

FFT Monthly Summary: October 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	14	5	3	2	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 cqrs servicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 310

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	72	14	5	3	2	1	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	72	14	5	3	2	1	97
Total (%)	74%	14%	5%	3%	2%	1%	100%

Summary Scores

👍 89% 🙄 5% 🗑️ 6%

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:

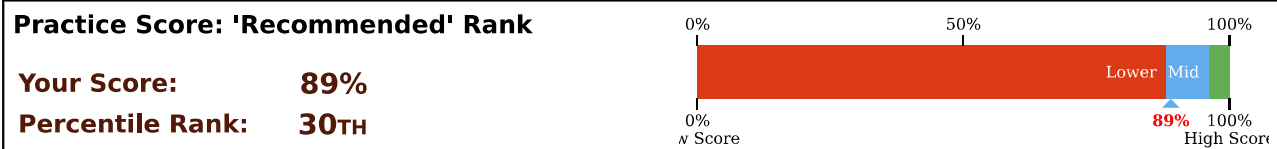
$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

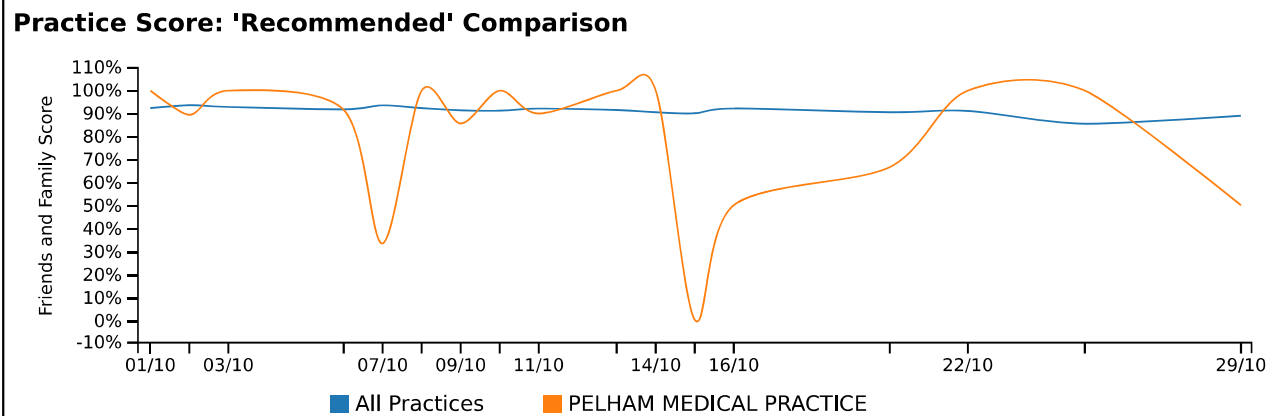
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

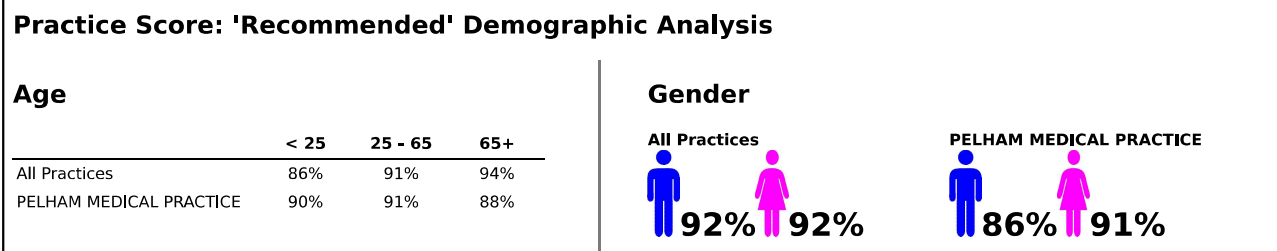
SECTION 3
Practice Scoring



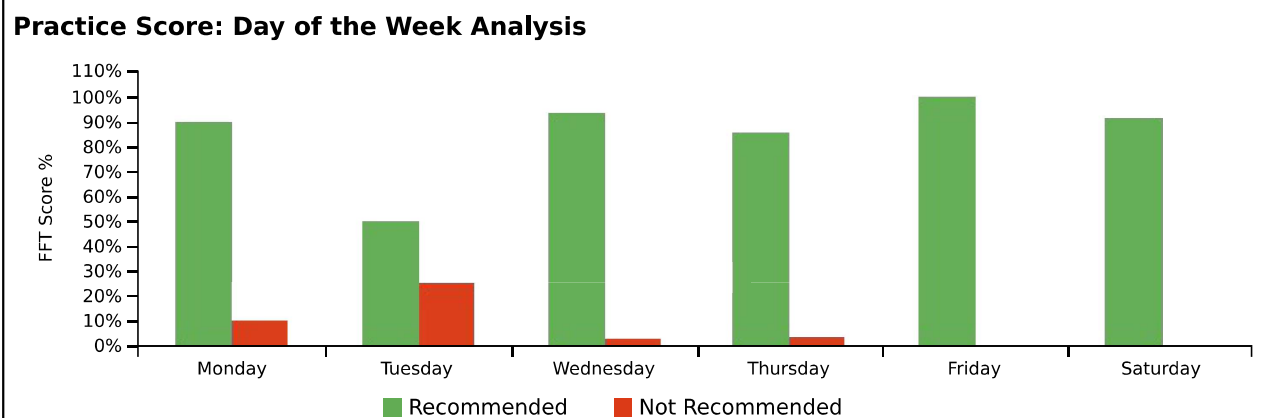
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 30th percentile means your practice scored above 30% of all practices.



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

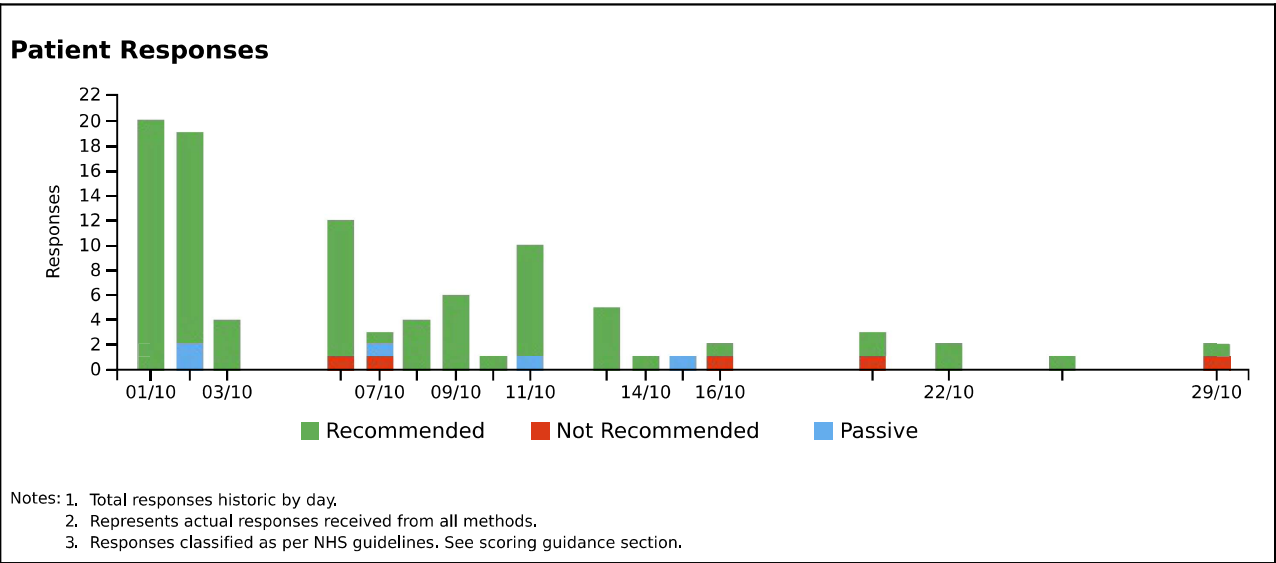


Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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	21
Arrangement of Appointment	18
Reference to Clinician	25

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

- ✓ Every was run with quickness and welcomeness staff thank you
- ✓ In and out cheers
- ✓ I'm just saying that I am very happy with the practice and have always got a very good attitude from you
- ✓ Fast referral and efficient
- ✓ Very lovely lady who did my bloods, super nice and made me feel very comfortable.
- ✓ Friendly reception staff who managed to fit me in and excellent care from Angela.
- ✓ I was seen in good time
- ✓ She was very helpful and discussed the possibility of the matter pretty thoroughly with me.
- ✓ I had my Covid and flu jabs and it was a very good experience the Nurse told me everything she was going to do and explained everything clearly I was very impressed and that's why I scored a 1 thank you.
- ✓ Great service getting a last minute appointment with the nurse.
- ✓ The paramedic was very polite and helpful, explaining blood results and how to go forward
- ✓ Staff was in order making patients at ease what to do
- ✓ They gave me emergency appointment on time
- ✓ Friendly staff
- ✓ Lady was very helpful
- ✓ Just had flu, and covid jab, they were very quick, on time and no pain.?
- ✓ Doctor was very thorough and got a scan sorted for me tomorrow
- ✓ Pretty straight forward and was able to get an appointment for the next day
- ✓ Yes I had an emergency appointment as I unwell. I was pleased that the doctor see me today. I was told to be there for 11.20 I waited to see the doctor for about 50mins. My daughter was waiting for me in the car so I was a little concerned about the time as I couldn't get there myself due to vertigo.
- ✓ I feel the paramedic I saw today has done everything he can to find out what's wrong and get me feeling better.
- ✓ I was happy with the clinician but still have concerns that queueing time affects appointments & am not a fan of the new online triage system.
- ✓ Filled out rapid health questionnaire & submitted. Within 10 minutes surgery rang with an appointment with a Dr
- ✓ I have rated my experience as no. 1 because I have found the Staff very friendly, courteous and friendly.
- ✓ Staff are really professional
- ✓ Seen very quickly and cheerful staff.
- ✓ On time. In and out in 5 minutes
- ✓ No waiting for long and professional service. Thank you
- ✓ I needed 3 vaccinations and wasn't sure which surgery to contact. The receptionist sorted all 3 for me over 2 appointments in a friendly and helpful manner. Today I had the first jab & the nurse (?) was kind, reassuring, quick, and answered my questions clearly.
- ✓ Was very good and was helpful and made it is to understand
- ✓ Because I have had appointments when needed and the staff are very helpful
- ✓ The nurse was efficient and polite
- ✓ I used e consult, reply received quickly and was able to book convenient appointment. Dr chitambara was very helpful
- ✓ The Doctor we saw was very informative and polite.
- ✓ On time pleasant nurse
- ✓ Doctor was very reassuring and helpful, and calmed me down. And I also managed to get an appointment same day! Amazing
- ✓ Because the service was excellent and very well done. No hanging about, straight in injections straight out. Perfect
- ✓ Whilst not a fan of the triage system it has worked well for me. Friendly and efficient reception staff Kind and caring HCAs and nurses.
- ✓ Friendly doctor and staff
- ✓ yes friendly staff Louise money very professional
- ✓ Very satisfied with service
- ✓ The nurse I saw was friendly and helpful
- ✓ The GP I saw today listened & she was caring.
- ✓ I had a pre booked appointment for bloods to be taken today, I arrived 5 minutes early for my appointment, was booked in quickly by reception, my appointment was on time with the nurse, the bloods were taken painlessly and quickly and I was on my way home in no time at all
- ✓ Because it's worth supporting young doctors who want to help people, even those who don't speak or understand English well...xx
- ✓ Staff. We're very nice and polite and very quick

- ✓ *The nurse was extremely helpful*
- ✓ Good staff member who understood issues. On time also.
- ✓ *Samuel CHIVERTON, didn't rush me took his time to talk to me as a patient. had have experience before where the doctors had been rude to the point and only deal with one thing. Today's experience was really reassuring that he took his time and I left feeling like I had been listened to, with a plan.*
- ✓ The doctor was amazing and reception staff and the nurse were lovely and very helpful
- ✓ *Samuel is attentive, very caring and makes you feel at ease the whole time*
- ✓ Helpful staff, seen on my appointment time, excellent treatment
- ✓ *because I needed it because my kidneys hurt*
- ✓ Lovely reception staff who are always really helpful and friendly too. Seen on time by a lovely nurse who completed my procedure kindly and with patience. I love my gp surgery and wouldn't change them for anything.
- ✓ *The appointment booking system, surgery email response and actual appointment all went very well.*
- ✗ Staff members very efficient, helping also pleasantly nature
- ✗ *Friendly and efficient staff.*
- ✗ The health nurse was very helpful and gave good advice
- ✗ *They were nice to explain make me relaxed*

Not Recommended

- ✓ I took the time off work to be told at 10 to 8 in the morning that my appointments where cancelled and I couldn't be offered any alternative
- ✗ *Had to chase a prescription today - don't like filling in a form online to get an appointment- had to wait in the car park until my appointment time last week-*

Passive

- ✓ I asked if I could make an appointment to see a doctor, but was told I would have to phone on Monday. There were loads of staff. But I was told I had to phone Monday. Making a simple job harder.
- ✓ *Hi , up to the last couple of weeks it was fine, now you have to go online for appointments. I booked an appointment to see Dr MANN today but when I got there Registra said what are you here for blood and said I have already had it. I asked to see DR MANN because I have been passing out. Many thanks*
- ✓ 20 minute wait, no time to discuss what is causing the medical problem.
- ✓ *Was there for 2 appointments the blood test was ok the drs appointment has left me feeling as though I won't be listened to*