

FFT Monthly Summary: May 2025

PELHAM MEDICAL PRACTICE
Code: G82032

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
72	15	2	4	3	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: 311

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	72	15	2	4	3	1	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	72	15	2	4	3	1	97
Total (%)	74%	15%	2%	4%	3%	1%	100%

Summary Scores

👍 90% 🚫 7% 🤷 3%

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/>

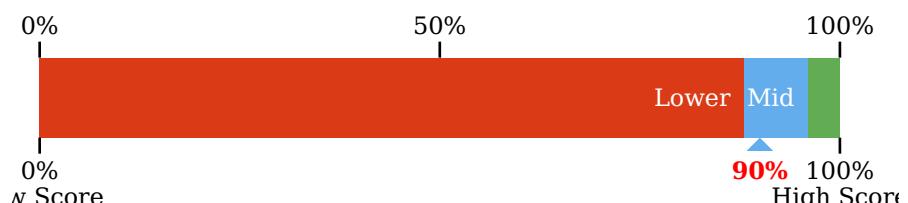
SECTION 3

Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **90%**

Percentile Rank: **40TH**

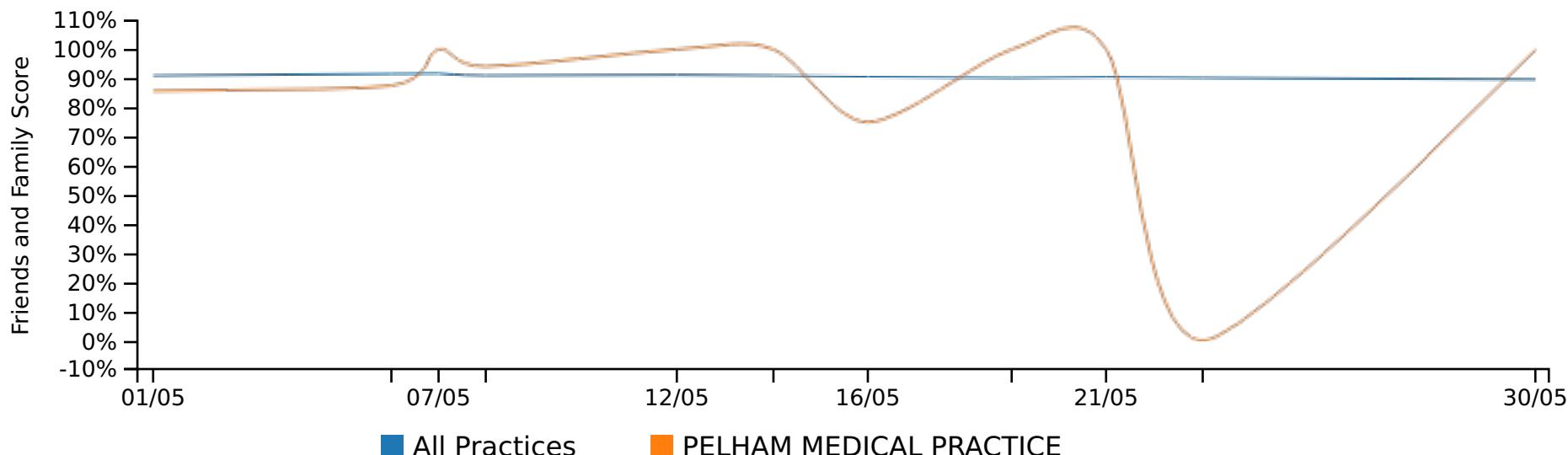


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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%	90%	93%
PELHAM MEDICAL PRACTICE	80%	90%	90%

Gender

All Practices



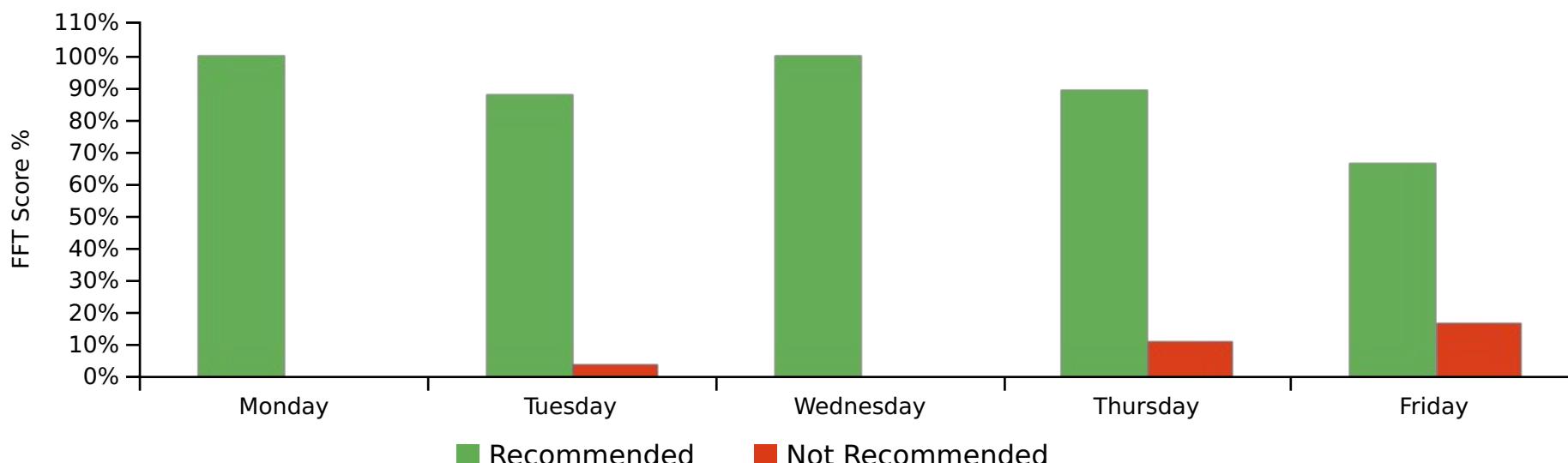
PELHAM MEDICAL PRACTICE



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



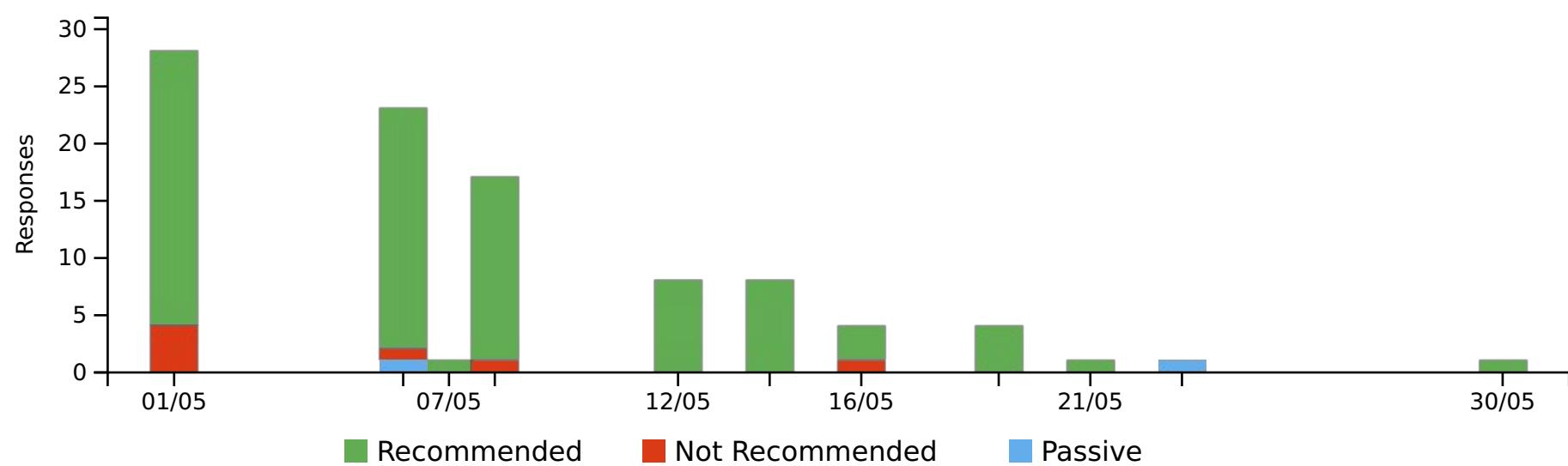
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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	18
Arrangement of Appointment	10
Reference to Clinician	22

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

- ✓ I was seen on time. My issued was diagnosed and treatment advice given. Receptionist also tried really hard to change my appointment when I wasn't sure if I would be able to make it back for school pick up. She wasn't able to but I appreciated her trying. Thank you.
- ✓ *I felt I was listen to*
- ✓ Excellent service talk to me through what they were doing polite professional
- ✓ *Very polite*
- ✓ Because she was really kind and referred me to a few services.
- ✓ *Always had a great service. My husband has now transferred to your surgery from Springfield and he actually gets to see a Doctor.*
- ✓ Because the service I received was excellent and I have no complaints
- ✓ *The staff were friendly, helpful and efficient.*
- ✓ Very professional easy to talk too
- ✓ *Saw practitioner on time, problem was resolved*
- ✓ Helpful and all queries answered
- ✓ *Nikkie was very pleasant, and on time for our appointment.*
- ✓ Doctor was excellent and reception staff were very accommodating.
- ✓ *Receptionist pleasant, appointment on time, went well*
- ✓ Because I was listened to and understood in a matter that was a bit sensitive for me
- ✓ *I wasn't rushed out the door the Dr. concerned had time to listen & discuss options available to me.*
- ✓ The professionalism is top notch
- ✓ *Very quick .Efficient and helpful. Thank you.*
- ✓ Polite and in and out before appointment time
- ✓ *The surgery is very friendly it's so nice, it's so different from my old surgery (not st-Gregory)... Thankyou*
- ✓ From booking the appt, I found the receptionist to be helpful and efficient. From arrival, I did not have to wait long to see the nurse
- ✓ *Because you need to know when a patient is pleased with treatment received. You get far to much criticism.*
- ✓ Friendly reception staff, short wait, and doctor was understanding and took the necessary steps to address my concerns.
- ✓ *Everyone that works in St Gregory's practice are so friendly and helpful. Nothing is too much trouble even if you throw them a bit of a curved ball! Best GP Practice I have ever used.*
- ✓ Started off with a nice introduction of who he was. What he was calling about too. Explained my results to me well and what I need to do going forward. The call was short, but precise. Thank you
- ✓ *I was very happy with the appointment given to me this morning and the GP very helpful.*
- ✓ Dr was quick enough to get me further treatment as an emergency, he went out of his way to call up medway hospital on same day for me to be seen asap as I had something in my right ear.
- ✓ *The staff were very polite, I only had to wait a few minutes and I didn't feel my injection at all,*
- ✓ My visit 2day was for a covid vac, so my time at surgery was very short which I considered worth a number 2
- ✓ *Everyone at the surgery was very helpful*
- ✓ Polite friendly staff
- ✓ *Quick to be seen, reception staff are very friendly and helpful, I've only met one Dr so far (Angela not sure of surname) and she's great*
- ✓ I was promptly seen at reception and I went into my appointment on time
- ✓ *He is a doctor who knows how to listen to the patient, very kind and patient.*
- ✓ Although I waited 30 minutes before I could get appointment one was arranged and the Doctor was very professional and gave great advice and assurance
- ✓ *Good receptionist and nice nurse*
- ✓ The nurse was very efficient but she seemed to not have enough time.
- ✓ *I know the doctor well and she has helped me a lot*
- ✓ Helpful reception staff, thoughtful and caring GP
- ✓ *Caroline is the best, very professional and very helpful!*
- ✓ Because the nurses and the members of staffs who attended us were very cooperative, active, and very entertaining.
- ✓ *Happy with the service but receptionist can come across judgemental*
- ✓ Very professional, everything was handled in a dignified way
- ✓ *I was very well treated everyone friendly and polite*
- ✓ Always a first class service from all the staff

- ✓ The staff here are very helpful,
- ✓ Very efficient and helpful today
- ✓ Sam listened to me and I feel like he really cared. Only person I feel I have been able to create a good patient relationship with
- ✓ Excellent and helpful by all
- ✓ Not long waiting times friendly staff
- ✓ Doctor was very helpful very understanding
- ✓ I find the staff very helpful
- ✓ A vibrant, conducive, and highly professional environment.
- ✓ Vary good service
- ✓ Because both the Receptionist & the Nurse were efficient & friendly, as always
- ✓ 1st appointment, was on time and the nurse I saw made me feel at ease for the procedure I had done
- ✓ Because hopefully I will get some answers

Not Recommended

- ✓ It all went very well with no delays and good information.
- ✓ Mental health person I saw has no idea of mental illness, how people get these jobs I don't know. I'm just glad I didn't really need his help today. Now waiting 6 weeks to see a doctor
- ✓ Firstly I didn't realise I wasn't seeing a doctor - this was by clear at the time when my appointment was booked. Seconding the person we saw told us that the prescription would be ready in 10mins at the chemist. I waited 15mins only to be referred back to the surgery and was told that the last we saw was not authorised to prescribe the medication it needs to be referred to a doctor who will look at the request by the end of the day. The chemist closes a 6pm and would not open again until Monday. Meaning that we could not start the medication until Monday! The whole weekend lost!
- ✓ Mental health support is very lacking and inadequate in many ways
- ✓ After my appointment tried to book an appointment for another issue but was told next available appointment but got told middle of June, how silly is that.

Passive

- ✓ Very friendly nurse
- ✓ Surgical procedure very poor