

# FFT Monthly Summary: September 2025



PELHAM MEDICAL PRACTICE  
Code: G82032

## SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
61	17	4	4	6	1	0	0	0	93	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: 336

Responses: 93

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	61	17	4	4	6	1	93
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	61	17	4	4	6	1	93
Total (%)	66%	18%	4%	4%	6%	1%	100%

Summary Scores

84%

11%

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:

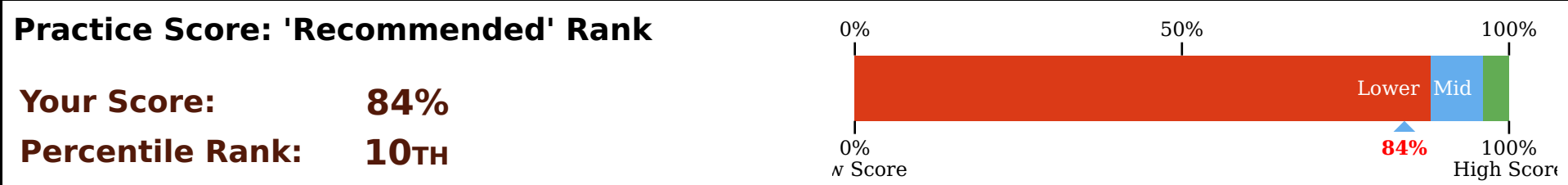
Recommended (%) = 
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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:

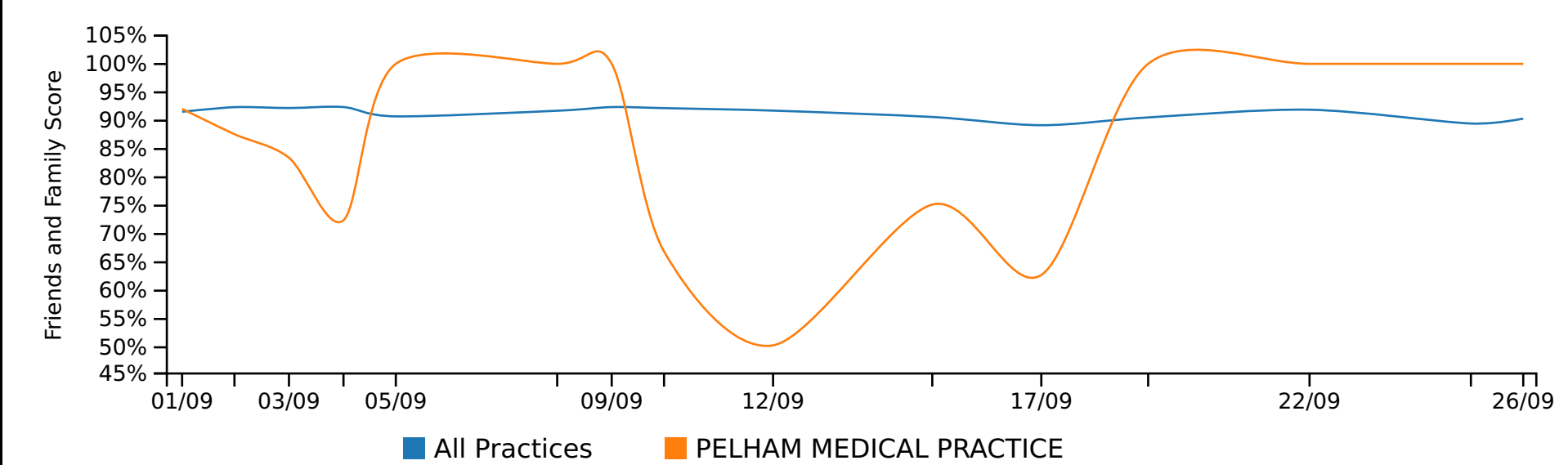
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3  
Practice Scoring



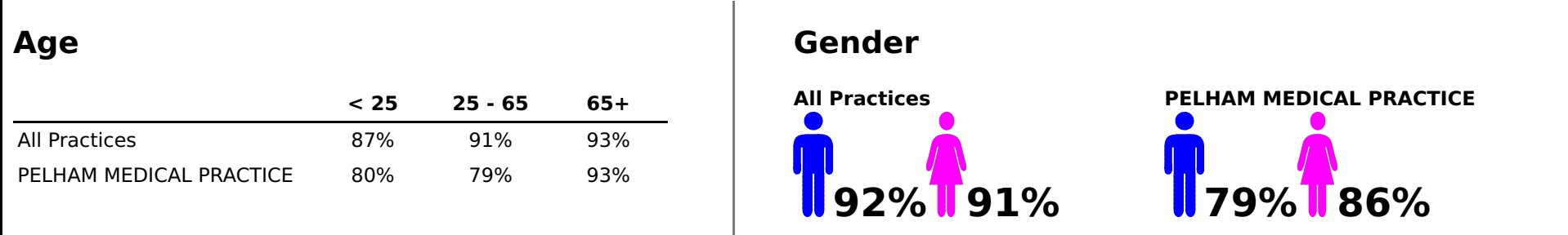
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 10th percentile means your practice scored above 10% of all practices.

Practice Score: 'Recommended' Comparison



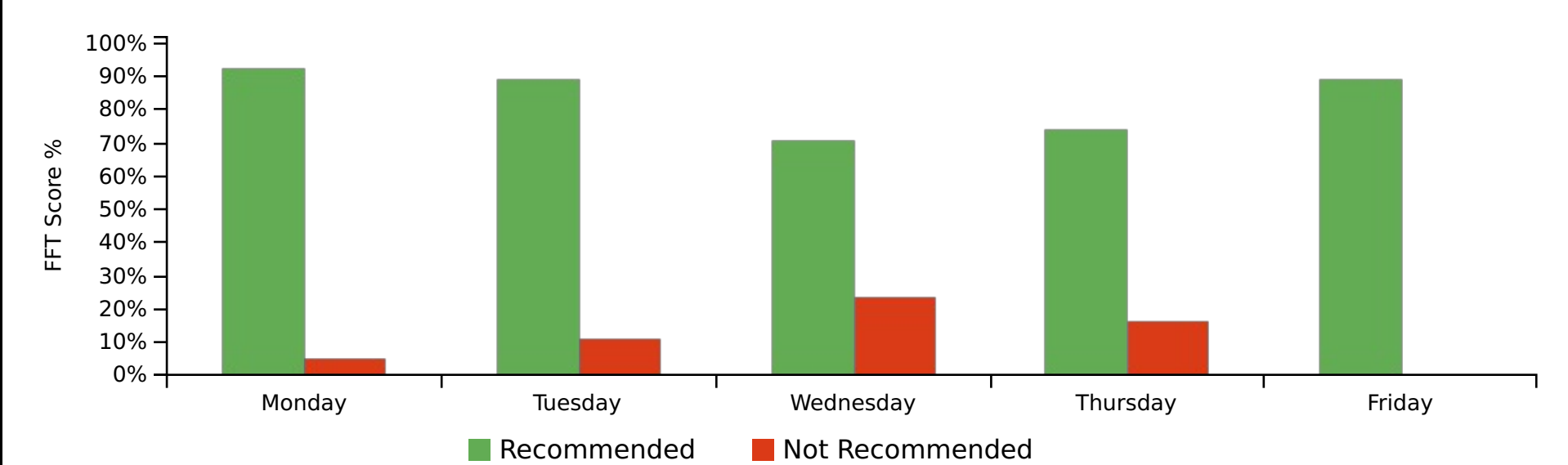
Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

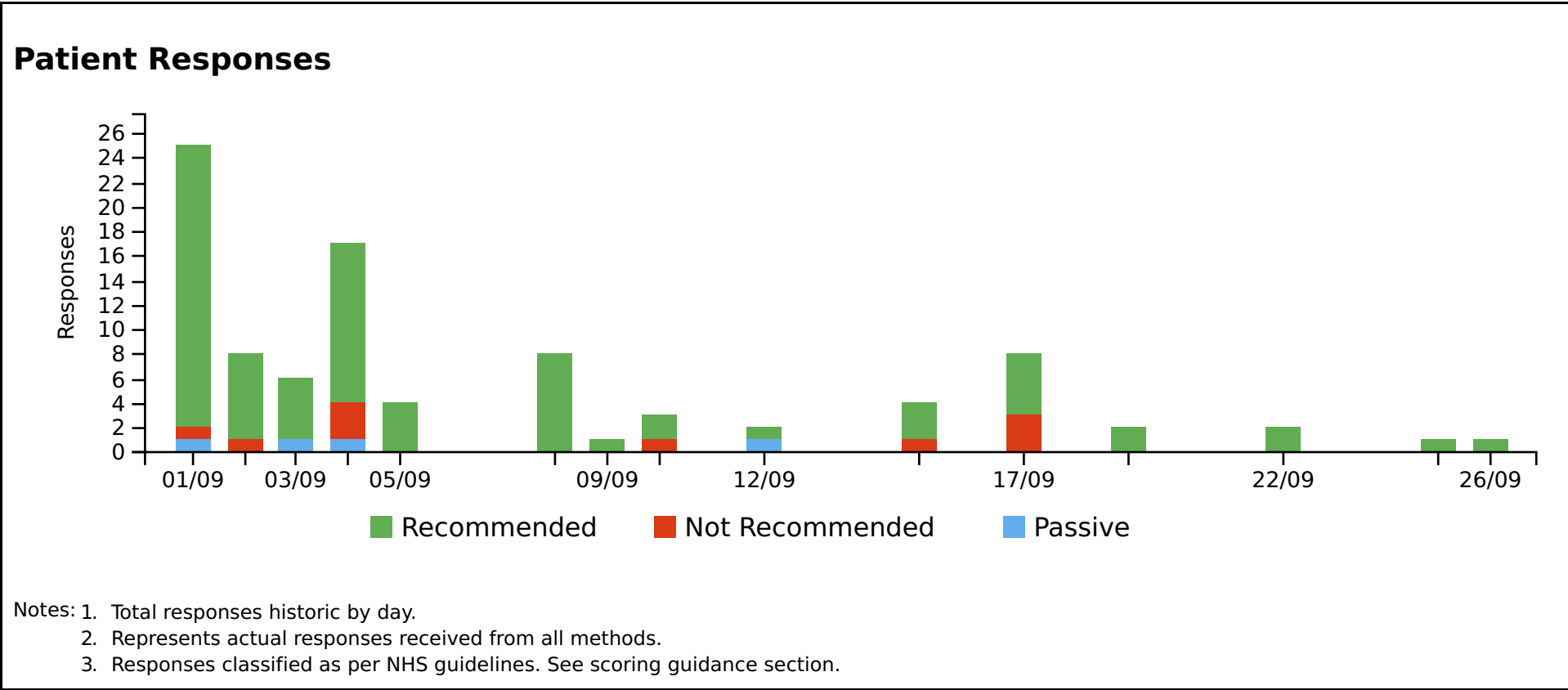
Practice Score: Day of the Week Analysis



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	11
Arrangement of Appointment	17
Reference to Clinician	24

- 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

- ✓ Seen promptly & satisfied with visit
- ✓ *Friendly and helpful staff. The doctor explained my issue very clearly and listened to my problem.*
- ✓ Nurse was very professional and polite
- ✓ *She was very professional.*
- ✓ Friendly and felt listened to and not rushed.
- ✓ *Always helpful and polite*
- ✓ I have to attend loads of INR test and you are so helpful and accommodating.
- ✓ *Great service*
- ✓ My medical issue was dealt with quickly, everyone was polite and courteous, I wasn't kept waiting beyond my appointment time and the doctor explained everything thoroughly and reassured me
- ✓ *Easy to book and GP efficient*
- ✓ Good staff and service
- ✓ *I wanted to draw your attention to the fact that if you are older and have no family living nearby, being asked to wait maybe 24hrs for phone call is frightening if you are in pain.*
- ✓ They were very helpful and informative
- ✓ *Everything is fine*
- ✓ The nurse was so kind, patient and accommodating
- ✓ *Listened and advised*
- ✓ Went in on time. Very knowledgeable physio doctor I saw. Was emailed further exercises to help heal my shoulder muscles. Second to none.
- ✓ *Arrived at lunch, receptionist was polite & welcoming even though I was early (Not written on the door that I could see) Nurse was not judgmental when delivering over 50's health check verdict.*
- ✓ They were very helpful and sorted it out for me I
- ✓ *Quite easy to book appointment better than long waiting on the phone*
- ✓ The doctor has come up with a plan to tackle my problem and was listening to exactly my problem to find a plan of action
- ✓ *The receptionist was very nice and the nurse as well...All good...thank you!*
- ✓ My doctor Lorraine Okeze is excellent, very thorough and takes any problem seriously
- ✓ *Because you are very cooperative, kind and friendly..*
- ✓ Dr Chitambar listened and advised in a very professional manner and was very thorough.
- ✓ *Appointment time was very good I was seen before my appointment time*
- ✓ She was very professional and listened to my concerns
- ✓ *The staff are always helpful the doctors listen and deal with the problem*
- ✓ Because as usual the reception staff were very helpful and polite and professional. Also the lady who took my Blood Test was extremely professional.
- ✓ *Staff all friendly and helpful*
- ✓ I was in and out in a very quick time
- ✓ *The doctor listened to me*
- ✓ Myself and my family have recently moved to your practice and have been so impressed with the communication and organisation from the very start. My postnatal check up was something I was very nervous about but the doctor was so kind and gave me so much time. I felt extremely reassured and calm after this appointment. We then had our sons first jabs and physical check - the doctor and nurse explained everything they were doing and handled our baby with so much care. Thank you so much.
- ✓ *The person I saw was very thorough kind and caring like all of the staff and I have been a patient for a lot of years.xx*
- ✓ Appointment was on time. Receptionists were very helpful. Doc was kind and explained everything to me. Only thing wrong was that there were no specimen bottles for my need.
- ✓ *I was worried about going to work whilst pregnant with threat of physical violence. I explained my employer wasn't going to do anything and I was worried about my safety. I was listened to, reassured and was signed off work without hesitation*
- ✓ Am not keen on the online process for an appointment, it's never as easy as anyone says it is, much easier to explain symptoms to a person than a phone
- ✓ *The nurse was so friendly and I never felt any pain when she was taking my blood and the appointment was on time*
- ✓ I find the new internet linkup for appointments etc rather confusing not being very confident with all this new technology. However I got there in the end so achieved what I needed from you.
- ✓ *The medical practice what I thinking about my GP practice is that done good and care on my own health and much appreciated.*
- ✓ Good service

- ✓ *Good service misunderstanding of appointment dates led to wasted visit*
- ✓ Was seen by the doctor quickly was examined and prescribed meds always good getting appointments
- ✓ *My experience when with the Dr was good no problems, but my experience to get an appointment is not easy anymore having to fill out a lengthy form the procedure is not easy or necessary. I feel for the older generation and those where English is not a first language. While waiting in the waiting room I heard the receptionist for 20 minutes trying to explain to a patient on the phone how to use rapid health to get an appointment this is not good use of receptionist time.*
- ✓ The surgery as one - I am very pleased with. The counsellor I was referred to, who I saw today is a different matter, I am suffering with mental health issues, he asked me to tell him what my problem was, my reply was - oh where do I start, he said well you have less than 30 minutes, which is not what I needed to hear, I have been suicidal and need support, not rushed and told I had less than 30 mins. I was given a piece of paper telling me to contact someone else !! What was the point of me going and getting more anxious about the meet. I sat in the car park for 45 minutes sobbing. I was lucky I had someone at home to meet me, if i hadn't it might have been a very different matter
- ✓ *I gave this answer, as I felt that Dr okeze was very thorough and it was, though I am in pain a very pleasant experience, as the Dr was uplifting with her happy demeanour.*

## Not Recommended

- ✓ I missed my very important appointment
- ✓ *The partners senior dr are rude disgrace and obnoxious. They are quacks not GPS . Telling patients they look fine but chronic pain cancer and so isn't visible. Dentist will look for the causes of the problem and treat it accordingly .Dr will something to mask the symptoms no investigation. Don't come to even elderly patients. And you have to plan to be ill in case you need an appointment*
- ✓ Booked blood test. Waited a month to find out they can't do it. Very difficult getting an 88 years old out of house and then be messed around.
- ✓ *I asked for a f2f appointment and only got call which because there is no fixed time makes it difficult when working full time. Call was 10 mins later than time provided and then would not give me a blood test, said have to call to arrange with GP - call was a waste of everyone's time.*
- ✓ Good afternoon. Of course, I can provide you with an answer.I haveave
- ✓ *I didn't get proper treatment for my health issue and its keep reoccurring again and again but get transferring my case to gastro experts. I have been facing issue since last 2 years*
- ✗ I rang ahead to confirm that I was running 10 minutes late due to uncontrollable circumstances. I asked if the Dr could be asked if she was able to see me but was told that the doctor could not be asked if she was willing to see me 10 minutes later. I was advised that I would be marked as a no show even though I called 45 mins before the appointment to advise of the situation. I do appreciate being booked in the following day. Just frustrating that I have to take another half day off work for the sake of 10 minutes when I have been kept waiting longer than this past my appointment time in the past.

## Passive

- ✓ As had to wait 50 minutes to see the doctor who was very behind and felt appointment was rushed.
- ✓ *Because for the second time this week, I've not been seen on time for either appointment.*
- ✓ Interaction with the practitioner was good but the front desk experience was abruptness bordering on rudeness.