

FFT Monthly Summary: August 2025



PELHAM MEDICAL PRACTICE
Code: G82032

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
69	18	3	4	1	0	0	0	0	95	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: 359

Responses: 95

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	69	18	3	4	1	0	95
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	69	18	3	4	1	0	95
Total (%)	73%	19%	3%	4%	1%	0%	100%

Summary Scores

92%

5%

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:

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: 92%

Percentile Rank: 55TH

0%50%100%

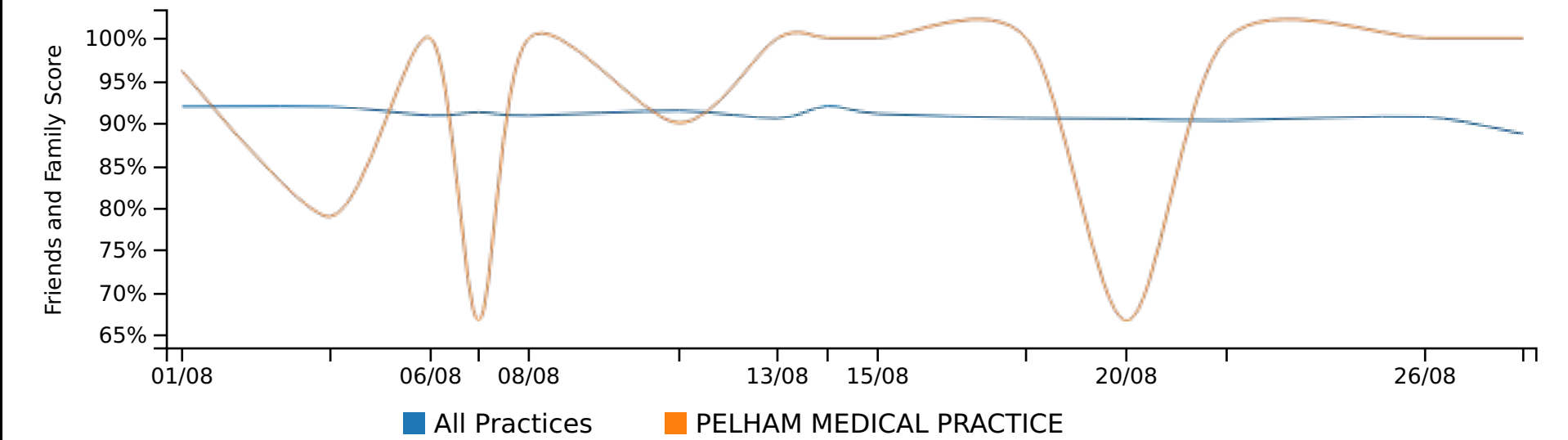
0% Score

LowerMidHigh Score

92%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 55th percentile means your practice scored above 55% 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	92%	93%	88%

Gender

All Practices

91%

91%

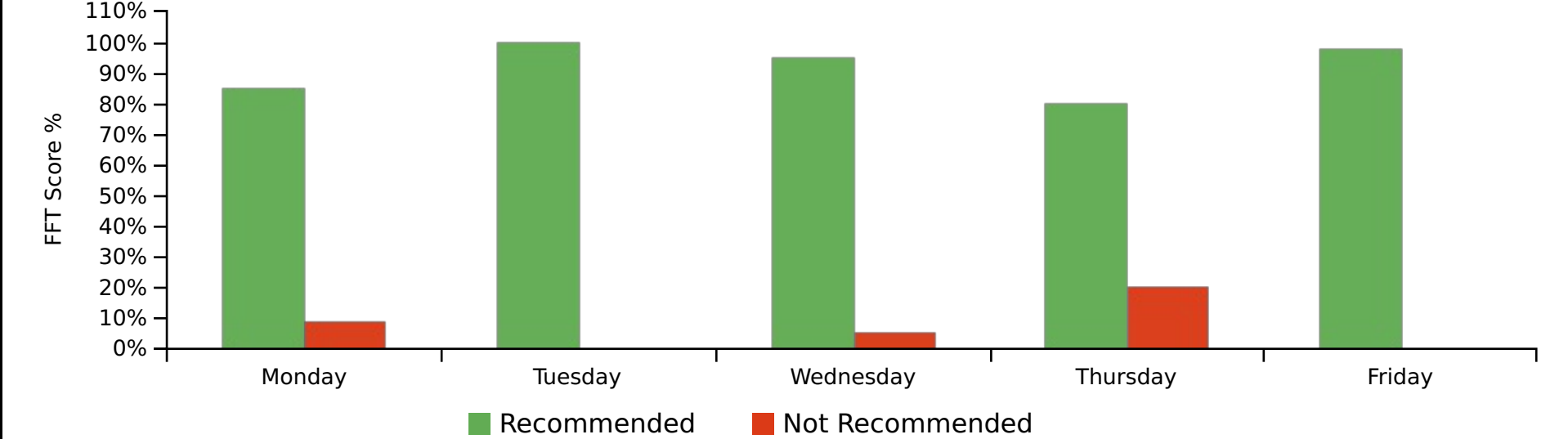
PELHAM MEDICAL PRACTICE

92%

91%

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

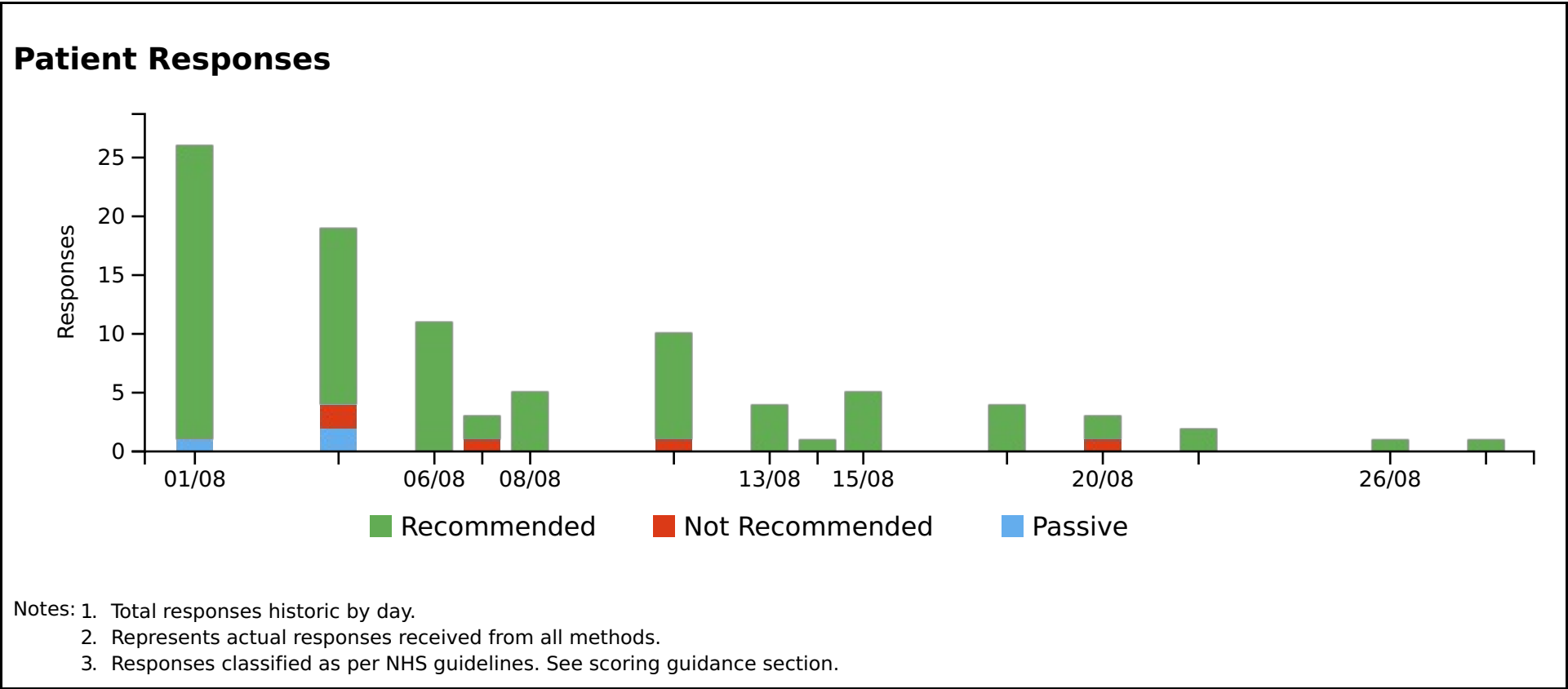
Practice Score: Day of the Week Analysis



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	23
Arrangement of Appointment	22
Reference to Clinician	35

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

- ✓ Staff very friendly and courteous also appointment on time and nurse was very professional and also friendly
- ✓ *I have not been with the practice for too long, but I have found the duty of care absolutely brilliant. The staff are all very polite and friendly. I have always been able to get an appointment and the doctors are very thorough. Overall brilliant practice.*
- ✓ He's a very good listening doctor
- ✓ *I always feel cared for by my GP practice. The staff are always friendly and the GP's always listen.*
- ✓ Because you asked me to choose
- ✓ *Receptionist was helpful and efficient when booking the appointment. Receptionist was helpful on the day of my appointment. GP listened to my concerns and booked relevant tests.*
- ✓ This young nurse is good spot on no bruise's straight into the vein.. She's Tops.
- ✓ *Staff are friendly*
- ✓ What answer did I give ?
- ✓ *Using the new online triage system I've been able to get same day appts both times I've needed them, and the staff members who saw me were thorough and listened.*
- ✓ Dr Sahota took my concerns as a parent seriously and referred for further testing when asked, he was kind and polite and explained things when I asked. I couldn't have asked for more
- ✓ *Very good*
- ✓ I did not have to wait after my appointment time, the lady was very polite and helpful. I wish more staff deal with patients in this manner.
- ✓ *Because service is good from the reception to the doctor to the exit everything is good*
- ✓ Very pleasant staff. Appointment was on time. No complaints whatsoever.
- ✓ *Very quick and efficient, reception staff very friendly, appointment felt a bit rushed*
- ✓ I was seen promptly and the appointment was very informative
- ✓ *Dr Mann is very good doctor. Takes time with you. You feel very at ease when you are with her.*
- ✓ Friendly nurse. Apt was on time.
- ✓ *I was seen quickly and had a good consultation.*
- ✓ Easy appointment on the internet reception is very polite and the doctor provided me with medication which I needed thank you
- ✓ *Very informative and helpful*
- ✓ Was very helpful and solved my daughter issues
- ✓ *All of your staff are friendly, helpful and act professional ensuring I feel comfortable and in a safe environment.*
- ✓ Doctor was helpful and understanding
- ✓ *The doctor i saw was good as always i gave the answer good as the appointment it self took time some time to get but was eventually sorted after an error that was made*
- ✓ They always help me so quickly
- ✓ *The nurse was there very kind & fast & smoothly done the test*
- ✓ The nurse I saw was professional and very knowledgeable, she made my visit very comfortable
- ✓ *Treatment went well either Aaron today nurse was very calm*
- ✓ Easy to use the triage and to book an appointment.
- ✓ *The service was good and timely.*
- ✓ It was very good service kind and efficient staff
- ✓ *The doctor was very helpful with the advice he gave me*
- ✓ Even though the new system to book an appointment is great and I did get an appointment the following day. It was hard to find the right option when booking online. I had to try three times until I got the right option. It's sometimes a nicer option to speak to a human. Especially, like me at the time, full of grief and trying to work things out when your head is not in the right place doing things online can be a harder option.
- ✓ *I was seen on time by a very helpful and polite doctor*
- ✓ I saw nurse nicki, she is always professional, very friendly and does her job to perfection. Every time I see her she never makes it feel rushed and always gets in a little chat during the visit and it's lovely to be treated like a human.
- ✓ *I felt that they were able to listen to questions, they were slow and kind of the jabs.*
- ✓ All members of staff gave us above and beyond helpful, friendly and knowledgeable advice. It was as always a pleasure to deal with people so caring in some situations which can cause extreme anxiety.
- ✓ *Appointment given quickly, kind receptionist and good GP*
- ✓ Dr was very helpful but had to wait over 10mins

- ✓ *Thoroughly explained and e mail for exercises*
- ✓ *Good service*
- ✓ *A very good service*
- ✓ *I've had prompt attention and can see the same doctor, which is very reassuring.*
- ✓ *The nurse I saw was lovely. But I didn't like overhearing the receptionists going through the triage questions on the phone.*
- ✓ *Quick, thorough and efficient*
- ✓ *Receptionist triaged me as I couldn't do it myself and was very helpful and I was given a doctors appointment*
- ✓ *Quick & Efficient*
- ✓ *Helpful staff*
- ✓ *Be cause from recitoonist to doctor was all good service the downsides online booking becauseit not helping eople who can't do online but every is good else*
- ✓ *Appointment on time staff and doctor friendly*
- ✓ *Easy to book an appointment, very different in that you don't sit on the phone for ages , receptionists and Doctor excellent as usual .*
- ✓ *The nurse was very polite and explained everything that I needed to know.She was also on time.*
- ✓ *Very professional service given to me by Sam The paramedic Very helpful indeed*
- ✓ *I rated the service as Very good because I am very satisfied w the care I received. The staff were friendly and professional, I felt well taken care of throughout my visit. The appointment well-organised, and I appreciate the attention given to my conc*
- ✓ *Very kind nurse and helpful*
- ✓ *Good listening and welcoming face*
- ✓ *I had a telephone appointment with the GP and I felt I got good medical advise.*
- ✓ *Doctor was kind and listened me very carefully*
- ✓ *Very professional, answer all my questions, good treatment, over good experience came away understanding what I need to do to get better*
- ✓ *It was fast and efficient but it was also a simple appointment*

Not Recommended

- ✓ *The new system is just hard work to get an appt with the doctor you either want or the doctor thats asked to see you again, wait times in the surgery are still just as long as before i feel the new system of rapid health hasnt done much benefit*
- ✓ *Because your website is not clear regarding trying to book an appointment through e consultation. It's not clear where to click for it. Also at the end you send an email and NOT a telephone call. This is most unhelpful because we can easily accept the phone call. But a person does not always have their personal emails open and I did not realise you sent me an email to book an appointment. This should be changed please or go back to the old system where we waited in the queue to speak to reception to request an appointment*
- ✓ *The automated appointment message was wrong. Said mum had a gp appointment at the surgery when it was a phone call. Spent an hour trying to get through to get this confirmed in one minute. Waste of my time.*
- ✓ *This new system is absolutely shocking can't get a appointment with the doctor you actually want anymore then cannot get an appointment for weeks because someone else has decided it's less important than others when that's completely unfair Urgent on the day appointments used to be helpful but now your left waiting days for antibiotics because you cannot get an appointment I like my children and myself to see Dr okeze because she's been our GP for years and she knows my children's disabilities already but now I cannot get one with her and my son won't attend appointments because he has autism without his set doctor he refuses to talk*

Passive

- ✓ *Because i had to wait for 40 minutes past the time of my appointment without any explanation Asti why this was happening. I was in a great deal of pain with my knees and had to walk round the reception area to relieve the pain.area*