

# FFT Monthly Summary: July 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	21	4	1	4	1	0	0	0	99	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: 286**

**Responses: 99**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	68	21	4	1	4	1	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>68</b>	<b>21</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>99</b>
<b>Total (%)</b>	<b>69%</b>	<b>21%</b>	<b>4%</b>	<b>1%</b>	<b>4%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

👍 90% 🚫 5% 🤷 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:

$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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/>

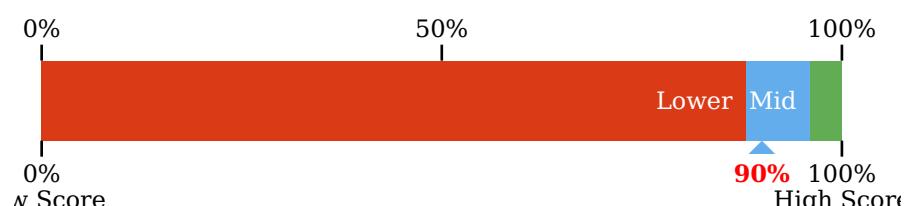
## SECTION 3

### Practice Scoring

#### Practice Score: 'Recommended' Rank

Your Score: **90%**

Percentile Rank: **40TH**

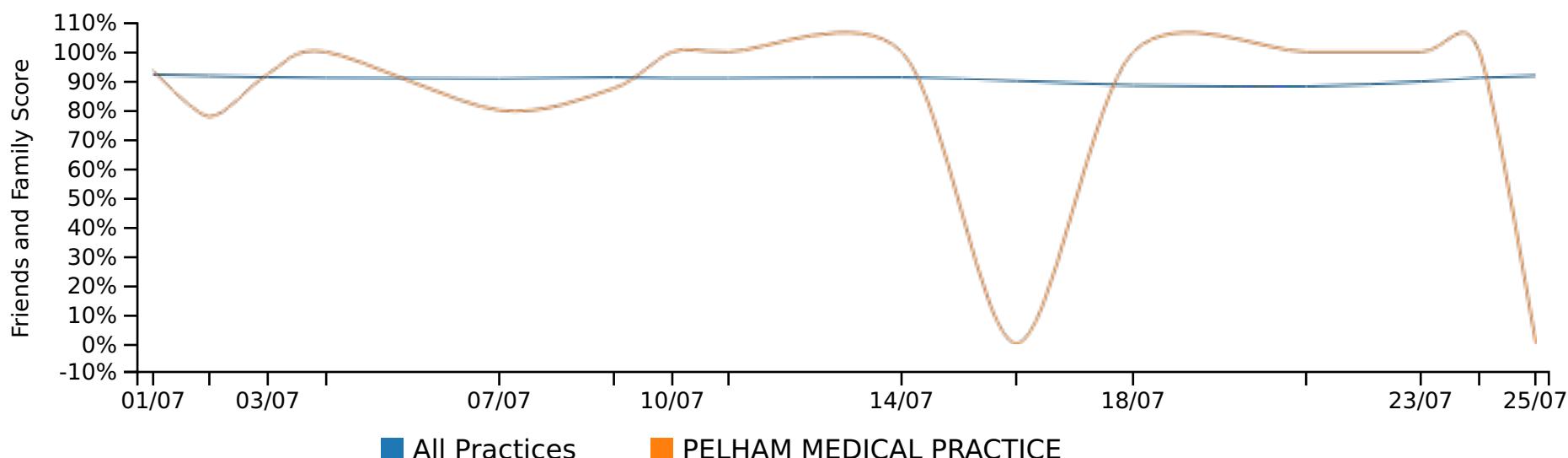


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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	86%	89%	94%

##### Gender

###### All Practices



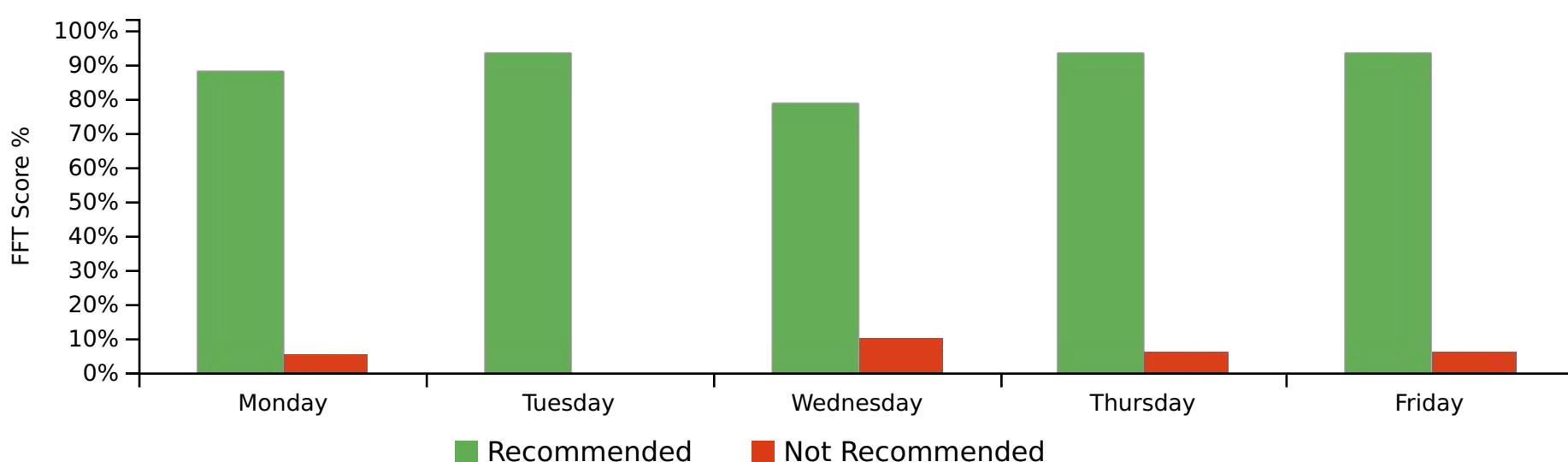
###### PELHAM MEDICAL PRACTICE



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



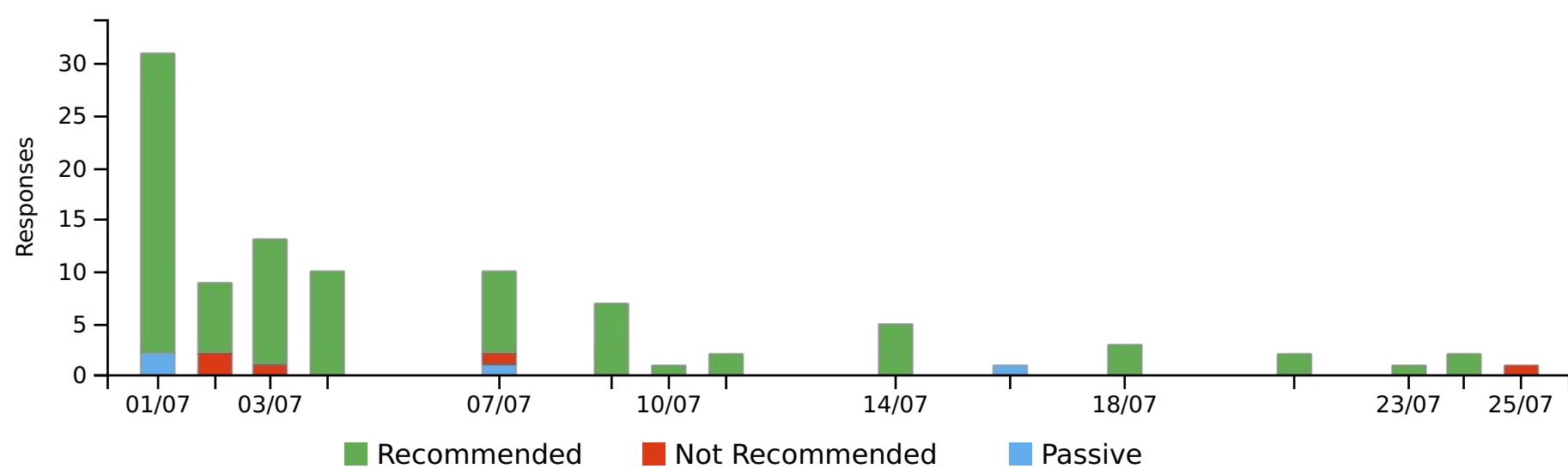
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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

<b>Thematic</b>	
Reception Experience	20
Arrangement of Appointment	17
Reference to Clinician	30

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

## 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

- ✓ Service was good, on time, Staff were polite, and efficient.
- ✓ From phoning for appointment to seeing doctor who explained everything to me and gave me helpful information. Everyone is so nice at that practice
- ✓ Easy booking with the new system, friendly receptionists, lovely understanding GP
- ✓ Polite and helpful reception staff and every doctor and nurse I have seen have been great with myself and my baby
- ✓ On time and thorough
- ✓ Got same day appOnline self triage system is quick
- ✓ Check bandages
- ✓ Got sorted
- ✓ Dr.service very good listen to the patient very carefully and attentively.
- ✓ Because it was just a check up on new medication.
- ✓ The nurse was very understanding and caring
- ✓ The doctor was very meticulous with me checking everything in detail. Her reception was very warm and articulate. I love the service I got.
- ✓ Because everyone I saw today and spoke to on the phone were kind and so nice to me also
- ✓ Got an appointment for the same day first in twenty years that's go to be good
- ✓ Quick and easy to use rapid health and quick response
- ✓ The doctor I met today.attend to me well and gave me some medicine which I think it will help me
- ✓ I've had the best experience with this surgery. I get an appointment in a timely fashion. The doctors are fantastic and so thorough. One of the doctors picked up a health condition when I wasn't taken seriously at A&E and every interaction I've had has been so positive.
- ✓ Great GP. Very informative.
- ✓ I been surgery so many times and there all staff members so kind and respectful. All dr are good always helps in emergencies
- ✓ It was easy, efficient and stress free. Didn't have to spend much time at all to complete the online questions and appointment booked within minutes on a Friday for Monday morning. Much better than previous system. Appointment was efficient and stress free.
- ✓ It's because the receptionist and very nice the nurse are very g and the doctors are very good they are lovely and you get quick
- ✓ Everyone at the surgery give you time and nothings seem too much
- ✓ By tex message
- ✓ Because that doctor was very nice with us .
- ✓ Great service, very friendly, explained everything in detail
- ✓ Sam was very easy to talk to and made it very comfortable to talk through the issues I had. He didn't rush through the appointment as a lot of doctors do and really knew what he was talking about. A great representative of our NHS
- ✓ Very friendly and thoughtful. It's a first for me to have my bloods taken whilst resting my arm on a soft pillow .... and I am old!
- ✓ Because I am a nervous patient and Angela helped comfort me during my appointment. Every time I have needed to go to the GP I have had good experiences with the staff
- ✓ Very through in examination
- ✓ Dr okeze is amazing and all the staff are lovely
- ✓ Arranged my appointment online and was able to see a doctor the next day.
- ✓ Dr dhaliwal was very good at listening to my issues and understanding my feelings. She was very thorough in her questions and I did not feel rushed.
- ✓ More appointments are available , the staff seem so much more friendly
- ✓ Friendly polite and on time to see nurse
- ✓ Polite and helpful staff
- ✓ I used new app and got appointment I needed.Nurse practitioners friendly and knowledgeable.
- ✓ Everything was perfect. The appointment time was within a minute and the service and follow up was great.
- ✓ Because it was good
- ✓ Sorry for the wrong reply it should read 1 didn't read it properly, Nicky the nurse knew exactly what to do very impressed
- ✓ The nurse was very professional but also she took her time explad everything clearly was friendly made me feel very comfortable.was in and out of the sugury in no time ,the receptionist was v welcoming and friendly .I'm very satisfied with my surgery over
- ✓ Good doctor good explanations
- ✓ Very efficient and friendly, listened to me and explained everything, really good appointment
- ✓ I feel very comfortable at this surgery and the receptionist and doctors do great work
- ✓ All staff helpful and caring
- ✓ Professional staff and service

- ✓ Fantastic staff always helpful, accommodating and professional.
- ✓ Was informative and told me what was happening
- ✓ Receptionist was very helpful. Dr Obi was thorough and listened to my concerns.
- ✓ Two appointments?, both bang on time, staff caring and friendly
- ✓ Friendly but professional service from Nicky
- ✓ GP practitioner was very good and receptionist was kind and helpful
- ✓ Portal is easy to use and followed by the appointment on the same day
- ✓ Excellent care
- ✓ Because the new online booking system was simple to use and efficient, able to book an appointment with the GP (unlike the old telephone system!) within a few days also GP was excellent in every way. Thank you all!
- ✓ Very satisfied with the paremidic I saw. He was thorough and acted very kind and understanding. He also explained things so I fully understood what he was saying.
- ✓ The quality of staff are very effective in their approach to patients care
- ✓ Friendly service, quick and efficient
- ✓ Louise Money was excellent

### **Not Recommended**

- ✓ rude receptionists and doctors.
- ✓ The secretary booked my appointment wrong over the phone, which I'd waited all day for. It had been told to me it was a phone call but was in person. When I called to ask why I hadn't been called by the doctor an hour after my appointment the person in the phone was incredibly rude and said they had to review the phone call to see if I was telling the truth. I then waited another 30 mins to finally be apologised to and to have an appointment rebooked. The secretary who has originally booked the appointment had booked it wrong and it was meant to be a double and had only been booked for a single. This was an incredibly sensitive matter and my experience was completely disheartening and humiliating.
- ✓ Im a new client wasnt informed clearly to be honest Wasnt made aware i had to attended diff location for appointment Was then told i have now missed said appointment
- ✓ My apologies, i meant to put 1 not 5, I didn't read the message properly, The official answer is 1 , it was a very good service, on time, on point, very detailed.

### **Passive**

- ✓ Conflicting information about booking a post natal appointment