

# FFT Monthly Summary: June 2025

PELHAM MEDICAL PRACTICE  
Code: G82032



## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
68	19	4	3	4	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 315**

**Responses: 98**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	68	19	4	3	4	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>68</b>	<b>19</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>98</b>
<b>Total (%)</b>	<b>69%</b>	<b>19%</b>	<b>4%</b>	<b>3%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 89% 🚫 7% 🤷 4%

## 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/>

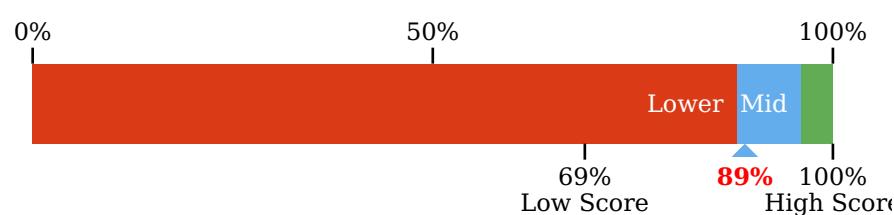
### SECTION 3

### Practice Scoring

#### Practice Score: 'Recommended' Rank

Your Score: **89%**

Percentile Rank: **35TH**

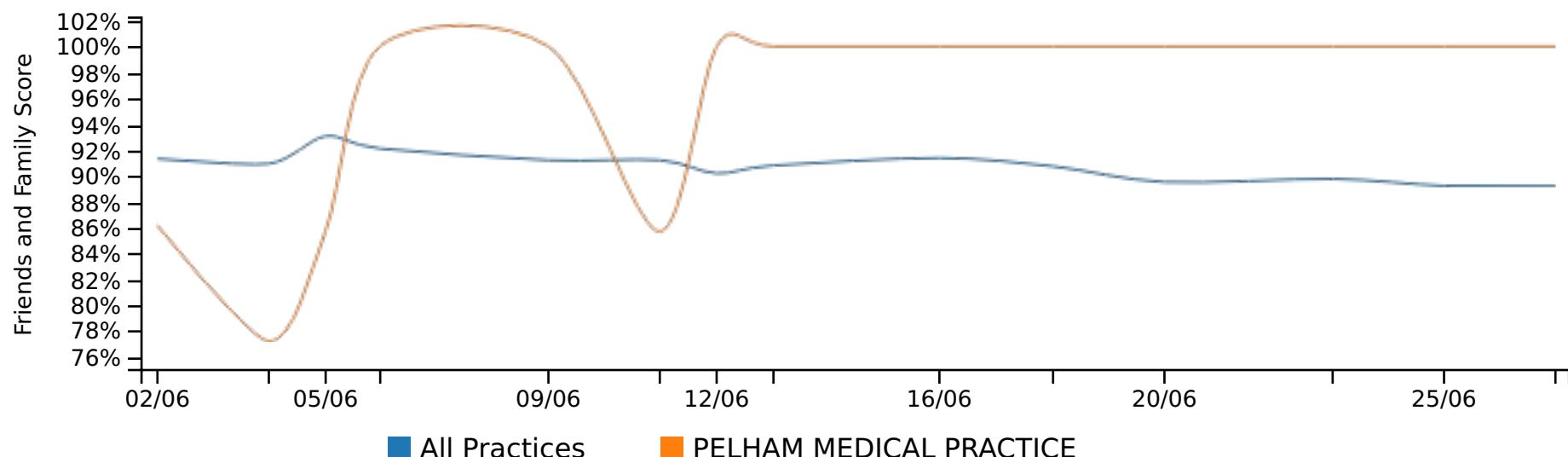


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 35th percentile means your practice scored above 35% 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%	91%	93%
PELHAM MEDICAL PRACTICE	91%	91%	85%

##### Gender

###### All Practices



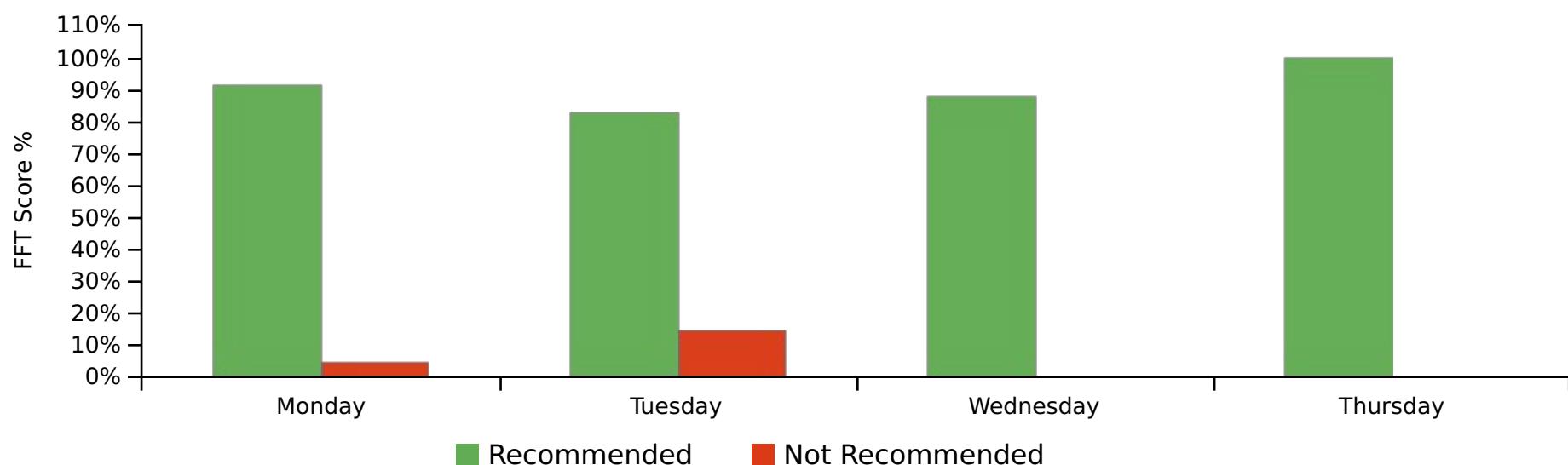
###### PELHAM MEDICAL PRACTICE



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



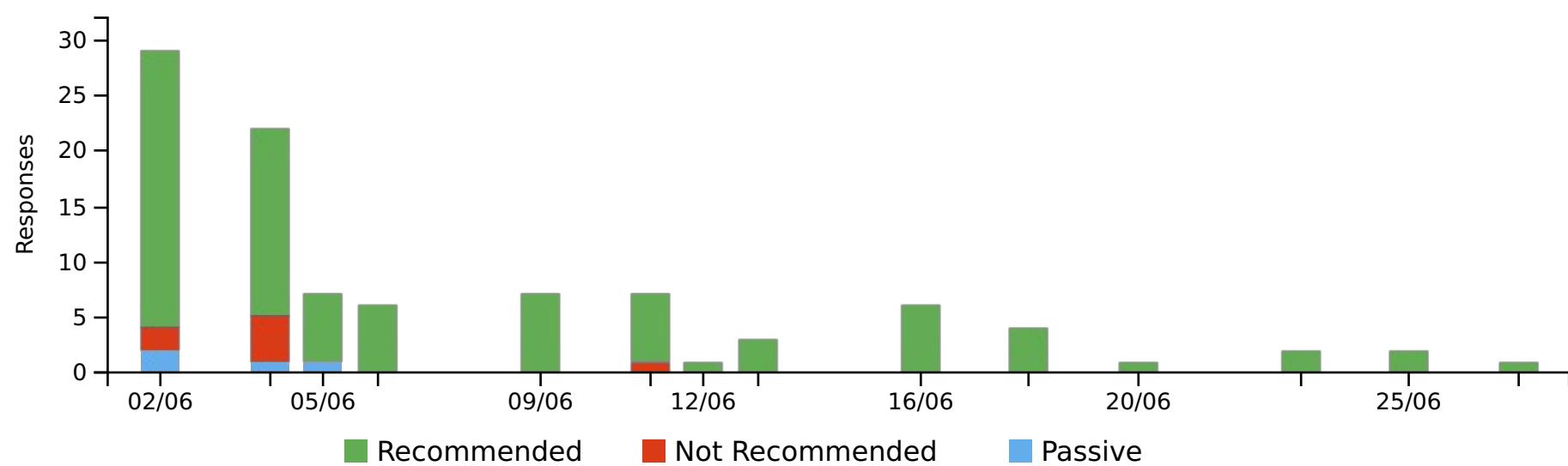
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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	19
Arrangement of Appointment	13
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

- ✓ Receptionists polite and helpful.GP listening and explaining everything carefully in friendly and caring manner. When I left I felt I had been treated with care by all the staff.
- ✓ *Dr Sahota got back to me on the same day about my concerns.*
- ✓ Was quick respond, and didn't rush me as a patient and good explanation about what will expect. Very pleased.
- ✓ *The staff at reception were very helpful and the paramedic was patient. Unhurried and dealt with all my queries. I felt I got very good treatment*
- ✓ The service was efficient and well delivered. I was treated extremely well and felt like a VIP. Very happy 10/10!
- ✓ *I often have to make appointments due to remaining life years requiring InR testing. With high number of clinic patients and often no free slots the staff at reception always attempt to provide a time .*
- ✓ Doctor I saw today she was very nice
- ✓ *Fast service and medication issued*
- ✓ The reception was great, and the doctor had time to ask relevant questions about my health. Thank you
- ✓ *Very smooth, efficient and friendly experience on the day*
- ✓ Saw the lovely Hema that was understanding, knowledgeable and very helpful. Plus the lady at reception was very accomodating and tried to help the best she could too.
- ✓ *As I was very satisfied with my treatment*
- ✓ Wasn't kept waiting long - appointment wasn't rushed. The outcome was explained - was told to make 2 appointments at reception, where they only booked 1, said I had to do the other when I went back in?
- ✓ *I was treated promptly, kindly and professionally.*
- ✓ Reception was very pleasant and helpful
- ✓ *Because of the helpful and friendly staff going above and beyond very impressed would like to thank them very much*
- ✓ Quick appointment time frame , seen on time , all questions answered
- ✓ *Doctor was clear on what action was needed*
- ✓ Dr Mann was amazing and listened to my concerns very attentively and has given me a course of action to proceed with.
- ✓ *The nurse was kind and polite*
- ✓ Because the service was good.
- ✓ *Very helpful*
- ✓ The staff ate very efficient and respective
- ✓ *It was very quick and easy to make the appointment. Dr Leena was lovely, listened, gave good advice and made a good plan. I was given an appointment for a blood test tomorrow morning. I'm really pleased with the service, thank you.*
- ✓ Very polite and listens to what u say and how u feel x
- ✓ *The doctors are amazing, don't just fob you off. I actually feel listened to. Managed to get a same day appointment every time. Been pushing for blood work at my previous practice and they just put all my symptoms down to anxiety, 1 appointment at your surgery and I have blood work booked in and samples given.*
- ✓ Because Dr Sam was listening to me when I spoke and listened to my health concerns thank you
- ✓ *The doctor was really good very thorough.*
- ✓ Early appointment and all staff and nurse/doctor helpful
- ✓ *Happy with my doctors surgy and the way am treated*
- ✓ Good quick helpful assistance
- ✓ *Seen promptly, friendly professional staff*
- ✓ Im really impressed with the ways I was attended to, also with the receptionist with the light golden hair at the reception yesterday
- ✓ *Given a same day appointment, understanding and caring clinician*
- ✓ Because I got very good service
- ✓ *Very good*
- ✓ I believe they are well placed for any possible illness
- ✓ *There is always room for improvement*
- ✓ Staff and doctor very supportive and helpfull
- ✓ *Excellent service, polite and respectful staff and seen on time*
- ✓ Dr chitambara was willing to sit and talk, the women on reception are smiley and friendly, good all round really.
- ✓ *The service I received was good*
- ✓ Receptionist very polite . Dr listen to me x then explained what she thought was going on. very polite.

- ✓ *The surgery was closed till 1 30pm despite my appointment be at 11:20 and I didn't know I had to use the intercom to get in so had to ring my own surgery for advice*
- ✓ *The staff at st Gregory's are amazing*
- ✓ *As previously, receptionist nice and it was good to meet new nurse Sue.*
- ✓ *Excellent service*
- ✓ *I wrote an e-consult was offered an appointment on the same day.*
- ✓ *Incredible service, having an ultrasound and blood tests within 3 hours.*
- ✓ *Appointment was on time and blood test gone really great*
- ✓ *I had to wait 20 minutes past my appointment time*
- ✓ *My doctor has been helping me to get the right help from other medical professionals but supporting me also.*
- ✓ *Quick access to an appointment.*
- ✓ *Quick and helpful service at the register, knowledgable GP*
- ✓ *I got an appointment on the day*
- ✓ *The nurse was friendly and extremely kind and very very gentle and reassuring. Thank would*
- ✓ *Because it was just very good,no fuss no hassle.*
- ✓ *The nurse was pleasant and I was happy with her performance of my treatment*

### **Not Recommended**

- ✓ *Doctor thinking they know my daughter better than we do. Disgraceful.*

### **Passive**

- ✓ *Because I was really impressed with the help if I pushed the wrong box or whatever sorry but I am very pleased with today's service Thankyou xx*
- ✓ *One of the receptionist very loud and felt like no privacy for patients who she dealt with. The person who I saw was thorough but again felt no answer to my problem*
- ✓ *Because it was just that*