

# 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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>311</b>						
<b>Responses:</b>	<b>97</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	72	15	2	4	3	1	<b>97</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>72</b>	<b>15</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>97</b>
<b>Total (%)</b>	<b>74%</b>	<b>15%</b>	<b>2%</b>	<b>4%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>

### 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:

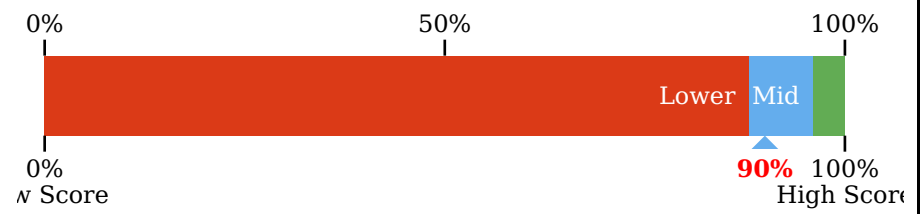
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

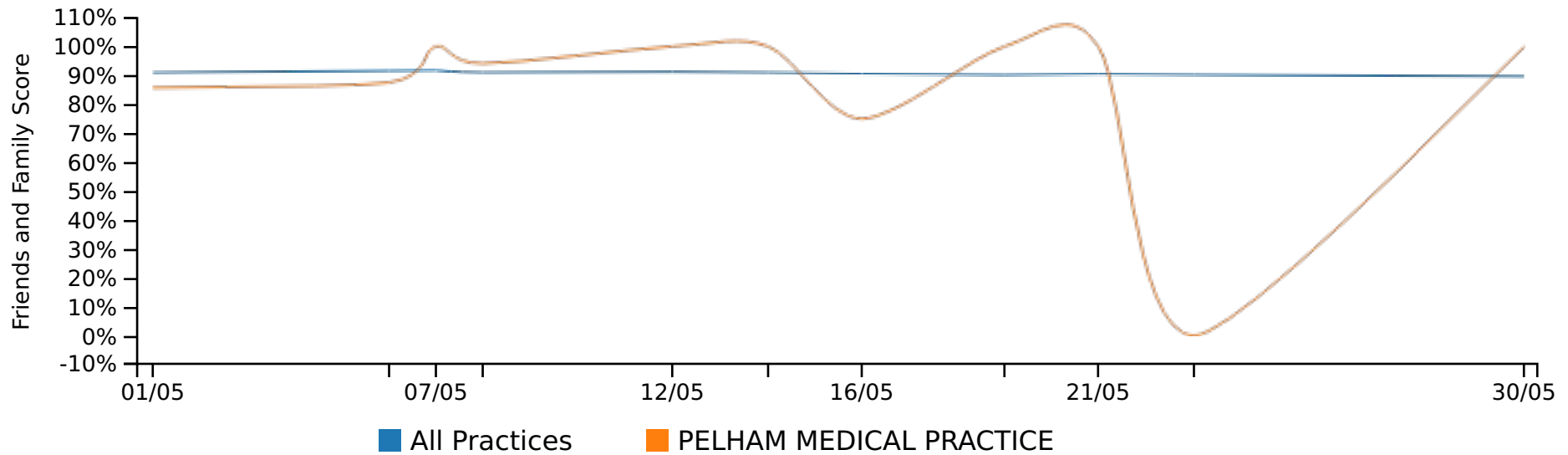
**Your Score: 90%**

**Percentile Rank: 40<sup>TH</sup>**



- 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



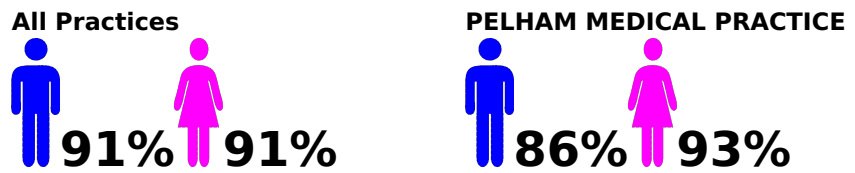
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

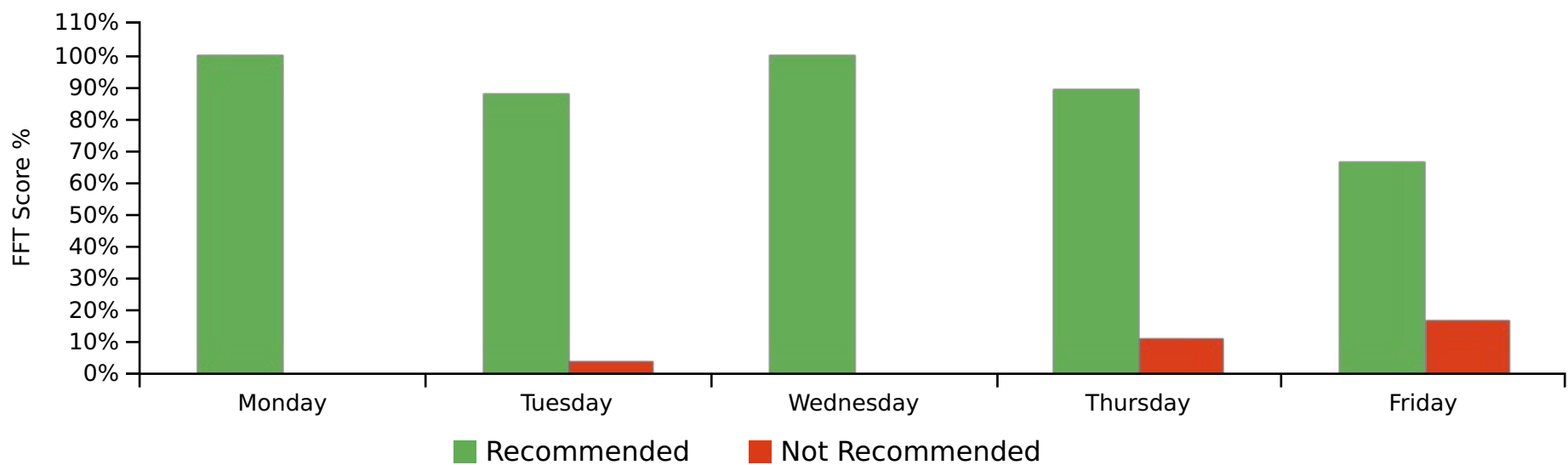
	< 25	25 - 65	65+
All Practices	86%	90%	93%
PELHAM MEDICAL PRACTICE	80%	90%	90%

#### Gender



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

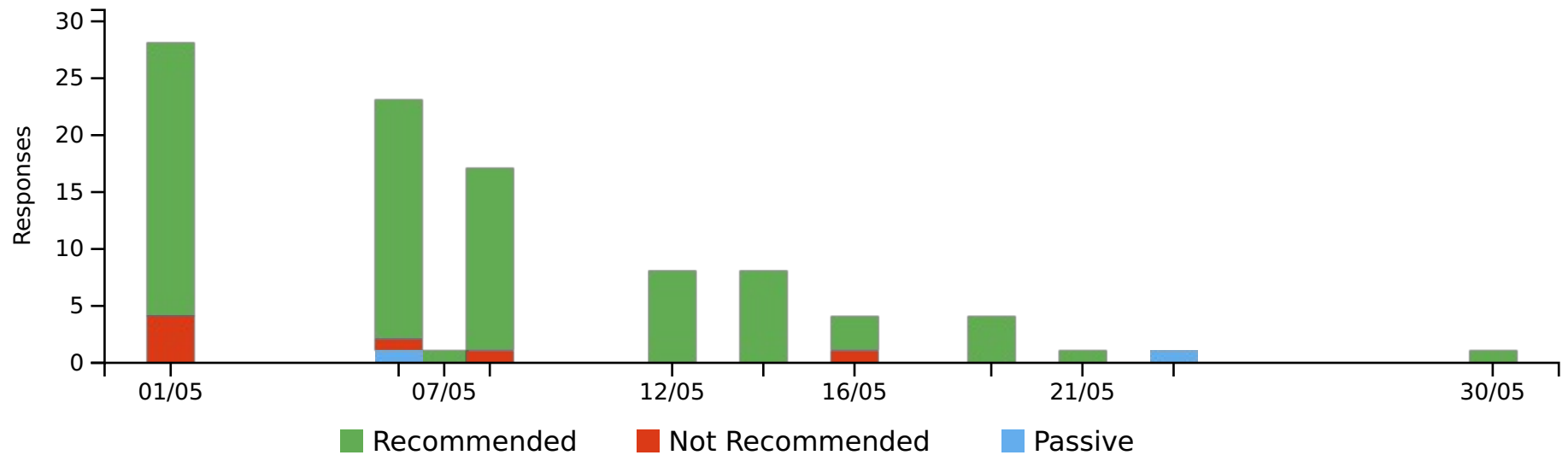
### Practice Score: Day of the Week Analysis



- 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.



- ✓ *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*