

FFT Monthly Summary: September 2026



Old School Surgery
Code: G82790

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
88	8	1	1	0	0	0	0	0	98	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:

213
98

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	88	8	1	1	0	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	88	8	1	1	0	0	98
Total (%)	90%	8%	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: 90TH

0%50%100%

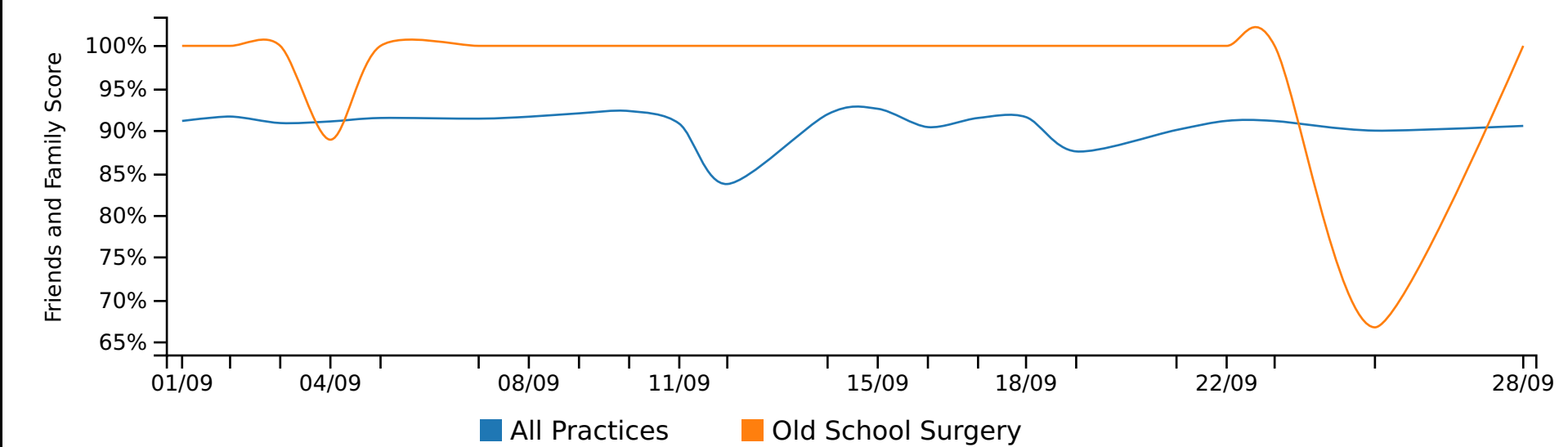
0% Score

LowerMid

90%High Score

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 90th percentile means your practice scored above 90% 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%
Old School Surgery	100%	98%	98%

Gender

All Practices

92%

91%

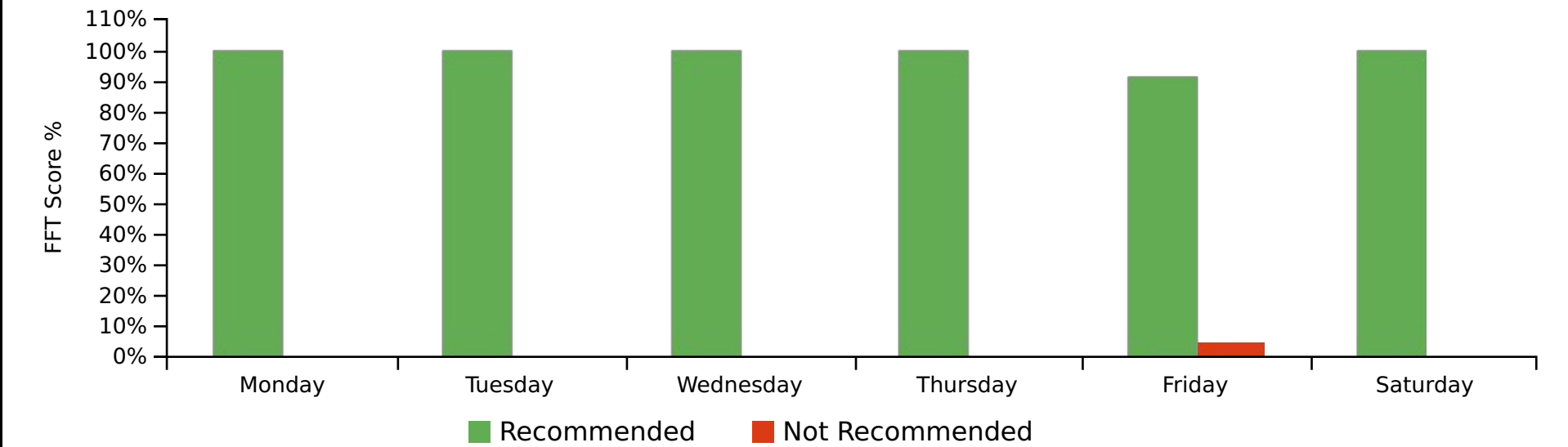
Old School Surgery

98%

98%

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

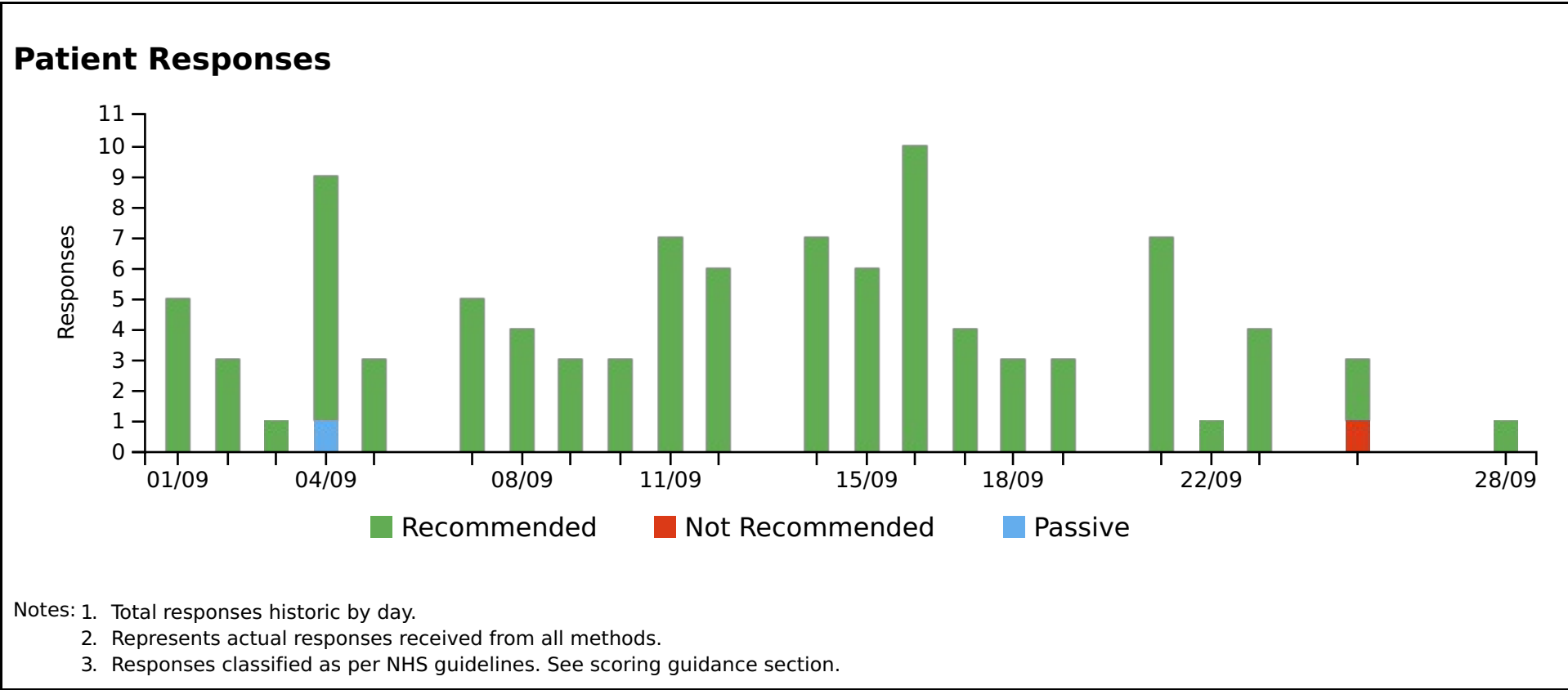
Practice Score: Day of the Week Analysis



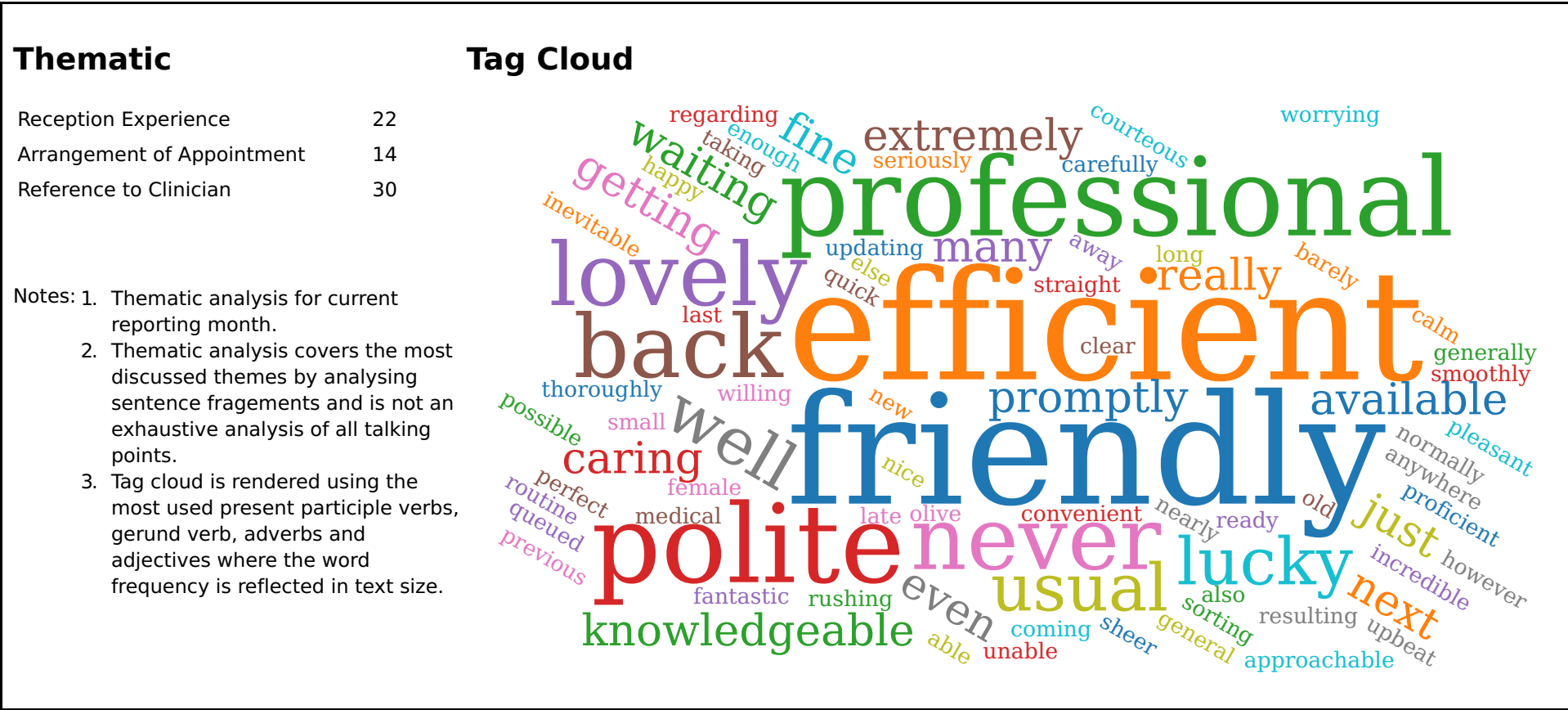
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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

- ✓Was booked in for appointment straight away & seen promptly by nurse, who introduced herself & what I was having done & when I could expect the results
- ✓Reception staff very good
- ✓Lovely nurse , seen promptly , better seating needed
- ✓Always find your healthcare professionals excellent
- ✓Gave me the news that no treatment was required.Ears clear of wax after a few days of olive oil drops.
- ✓Helpful staff, appointments nearly always run to time
- ✓Really friendly and efficient staff.
- ✓Treated very well and given good information.
- ✓Always been good as long as I have been coming to you
- ✓The call waiting system could do with updating in that it would be a benefit to both parties if it had a call back option where your place in the queue is maintained and the surgery phone system calls you back when the receptionist reaches your place in the queue.
- ✓Dr Kinnersley carried out a procedure and as usual makes you feel completely at ease and in such professional hands
- ✓I feel very lucky to have a caring dr he always listens
- ✓I'm new to the area and I can't remember a surgery like it for many years . Lovely staff Doctors wonderful no rushing you out .
- ✓Always can improve, being on time
- ✓Because I was seen at a convenient time , appointment was in time , actions were taken and my Doctor and his staff are fantastic!
- ✓Because Dr Kinnersley is always very professional and goes above and beyond all the time
- ✓As always, an excellent service. Friendly medical staff who are extremely professional.
- ✓Great response times. Great staff and doctor
- ✓Lovely ladies, always willing to help. Have never had a problem getting appointment/ percriptions. Would never go anywhere else.
- ✓Never have a problem getting an appointment and everyone is so courteous
- ✓The staff were all friendly and helpful. The nurse explained everything thoroughly to do with my toddlers vaccinations and what to expect and do. She was very good with my son as well and he barely noticed he was having 2 injections.
- ✓Lucie on reception is very kind helpful and very understanding even under pressure
- ✓Amazing surgery
- ✓Everything runs smoothly. My repeats are always ready when I need them.
- ✓On time was s a problem but wasn't nurses fault ,got sorted misunderstanding. Made appointment to go back so all fine
- ✓Polite reception staff and quick slot to see female dr . She was very helpful and friendly and reassured me with my concerns x great service xxxx
- ✓Friendly efficient
- ✓Doctor K was as efficient and caring as usual resulting a very good treatment.
- ✓Dr Kinnersley has always been completely dedicated for many years to doing everything he can to meet our general practitioner needs and we can't praise him enough. There are times when the sheer scale of what the surgery has to handle causes inevitable mistakes but generally we feel lucky to have Bolts Hill surgery as our doctors surgery.
- ✓Ran to time. Everyone helpful.
- ✓Excellent service as usual. Unable to book flu jabs as none available but told to call back next week which is fine.
- ✓Amazing. The staff and Dr K were incredible. Provided such reassurance and care at a time I needed it the most. Thank you.
- ✓Nothing/no-one is perfect. There is always room for improvement no matter how small.
- ✓Very good appointment was on time understanding and very good experience
- ✓He is knowledgeable, knows our family and is the epitome of a family GP.
- ✓I do not normally have any problems
- ✓Because they are always very helpful ?
- ✓I have allwas had a good serves
- ✓Excellent reception staff and well organised, everybody committed
- ✓The staff are always happy to help. They text you to let you know info. Appointment are always available Dr will always speak to you on phone if needed. Excellent practice.
- ✓Seen on time, receptionists always pleasant and on my way home in 15 minutes.
- ✓Personable, professional, polite, proficient, patient and always calm...and that's just the wonderful receptionists! Thank you to you all: front desk, nurses and of course Dr Dale K.
- ✓It's been possible to get appointments at the last minute
- ✓Dr k was very professional

- ✓The doctor was extremely kind and sensitive about what was an emotional and worrying situation for us. They listened carefully, took our concerns seriously, explained their findings without being dismissive, and took the time to make us feel heard and cared for. We really appreciated the compassion they showed us.
- ✓*Because the service by all was very good.*
- ✓The nurse was very friendly and efficient with the ear clearing procedure. She also gave me good advice regarding my blood pressure and advised me to arrange a follow-up appointment in a couple of months for routine blood tests and to check my weight.
- ✓*I got an appointment at a time that was good for me - the surgery issues any prescriptions required on the spot. I have known the doctor for years .*
- ✓Dr dale is a legend
- ✓*Friendly and helpful staff*
- ✓I had a cyst removed from my neck and never felt a thing.
- ✓*Old schoolSurgery . Go above and beyond. To help everyone in there practice . They even signed my son on , and the same day he was seen as an emergency. So lucky to have a great team looking after us .*
- ✓The Doctor and all of the staff at the surgery are very helpful and polite.
- ✓*Lovely efficient staff*
- ✓Prompt and very considerate towards my mother in law
- ✓*Helpful, kind, polite nurse. On time.*
- ✓1st visit to this surgery and very pleased with reception and Dr
- ✓*Good service but my appointm.ent was 10 minutes late.*
- ✓Always an excellent service.
- ✓*Excellent reception staff, always helpful and efficient. Nurse practitioner, Amal, upbeat, efficient and knowledgeable. Great to have a doctor who knows me, listens and offers helpful solutions and referrals. Thank you all round.*
- ✓I enquired about having a mole removed yesterday and was able to have it done today! Amazing service and Dr Kinnersley is excellent!
- ✓*Polite, on time and very good with finan!*
- ✓Reception staff are always respectful & do their best to meet our needs. Practice staff are excellent always approachable treat their patients with respect, dignity, care & understanding.
- ✓*The nurse very experience and very kind*
- ✓Needed an appointment and was seen next day

Not Recommended

- ✓**Because I felt that they wasn't worried that they had people waiting to book in for there appointment they just kept sorting out people that wanted there prescription**

Passive

- ✓Queued for 15 minutes to report for nurse appointment. Was told you were not taking bookings for flu jabs despite text invitation to book the previous day. However the nurse was nice.