

FFT Monthly Summary: March 2025

PELHAM MEDICAL PRACTICE
Code: G82032

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
76	16	5	2	0	1	0	0	0	100	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: 335

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	76	16	5	2	0	1	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	76	16	5	2	0	1	100
Total (%)	76%	16%	5%	2%	0%	1%	100%

Summary Scores

👍 92% 🚫 2% 🤷 6%

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/>

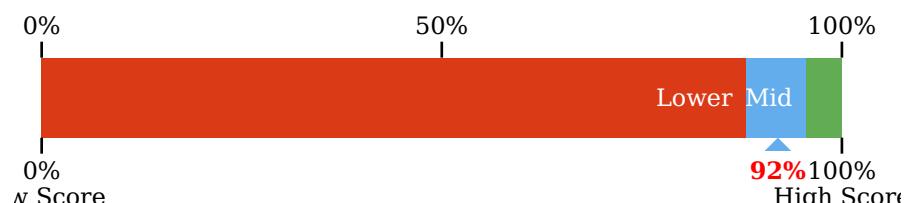
SECTION 3

Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **92%**

Percentile Rank: **55TH**

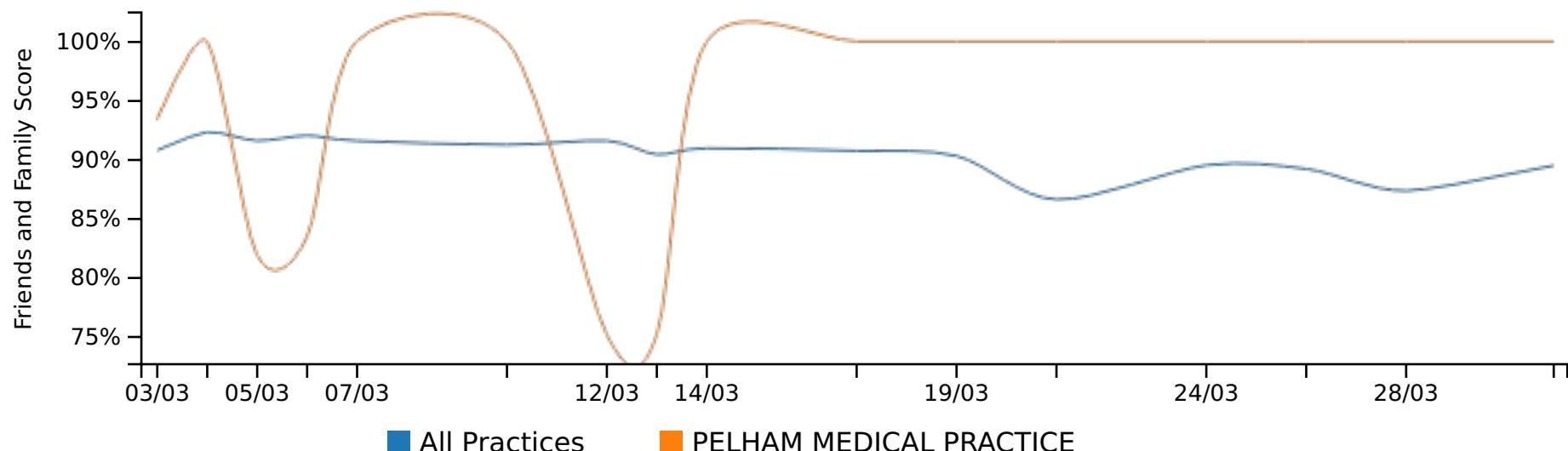


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 55th percentile means your practice scored above 55% 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%
Pelham Medical Practice	100%	88%	95%

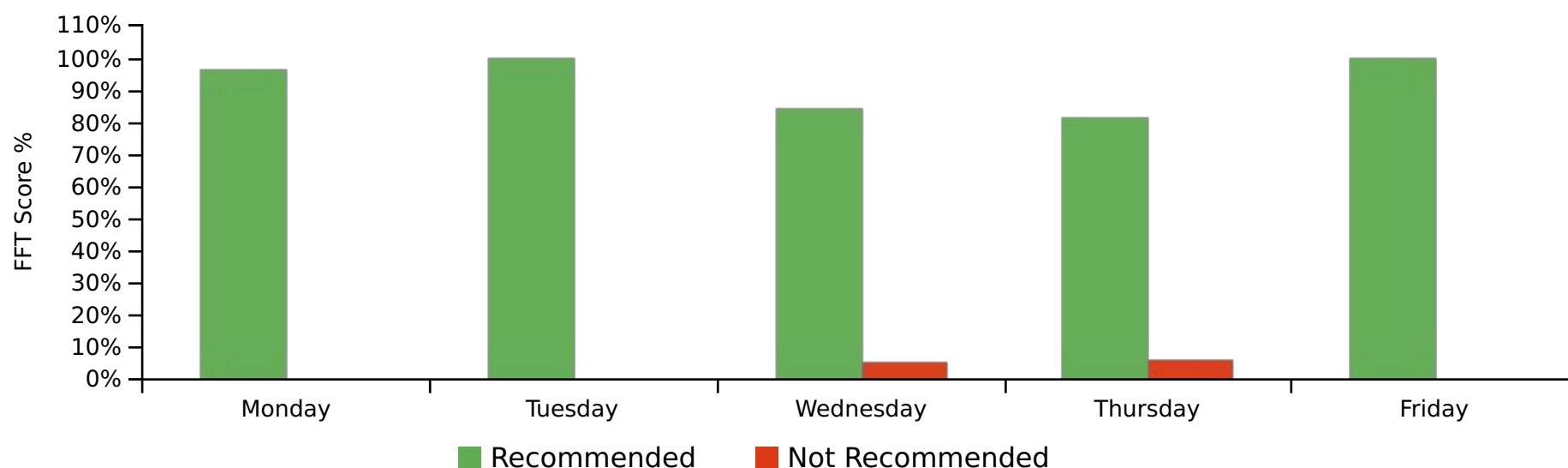
Gender



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



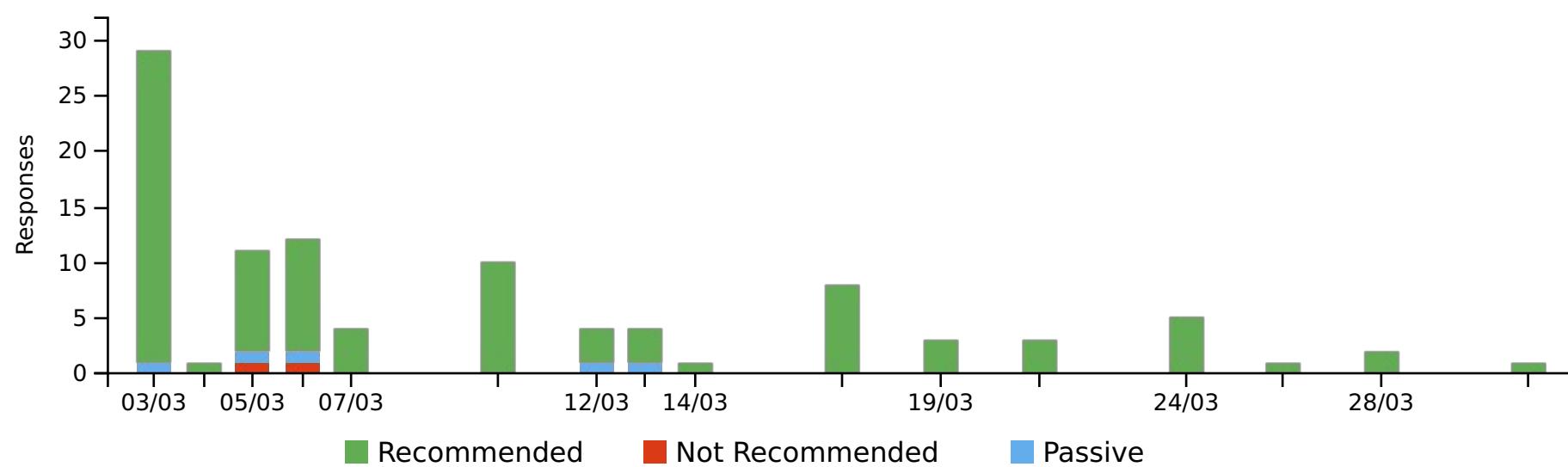
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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	15
Arrangement of Appointment	18
Reference to Clinician	26

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

- ✓ Thorough and attentive care
- ✓ *The nurse practitioner and doctor were very friendly and helpful, made me feel comfortable and listened to my issues. The only negative aspect was when exiting my car in the surgery car park, I caught my leg on a piece of metal, ripping my trousers and cutting my leg. However the service of the surgery staff was flawless.*
- ✓ Because I got a very good service
- ✓ *Because it was good*
- ✓ Very pleased with treatment and advice that i got.
- ✓ *Frequent reminders about the appointment. Appointment was on time on the day.*
- ✓ Excellent GP
- ✓ *Dr chithambara is always so thorough my children will only see him he is an amazing doctor*
- ✓ Appointment on time and a very good,caring doctor
- ✓ *Appointment on time confident about priceedure*
- ✓ Yesterday I had a blood test at 3.00pm and this morning I was given an appointment at 4.00pm. I was able to know in 24 hours that I know that I have less of the tablet I use. So quick and I was able to SEE my doctor, not on a phone! Thank you.
- ✓ *Service was good and reminders*
- ✓ Very good customer service and responsive to my prescriptions
- ✓ *It would have got 1, but u can't just do a walk-in to book an appointment. u have to phone*
- ✓ Very good communication and nice experience
- ✓ *I had an excellent consultation with Dr Ghozlan who has been taking care to review my mental health and encouraging me to remember to access help from various sources when necessary.*
- ✓ Called in at 08:30 to ask to see a doctor, got an appointment & the doctor was very helpful in explaining what's going on.1st class
- ✓ *Because the doctor seemed very interested in my problem and tried to resolve it*
- ✓ Because I am very satisfied with the service I get from them
- ✓ *Friendly reception went into my appointment on time nurse asked after my health gave my injection and so an all good experience .*
- ✓ Sam was all around excellent and helped me despite it being late on in the day
- ✓ *Because I am very anxious person when is about doctors and the nurse look after me and comfort me so well today*
- ✓ Because the doctor listened to my problem and examined me and advised me for further examination at the hospital
- ✓ *Great service. Very professional*
- ✓ Polite staff and helpful
- ✓ *Was seen on time and nurse was very pleasant*
- ✓ Quick appointment, not rushed, all my questions answered, very pleasant lady
- ✓ *I am new to the practice and so far you have far exceeded my expectations*
- ✓ Nurse we saw was really polite and listened to everything we said also took her time to deal with my son
- ✓ *Both Dr Chitambara and Nurse Duggimpudi were professional, thorough and very helpful.*
- ✓ 1. Very good
- ✓ *Seen promptly Set out my problem,solution provided and few mins for general health discussionJob done.*
- ✓ Able to get an urgent appointment, pleasant reception staff, and the doctor carried out a number of checks before giving a diagnosis
- ✓ *Receptionists are so helpful and dr ghozlan is brilliant*
- ✓ Arrived early and seen straight away.
- ✓ *Friendly, efficient receptionist, good availability of appointments*
- ✓ All my appointments are followed up with the workers doing the needful
- ✓ *Very relaxed and friendly staff .*
- ✓ Although busy, reception polite, efficient and friendly. My appointment was carried out with professionalism but also with kindness. I came away feeling as if I mattered.
- ✓ *There was no problem apart from my appointment being cancelled twice before but today was OK thank you.*
- ✓ Waited few minutes injections given and advice
- ✓ *she not only answered my all queries but also didn't loose her smile. Her smile make me very comfortable to talk to her openly I hope we all can do the same, serve with a smile.*
- ✓ Message board not working and caused challenges
- ✓ *I have used the practice a lot in recent months. I have found all the team to be great. Friendly, caring, understanding and cheerful. Thank you very much.*

- ✓ The staff and doctors are doing a great job in looking after the patients
- ✓ You are always efficient and polite as well as sympathetic.
- ✓ Staff were friendly. The clinician I saw was knowledgeable and thorough in her examination of me. It took a long time (55 mins) to get through to make an apt (I started as 30th in the queue at 8am) but I was seen the same day. So overall I think it was a very good service.
- ✓ I was seen promptly by a friendly member of staff
- ✓ quick and staff very polite
- ✓ Receptionist and phlebotomist very pleasant but no BP monitor for me to borrow and pharmacist needs 7 days readings next week
- ✓ Got a cancellation appointment and was given reassurance by the doctor regarding symptoms. Always excellent service from this practice
- ✓ Great service
- ✓ The doctor was really helpful and understanding
- ✓ The receptionists are efficient and helpful. My doctor is very prompt with appointment times as well as taking the time and giving reassurance when needed
- ✓ Nurse practitioner I seen was lovely x
- ✓ Because help with my pain and feels like a back to normal
- ✓ Very thorough and polite
- ✓ Quick appointment and nurse was very nice
- ✓ Because they are always very helpful, friendly and respectful
- ✓ Dr. Mann is a Doctor Who listens and is very obliging and very kind and understanding.
- ✓ The treatment and human relations I got was excellent
- ✓ Service good
- ✓ Polite staff, caring nurse who took my blood all in all a pleasing experience
- ✓ Always very good.
- ✓ Caring and respectful consultation.
- ✓ My doctors surgery are great
- ✓ Beely courteous, thorough and understanding

Not Recommended

- ✓ Had to wait over half an hour for my appointment

Passive

- ✓ Appointment felt very rushed. The GPs are clearly under pressure to see lots of patients in a very short space of time.
- ✓ I've been very disappointed with my treatment over the past 2 years, The receptions team are always kind and obliging.