

FFT Monthly Summary: November 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	4	3	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 cqrs servicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 372

Responses: 95

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

Summary Scores

92% 4% 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:

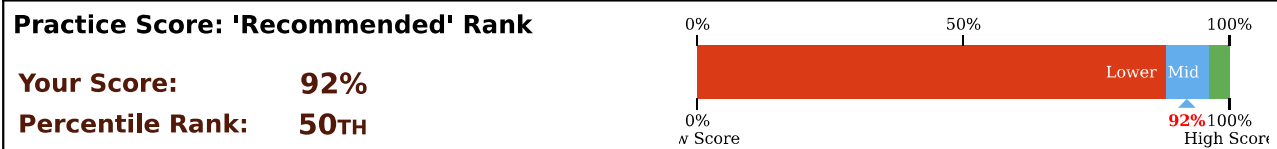
$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

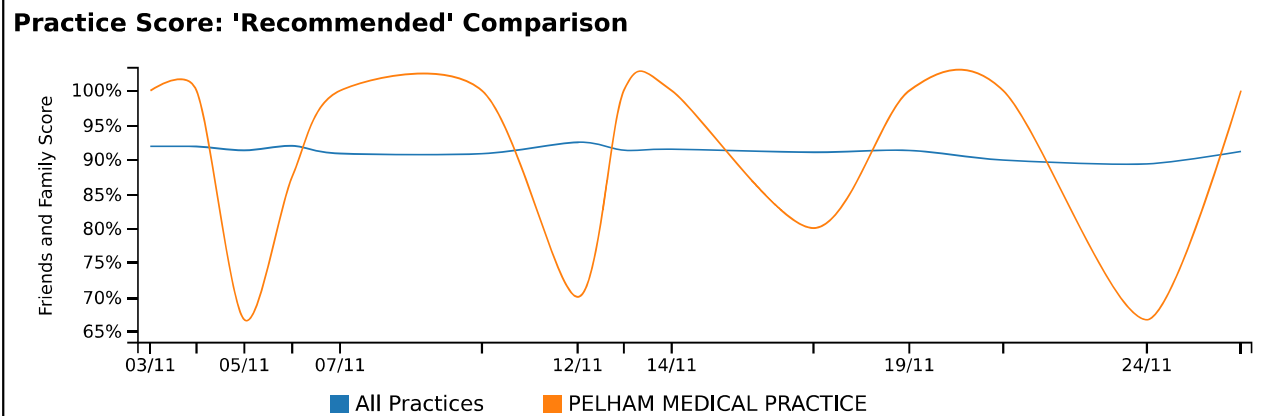
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

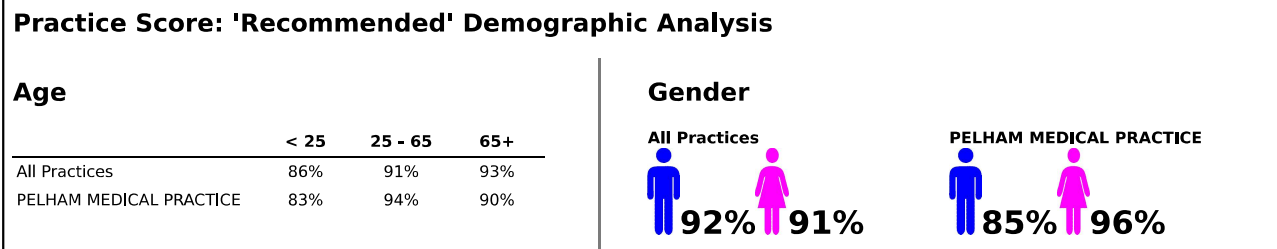
SECTION 3
Practice Scoring



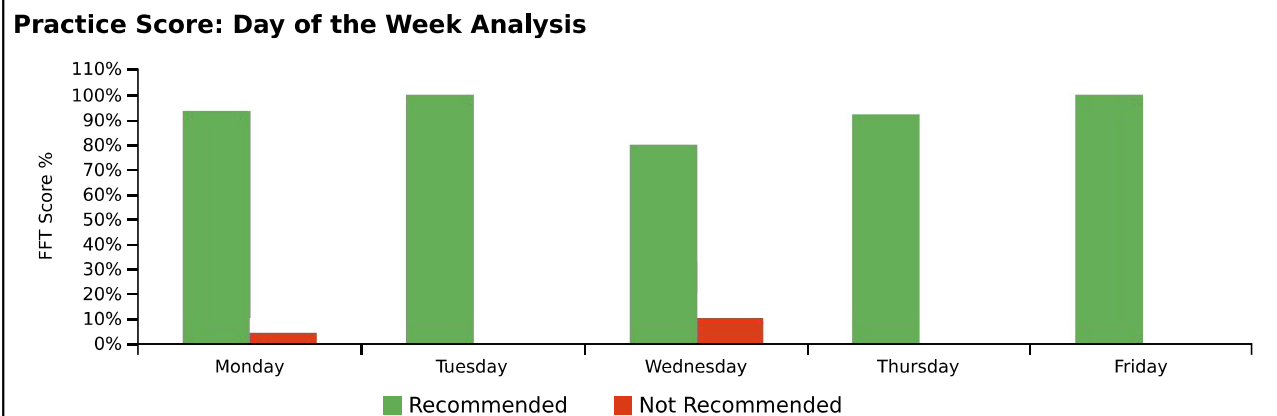
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 50th percentile means your practice scored above 50% of all practices.



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

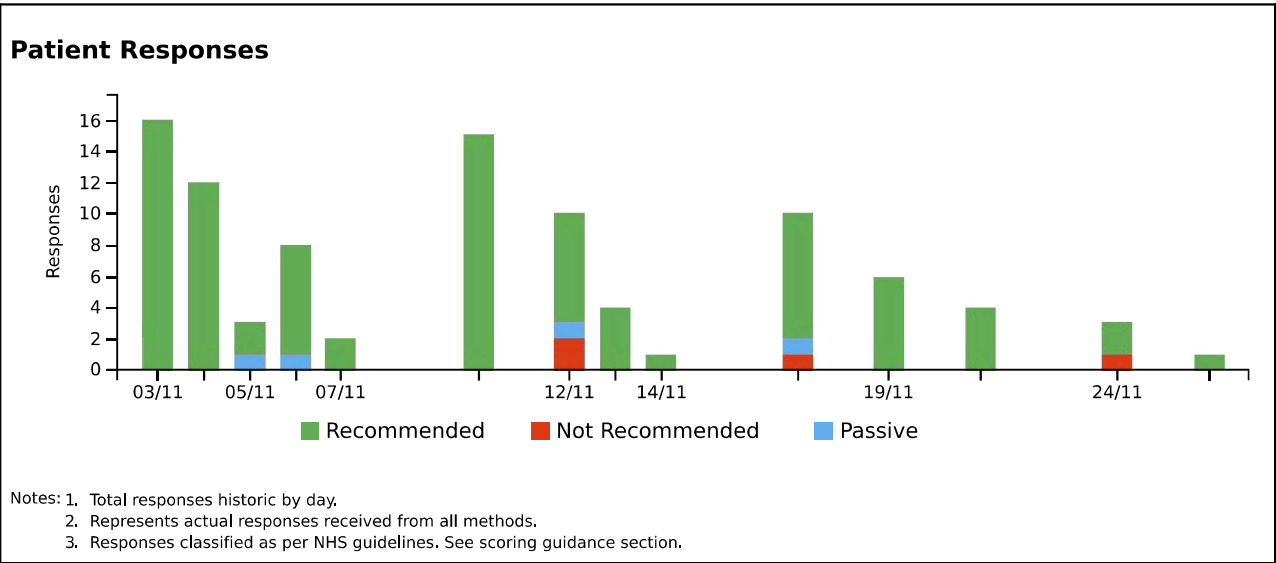


Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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

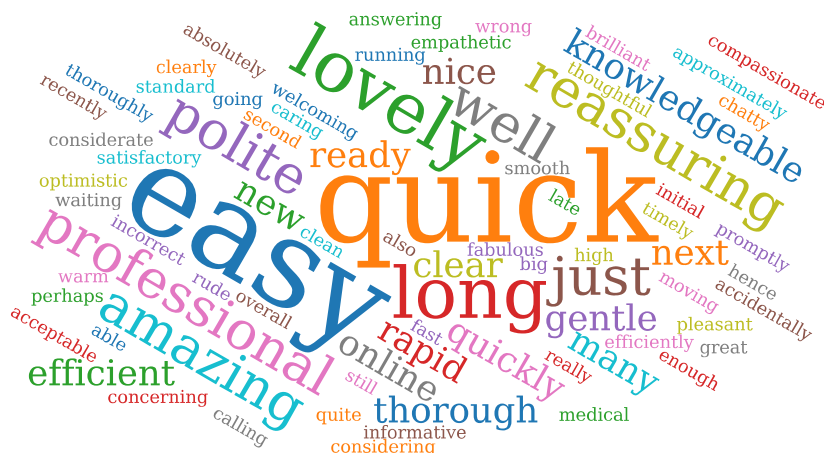
Reception Experience	19
Arrangement of Appointment	19
Reference to Clinician	29

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

- ✓ The lady at the reception desk was polite and helpful and sorted out my situation
- ✓ Because my GP is not just a good professional, he has a good soul as well. I am very happy I met him.
- ✓ Very knowledgeable, reassuring doctor
- ✓ The staff were polite and ready to help. The a Dr. was patient and listens to my concerns and suggestions concerning my health.
- ✓ The doctor was very patient with me & I felt listened to .
- ✓ Easy to book appointment with new rapid health app. Dr Nassrally was so lovely. What an amazing doctor. So reassuring, gentle and easy to talk to. Didn't feel rushed at all. Felt heard and seen! Fabulous doctor.
- ✓ Helpful receptionist and gp was quick to put a plan in place for my mother in law. It was also very helpful that I could enter the appt via a telephone to support my mother in law and advise gp of the issues
- ✓ Louise Money was very nice I was in & out in no time.
- ✓ Smooth appointment
- ✓ Timely response to clients, the approach and satisfactory services
- ✓ Excellent treatment by the practice nurse.
- ✓ *Easy to check in* Friendly reception staff *Nikki was lovely - very friendly and knowledgeable/helpful about what the surgery can offer to be as a new patient. Only reason I didn't say 1-Very Good is because I needed to bring two forms of ID/proof of address to be able to register for online services. This wasn't clear on the letter so it means a second trip to the surgery to get that sorted. Perhaps the letter could include the acceptable forms of ID? The receptionist read these out to me but if they had been on the letter, I would have come better prepared. But not a big issue at all. Overall very happy with my first experience at Pelham. Many thanks!
- ✓ Not a long wait. Very gentle needle inserted by Louise Money. Quick moving patient queue once seated. Clear patient calling when appointment slot ready.
- ✓ My appointment took place on time, the Nurse i saw was very pleasant and caring and happy to answer any questions i had. Then when i headed to reception with more questions, the staff were once again, happy to help.
- ✓ Because I didn't wait too long and all staff were helpful
- ✓ Good service and helpful and friendly.
- ✓ The response to my initial request was fast and I had seen the doctor within 24 hours. Excellent
- ✓ The reception staff checked me in quickly. Then the Doctor went through my results and discussed them with me. He was professional and easy to talk to.
- ✓ Nurse provided excellent service
- ✓ Friendly staff and quick and informative appointment
- ✓ You are the best.
- ✓ All ways very helpful and easy to talk to the girls on the reception with any problems you may have.
- ✓ Warm reception. I wasn't waiting for long to see nurse for I n r and flu jab within 20minuet
- ✓ Was seen in good time, no delays. Friendly receptionist and friendly, optimistic doctor. Reception was clean and welcoming.
- ✓ Very good
- ✓ The nurse was lovely, chatty and empathetic. It made me relaxed as because I don't like smear tests!
- ✓ The lady I saw was very thorough and was really nice
- ✓ Easy to make an appointment and seen promptly
- ✓ The nurse was amazing. To find where the nurse was I was accidentally sent to the wrong room. Hence 2 not 1. ?
- ✓ Staff very helpful and listen to what I said and very thoughtful
- ✓ I felt listened to
- ✓ The doctor was very thorough in my opinion he went above and beyond
- ✓ On time appointment. Good service And out in approximately 10 minutes
- ✓ She listened, understood what I was going through, had sympathy considering the pain im having took time to examine me and I didn't feel rushed to talk
- ✓ Got an appointment the very next day with a lovely doctor, very understanding. Easy to talk to.
- ✓ Quick and efficient service
- ✓ Dr Mann has been excellent with her support.
- ✓ I have been on your books for very many years and have always prompt attention when requested.
- ✓ Always quick appointments, friendly reception team and medical professionals are always compassionate and put you at ease
- ✓ I've just moved here and I've found the surgery absolutely brilliant. Staff always helpful, things get done and I've been happy with every appointment I've had. Very considerate people.
- ✓ Because all went well
- ✓ Doctor was very help

- ✓ Because it was good
- ✓ *Doctor delivered high standard of care*
- ✓ I was thoroughly examined. Given advice and got more help than I expected.
- ✓ *The GP didn't rush me* *Explained everything And I felt he listened to me*
- ✓ I used the online appointment system and after I go for blood test and X-ray will have a follow up phone consultation in a fortnight
- ✓ *Very good connection could hear gp clearly and on time*
- ✓ Appointment was on time, nurse was very friendly and professional.
- ✓ *Didn't have to wait long and the receptionist was very polite and had a friendly manner*
- ✓ The nurse was helpful in answering my questions and was very reassuring. The appointment was on time and the receptionist was very helpful too. All very efficient and at the same time being given enough time to ask about concerns without feeling rushed.
- ✓ *Had to make an appointment for my blood test and phoned Thursday afternoon and got one the next morning, didn't expect that, well done.*
- ✓ They always help me so quick
- ✓ *Because it seems to me that if you compare it to other Gp, you can still see a doctor here and the service isn't the worst.*
- ✓ The dr was thorough she listened
- ✓ *Great service, quick appointment. Amazing staff who look after the patients.*
- ✓ Everyone was very friendly and helpful. Care I received from nurse (Lou) was excellent. Thank you.
- ✓ *I've just moved to the surgery, and have found all the Dr's and reception team very helpful. And the rapid health appointment service is very good*
- ✗ Good service
- ✗ *My appointment was dealt with quickly and efficiently.*

Not Recommended

- ✓ *I spent 20ins, On the telephone Tring to say I couldn't make my appointment*
- ✓ *Rude receptionist*

Passive

- ✓ *The doctors was running quite late, the process wasn't easiest in booking an appointment either*
- ✓ *Incorrect information given recently about blood test*
- ✗ I dont know