

FFT Monthly Summary: April 2025



PELHAM MEDICAL PRACTICE
Code: G82032

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
66	24	4	0	2	1	0	0	0	97	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: 343

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	66	24	4	0	2	1	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	66	24	4	0	2	1	97
Total (%)	68%	25%	4%	0%	2%	1%	100%

Summary Scores

93%

2%

5%

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:93%

Percentile Rank:60TH

0%50%100%

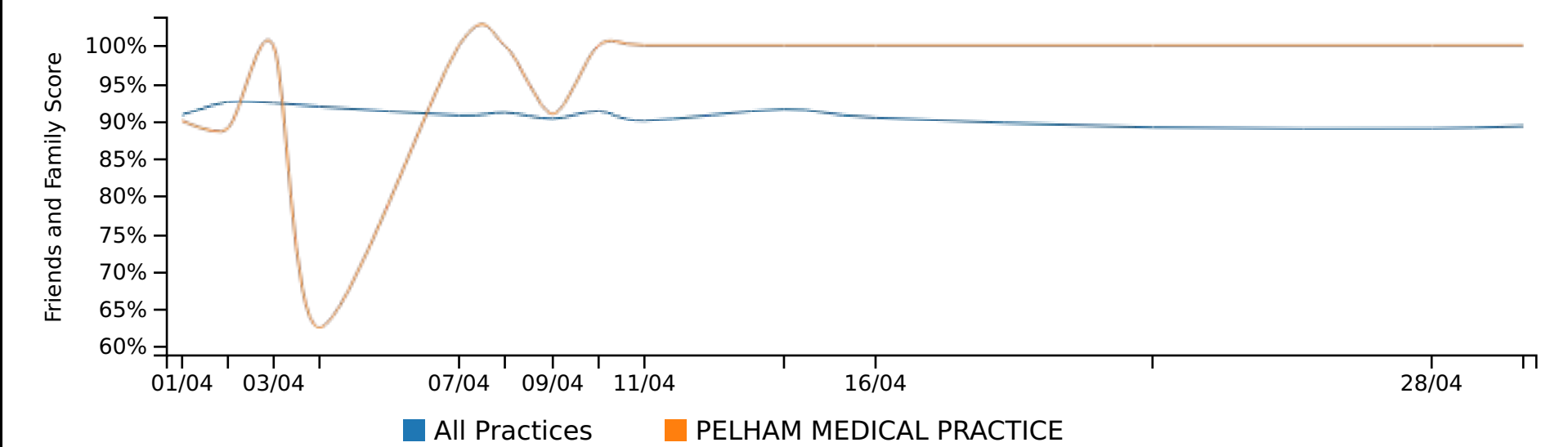
0% Score

LowerMidHigh Score

93%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 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	85%	90%	93%
PELHAM MEDICAL PRACTICE	100%	93%	91%

Gender

All Practices

91%

91%

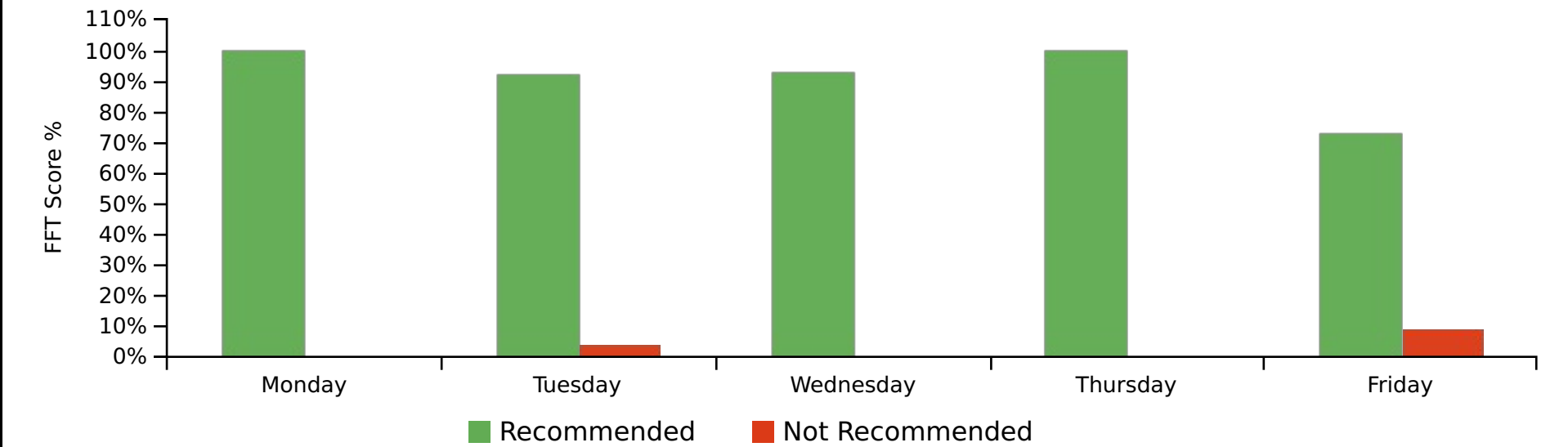
PELHAM MEDICAL PRACTICE

91%

94%

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

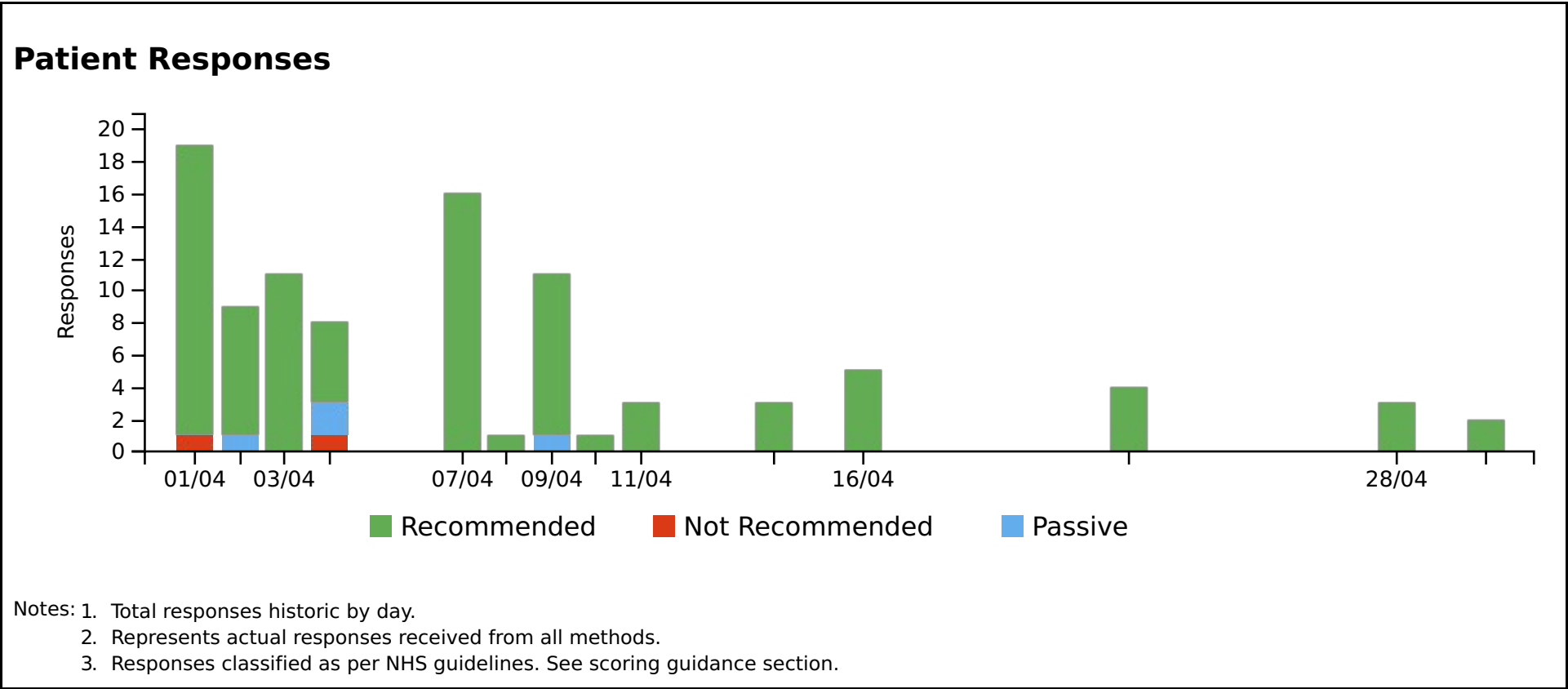
Practice Score: Day of the Week Analysis



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	20
Arrangement of Appointment	18
Reference to Clinician	23

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

- ✓ Outstanding Supporting
- ✓ *Good service*
- ✓ Excellent service
- ✓ *Polite and quick and informative*
- ✓ I find all staff excellent , caring and really will help with appointments , information and referrals
- ✓ *Very efficient service at Reception- The GP I have been seeing is excellent*
- ✓ The team was efficient and smooth. I didn't have to wait for more than a few minutes and the appointment was very smooth!!
- ✓ *Sam was amazing, clear, concise, knowledgable and super friendly. I felt safe, reassured and listened to throughout my experience. He was attentive and proactive. Cannot sing his praises enough!*
- ✓ Very good service today.I got emergency appt and doctor was very helpful, booked scan in next 2 hours. It was amazing.
- ✓ *On time for my appointment*
- ✓ Would have been 1 but late appointment
- ✓ *Fantastic staff, including the reception team and doctor. All helpful, supportive and I felt listened to.*
- ✓ Dr. mrs. Sahota was very knowledgeable and easy to relate to.
- ✓ *because i like your service.*
- ✓ Why not
- ✓ *Dr, was very thorough,and listened,to me and actually looked at me while I was talking (don't seem to get that very often) .*
- ✓ I gave a (1) because I was very satisfied with my overall experience , not only with the receptionists, the paramedic that I saw was also exceptionally informative and was very knowledgeable concerning the medication we were discussing and my concerns regarding my health problems .
- ✓ *The GP listened to me whereas my last GP did not*
- ✓ The phlebotomist was very nice, calming & quick.
- ✓ *Very helpful staff*
- ✓ Appointments very limited. I was caller No.9 when I called from 8am and not appointments available. Appointments in advance too far in future. Staff are very friendly and helpful and do try
- ✓ *On arrival I was pleasantly greeted by the receptionist and thereafter asked to take a seat then after a short time my appointment arrived whereupon I met with a very professional nurse and engaged in a short conversation after which my treatment was administered and left well satisfied*
- ✓ Absolutely second to none, a credit to your surgery
- ✓ *Because text asking how was my experience at my GP service .*
- ✓ N/A
- ✓ *Managed to get appointment*
- ✓ Did not have to wait long to see the doctor.
- ✓ *My surgery St Gregory's is very good but I gave only a good because the Pelham Practice is not so good. My reason being that I have had, since November, various test by DVH that are sending my results to Dr Moran at Pelham but not all the results are getting through to my doctor, Dr Mann. Making it very difficult for me to get any help in knowing what's going on with me and getting any treatment. It very frustrating for me and my doctor. My surgery are very good and very helpful. We have the best receptionist ever.*
- ✓ Long wait,Dr kept asking what I wanted to do
- ✓ *It's good.*
- ✓ Dr was really lovely and felt listened to
- ✓ *Today was great Louise is always good. The receptionists were good. It says as a practise overall, some days it's been difficult! Getting appointments, getting people to understand my situation. Being told one thing by drs and the receptionist saying no or can't do that! So overall it's good.*
- ✓ Receptionist was very helpful and rang me back when she found that I could have an earlier appointment. The Nurse I saw today was reassuring and has signposted me to seek further investigation.
- ✓ *The staff were very kind and explained everything thing that they was doing*
- ✓ Helpful and polite receptionist, efficient and pleasant nurse.
- ✓ *Had to wait computer crashed other wise excellent*
- ✓ Very polite staff, great service from GPS and feel listened too! All round amazing service
- ✓ *GP was very reassuring and appointment was on time xs*
- ✓ Very kind and attentive staff. Also very informative
- ✓ *Pleasant and helpful reception and nurse was good*
- ✓ I feel like compared to my old surgery the reception staff are lovely, understanding and always able to help. I was seen not long after my appointment,

which is a surprise as normally I have to wait well past my time x

- ✓ *Very helpful*
- ✓ Great service
- ✓ *Very supportive and caring, pleasant and polite above all she is a very good listener. Much appreciated.*
- ✓ The appointment was on time and the doctor was very kind and helpful.
- ✓ *Because the person i saw was very thorough, very pleasant & answered all my questions & put my mind at rest*
- ✓ No waiting, nurse was very friendly and put me at ease
- ✓ *Because the doctor's and the secretary are all lovely and don't mess around quick respond*
- ✓ Just a good and friendly service given
- ✓ *The procedure went smoothly and everything was explained clearly.*
- ✓ Was welcomed warmly when we entered and Doctor gave a thorough examination to determine the root cause of my illness. I left feeling valued and not just another number waiting to be seen
- ✓ *Great staff and amazing gp dr man*
- ✓ They have good customer service
- ✓ *I was attending an appointment with my mum so it was straight forward.*
- ✓ I am happy with the quality of care I have received.
- ✓ *Friendly staff, very welcoming, clean and tidy practice*
- ✓ Nurse efficient in taking blood and answered my query.
- ✓ *Great service*
- ✓ Because they always give a good caring service
- ✓ *Appointments on time*
- ✓ Yes I see the do tor as I had a rash under my breast I couldn't get rid of it. So I have some medicationI also see the secretary to send a referral and she sorted it out straight away for me so I was pleased with the service provided.

Not Recommended

- ✓ *Almost 25 minute delay to my appointment, no one else in waiting room, no explanation for delay*

Passive

- ✓ *Do not like phone calls, cannot take in everything that is discussed, hard to get my opinions across.*
- ✓ *My initial reception was not that good which made me more anxious as my appointment was for my mental health, but I was seen in the end .*
- ✓ I arrived one minute late for my appointment because unexpected school traffic was blocking access. I waited four minutes while somebody else was dealt the at reception. When I finally got to reception I was told the system had decided I did not attend. I asked if the staff member I was due to see was available still and I was told the system had made the decision and they couldn't do anything about it. So you're letting machines dictate to you instead of checking with the staff member.