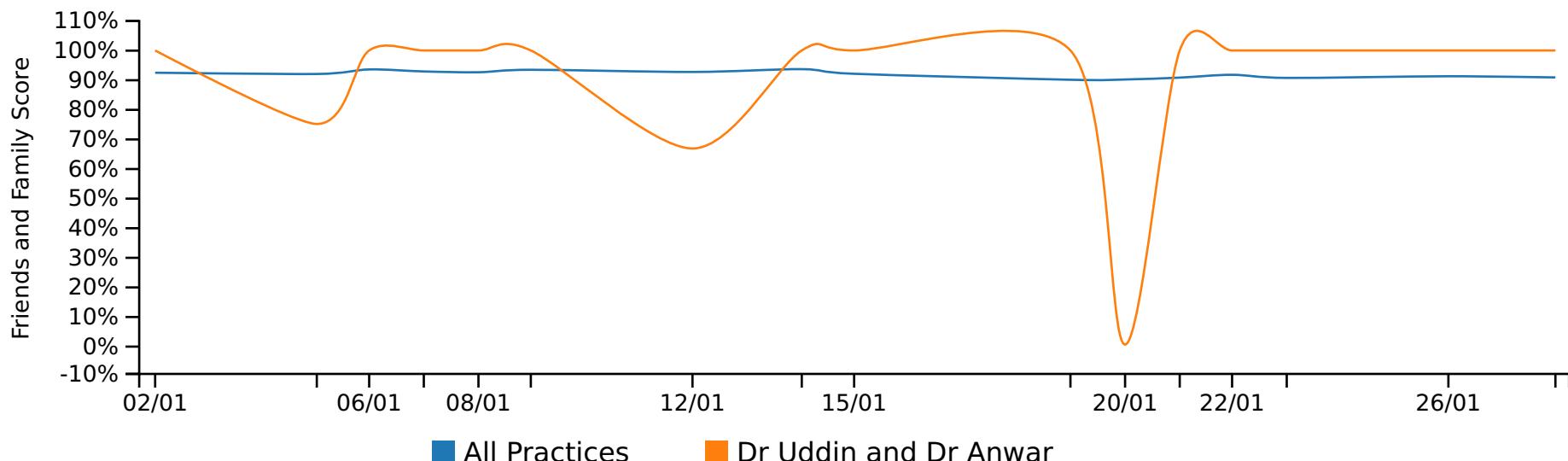


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 60th percentile means your practice scored above 60% 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	88%	91%	94%
Dr Uddin and Dr Anwar	100%	91%	100%

Gender

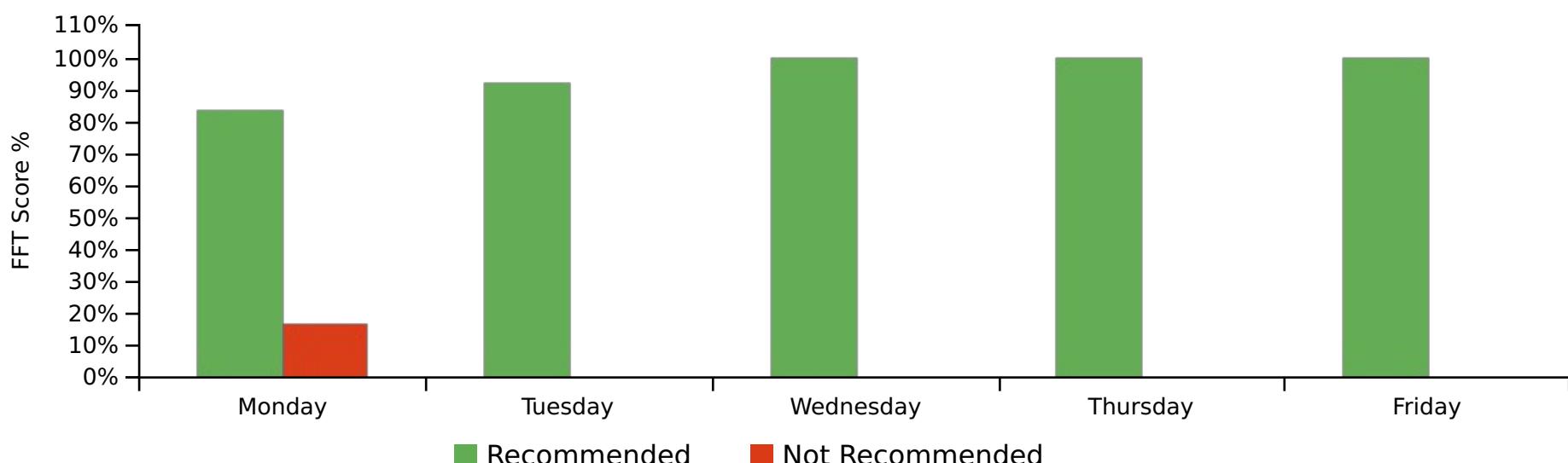
All Practices
93% **92%**

Dr Uddin and Dr Anwar
96% **90%**

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



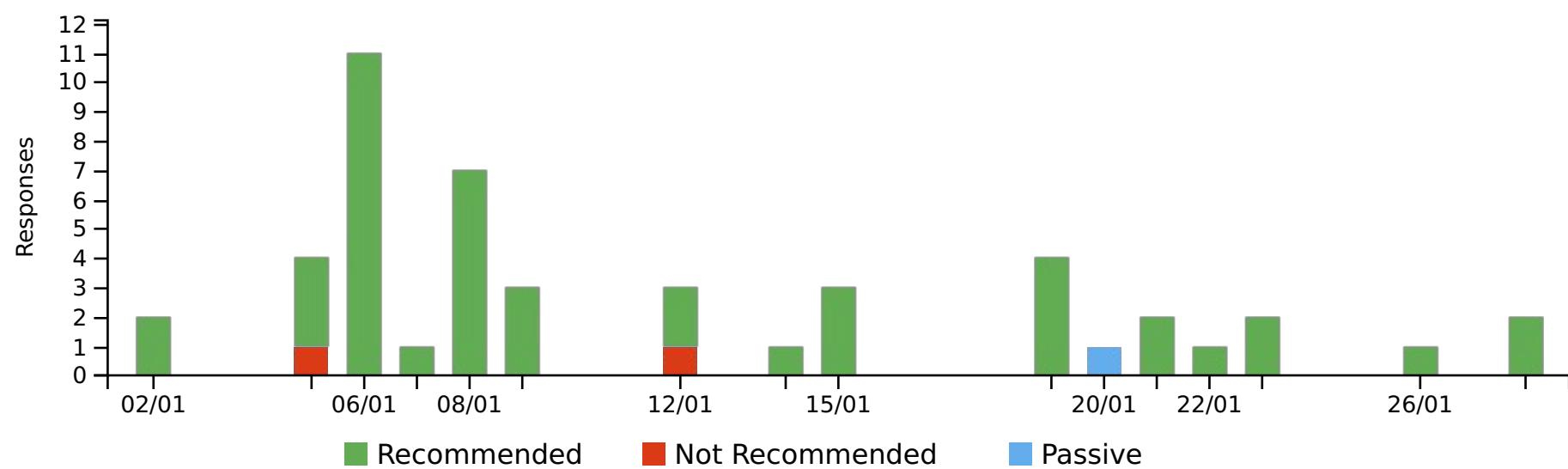
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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

SECTION 4

Patient Response Analysis

Patient Responses



Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

SECTION 5

Patient Free Text Comments: Summary

Thematic	
Reception Experience	6
Arrangement of Appointment	8
Reference to Clinician	14

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

- ✓ Helpful studied notes well
- ✓ I was seen on time as per my appointment and the nurse who dealt with me was brilliant. She answered all my questions and my concerns.
- ✓ The receptionist are extremely helpful and exceptional, always greeted kindly, and get you an appointment or phone appointment, or give you the best advice they can, which really makes a difference compared to others (hence why I moved my husband here as well) the Doctors and nurses are fabulous, nothing is to much of a deal and they will always help to get the right treatment and outcome possible, I've never had a bad experience nor a problem with the practice, the best GP I've been to hence sticking with them for 8 years now.
- ✓ Perfect consultation from a lovely GP Dr Bhadra, fully explained the condition very respectful and very caring. Also not a rushed consultation.
- ✓ I was dealt with quickly, only waited 5 minutes to go in the Surgery and was out within minutes.
- ✓ Very polite staff and ob time
- ✓ I think the services from the GP and the receptionists have been good so far
- ✓ Caus you ask
- ✓ Was very thorough and polite.
- ✓ Seen promptly and the Dr addressed all my concerns, thank you for asking
- ✓ Because the quality of service was excellent
- ✓ Nurse else is brilliant
- ✓ Got the appointment on the day
- ✓ The doctor gave detailed explanation
- ✓ Very good
- ✓ Pleasant staff and time given for appointment good and no waiting around
- ✓ G=#d2rl%
- ✓ Dr Lomax explained a very complicated letter from the consultant to me. He was kind and considerate in helping understand why some recommendations could not be implemented. I felt empowered to continue on my health journey after speaking with him. Thank you.
- ✓ The Dr was very attentive and listened to all our concerns and acted upon them
- ✓ The nurse was great explaining everything's a very good appointment
- ✓ All right
- ✓ Doctor was professional and helpful. All my concerns were addressed. This doctor is amazing.
- ✓ Overall good service provided by the surgery
- ✓ staff very polite n friendly
- ✓ Very good
- ✓ Appointment arranged quickly. Good and very helpful advice, with treatment options explained well.
- ✓ Dr Lomas was very informative and helpful.Didn't have to wait long to be called in.Surgery not busy,felt calm.
- ✓ The service provided by Dr Uddin was excellent
- ✓ Same day appointment, good service, and pleasant staff.

Not Recommended

✓ I felt like the doc did not give me diagnosis of my issues

Passive

✓ Difficult to get appointments. Usually takes a month to see the doctor of your choice. There's no follow ups and no updates.