

# FFT Monthly Summary: December 2025

PELHAM MEDICAL PRACTICE  
Code: G82032



## SECTION 1 CQRS Reporting

### CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 70     | 18     | 3      | 1      | 4      | 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 [cqrsservicedesk@gdit.com](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 371**

**Responses: 97**

|                      | Very good  | Good       | Neither good nor poor | Poor      | Very poor | Don't know | Total       |
|----------------------|------------|------------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll       | 70         | 18         | 3                     | 1         | 4         | 1          | 97          |
| SMS - User Initiated |            |            |                       |           |           |            |             |
| Tablet/App           |            |            |                       |           |           |            |             |
| Web/E-mail           |            |            |                       |           |           |            |             |
| Manual Upload        |            |            |                       |           |           |            |             |
| <b>Total</b>         | <b>70</b>  | <b>18</b>  | <b>3</b>              | <b>1</b>  | <b>4</b>  | <b>1</b>   | <b>97</b>   |
| <b>Total (%)</b>     | <b>72%</b> | <b>19%</b> | <b>3%</b>             | <b>1%</b> | <b>4%</b> | <b>1%</b>  | <b>100%</b> |

### Summary Scores

👍 91% 🚫 5% 🤷 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/>

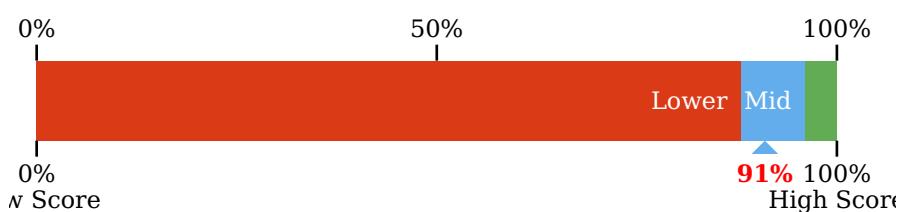
### SECTION 3

### Practice Scoring

#### Practice Score: 'Recommended' Rank

Your Score: **91%**

Percentile Rank: **40TH**

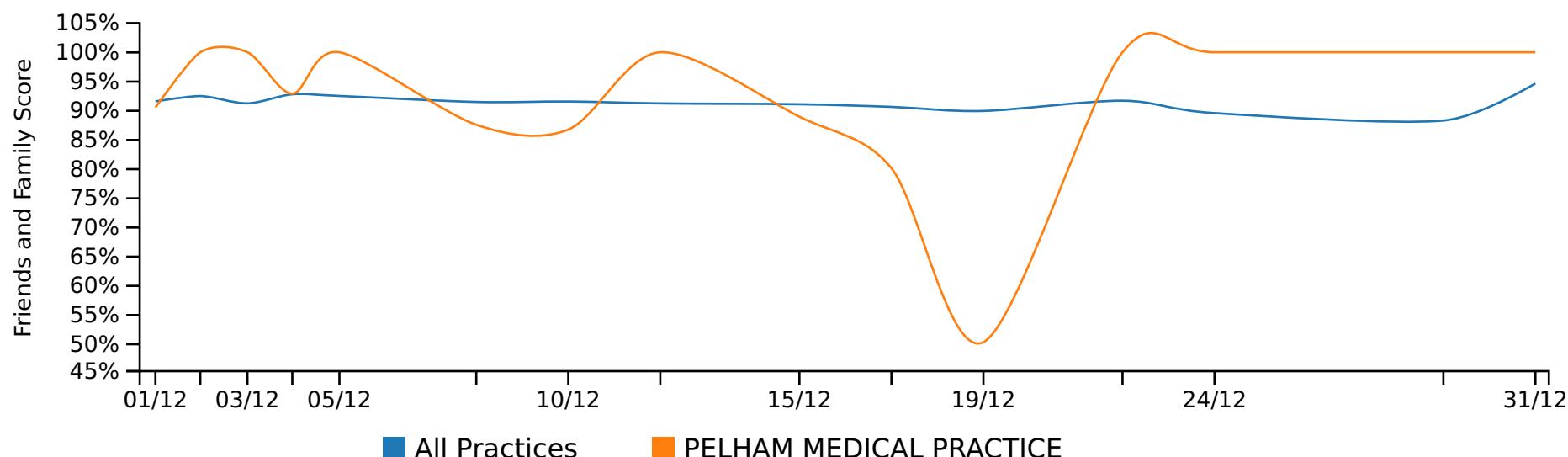


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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           | 85%  | 91%     | 94% |
| PELHAM MEDICAL PRACTICE | 82%  | 91%     | 92% |

##### Gender

###### All Practices



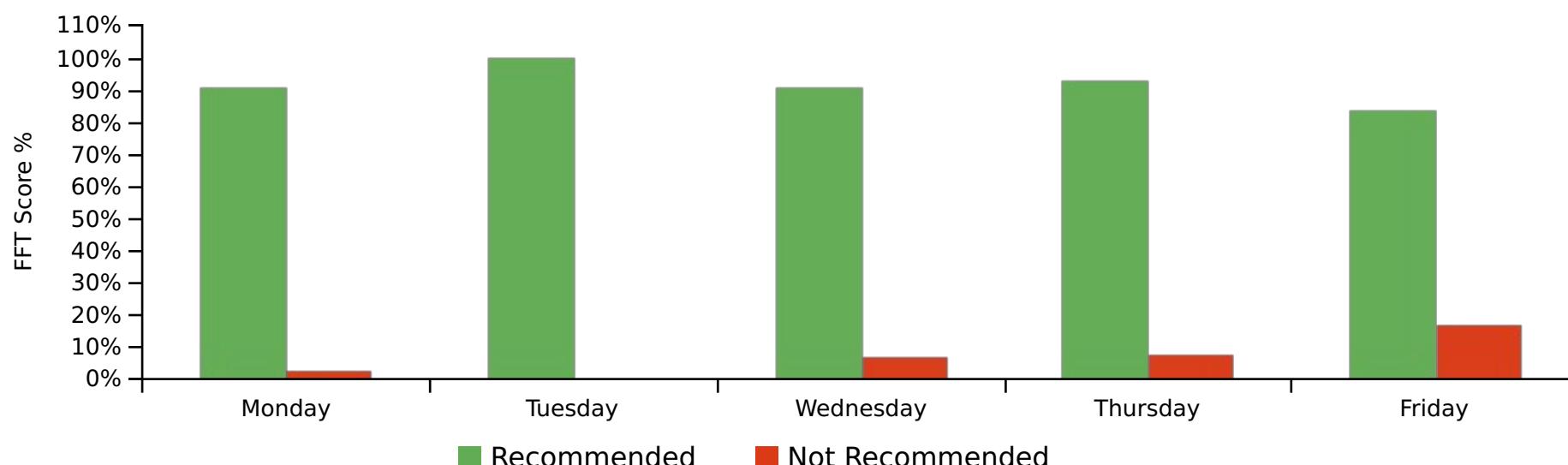
###### PELHAM MEDICAL PRACTICE



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



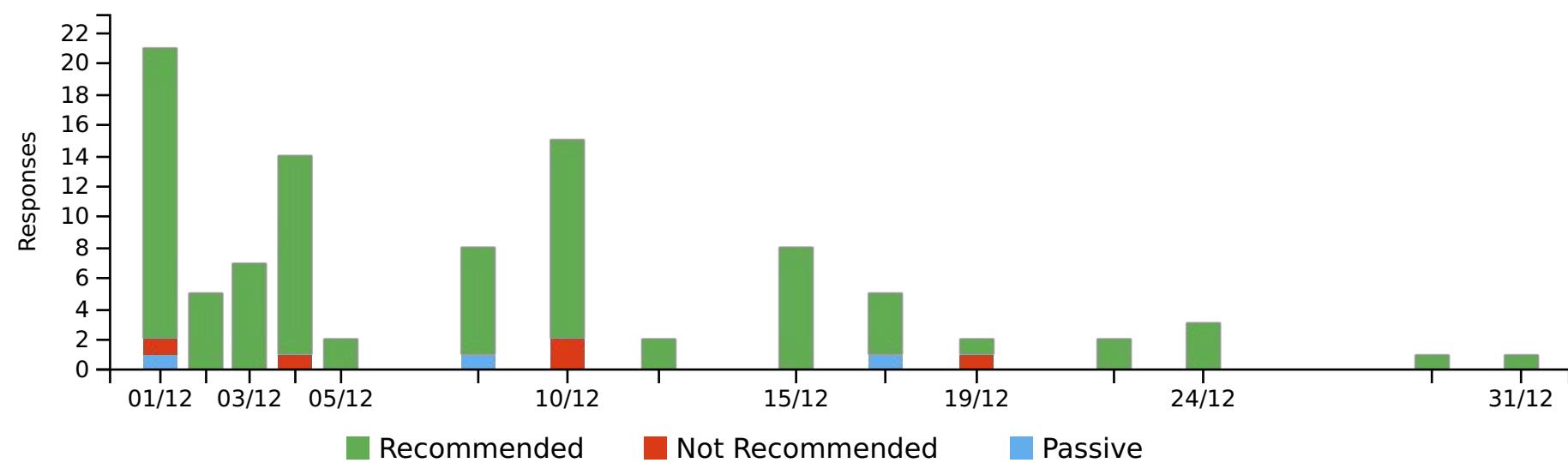
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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       | 16 |
| Arrangement of Appointment | 12 |
| Reference to Clinician     | 27 |

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 practice have always been helpful & polite when I called them for appointments or I had a problem & the doctor I saw a fortnight ago was excellent & listened to all my health issues & dealt with them in a fast & sufficient manner with hospital appointments which was all done within 2 weeks I'm very happy with my surgery.
- ✓ *Because I got a appointment straight away and the way I was explained was very good*
- ✓ Booked 2 days before. Quick and efficient appointment
- ✓ *Went in for a test which isn't the nicest and the nurse was nothing but lovely and reassuring, answered all my questions. Couldn't have asked for a better nurse*
- ✓ Reception good doctor good. On time and easy to navigate
- ✓ *Service from both doctor and receptionist was exceptional. I couldn't ask for anything better.*
- ✓ Very helpful
- ✓ *Most things were easy to organise.*
- ✓ Very helpful when your staff under pressure.
- ✓ *The nurse I saw was very polite and gentle with my consultation and also reception team were brilliant and helpful thank you*
- ✓ I am happy with the practice overall it's just waiting time goes too long sometimes
- ✓ *Satisfied, she checked me other, and seemed to know what was wrong*
- ✓ Because I got the help I needed in regards to an ongoing health issue
- ✓ *The doctor was really nice and took his time to explain things and even ensured the questions he asked was well understood to help us answer him well and the nurse did the same.*
- ✓ I was impressed with the response time in receiving a call from your practice. Also, the person who called me was polite & professional. She explained what I should do if my needs are urgent.
- ✓ *I have no complaints about Dr Mann but she wanted to know why I hadn't come sooner. I told her because I couldn't get an earlier appointment.*
- ✓ The work the staff do is good
- ✓ *Nice Staff great Doctors. Thank you.*
- ✓ Im satisfied with the service
- ✓ *Excellent staff across the whole GP service all the medical staff are lovely and fantastic GP's*
- ✓ Good experience
- ✓ *Very satisfying about care service*
- ✓ Everything was explained to me & felt happy with treatment
- ✓ *He understand my all problems . He give all spurt that I need .*
- ✓ The Doctor listened to me, and I was very comfortable expressing my pains
- ✓ *Everyone helpful and friendly. Appointment on time, no waiting.*
- ✓ The whole consultation, was very good
- ✓ *Excellent physiotherapist in every way.Very very professional,calm atmosphere,very good listener to my problem.Excellent examination of my right foot.Excellent advice.care of my footVery very good understanding of my other problems eg fear of operation depression etcExplained about the nerve by my 2 toes on the right foot and why I'm getting pain.Very very caring person.Please thank her.I've seen this physiotherapist before and she is always excellent at her job.Grateful for her help and advice.From Kathleen Roberts 3 July 1963*
- ✓ The Gp was very thorough
- ✓ *Amazing service.*
- ✓ Friendly helpful service
- ✓ *All of the doctors, medical professionals, and practice procedures were helpful and easy to deal with*
- ✓ There was little to no wait time, which was perfect with a new born. The transition was smooth from the first Dr's appointment to the vaccine appointment. Overall a great service.
- ✓ *Was left standing waiting at reception for ages*
- ✓ All staff involved were extremely helpful and listen to my enquiry.
- ✓ *friendly staff*
- ✓ Because at Phelam medical they do not pick calls.
- ✓ *The doctor was extremely nice and listened to what I had to say and understood where my concerns were coming from*
- ✓ Very efficient and friendly service. As always. Considerate and caring for my needs
- ✓ *Seen on time - doctor listened to my concerns - was very thorough and discussed ways forward and possible treatment.*
- ✓ The staff are polite. Surgery is clean and a good / quick service offered.

- ✓ This morning you called just after 8am to inform me the phlebotomist was poorly. You caught me just before I went out my door. Thank you ??
- ✓ Reception staff are always polite and helpful, the nurse I see makes me feel comfortable and informed about the process and I always get my appointments booked with no hassle
- ✓ I was able to secure a same-day appointment for my daughter, and she received her medication.
- ✓ Because your not giving up on helping me with my problem.
- ✓ Yes very help full to talk to
- ✓ A very good doctor Nassrally. She listened to me carefully, gave clear recommendations, and provided a referral for blood tests and an X-ray.
- ✓ The nurse I saw, Mrs Swetha Duggimpudi, was polite, patient, professional and calm. She followed perfect hygiene practices and appears to be a genuinely lovely person who made me feel at ease. My appointment was on time and was smooth throughout. Surgery was clean and reception staff mostly friendly, other than when they told a lady off for her child toddling around (the family had been waiting 20 minutes past their appointment time and were in the surgery for over 30 minutes- a little understanding could be given to mums who have no childcare so have no other choice but to bring little ones to the practice. The child was clearly becoming agitated and I didn't think it was fair for the lady to be 'told off' as the child was not in the way, nor making too much noise, was just wandering about innocently trying to keep itself occupied- this embarrassed the mother who explained it wouldn't be as bad if it wasn't for the delayed appointment time)
- ✓ Good customer service
- ✓ Was same as always' nice polite service & was taken care of
- ✓ I managed to get through on the phone line within 10 minutes today, I managed to get an appointment today too for an urgent referral. The reception staff were ready to greet me when I entered and were happy and friendly. The GP I saw today was really helpful and efficient
- ✓ Dr Mann is a fantastic doctor and the receptionists are all very very welcoming and helpful
- ✓ GP was very thorough, listen to my concerns, very good consultation, arranged appropriate tests.
- ✓ Because the nurse was very good
- ✓ Overall great experience.
- ✓ As I received good way of treating to client.
- ✗ I don't know
- ✗ The doctor was very good
- ✗ I gave answer of your message you sent me a message about feedback

### Not Recommended

- ✓ I have never truly felt supported or belonged and especially i feel undervalued.
- ✓ Angela was amazing and thorough. First time in a long time I felt so done cared without being rushed. She made me feel so comfortable
- ✓ Reception staff are rude, not empathetic, little to no understanding, blunt, abrupt with no polite people skills that need more training or dismissing.
- ✓ Poor communication, appointment system and the way patients are spoken too
- ✓ Had an appt for my daughter at 11am today which I thought was at my surgery st gregorys where we all have gone for many years . When I arrive on time for my 11 am appt I was told it wasn't there it was at the pelham road surgery and that they probably wouldn't see me as had 1 minute to get over there. I tried anyway as my daughter was really feeling poorly upon arrival barely 7 mins late they confirmed I wouldn't be seen and then she proceeded to tell me how the phone call I had this morning had already been listened to, In that short place of time that I drove from one surgery to the other and that I was told it was at pelham Road. I never denied the fact I may have been told that I just didn't quite realise what the lady had said as my drs is with St Gregory's who has for a long time been part of pelham medical practice but I have to this day never had to go over there for an appt, this was a general error on my behalf I was just disappointed that instead of trying to help my daughter who was standing there temperature of 38 degrees 1.5 kg down in weight , can't swallow as too painful they was too busy trying to gain evidence against me.

### Passive

- ✓ Waited 30 mins for appointment , appreciate some times it's busy but it wasn't
- ✓ The service was just mediocre to be perfectly honest. Was given a prescription that I can't pick up until later this afternoon, not ideal when I am already there and been given a prescription because it is needed. Even if it was a case of being told to wait half hour for it then I would not have minded. Service from the GP felt rather rushed also. And I am probably just moaning but whilst I was there the waiting room was completely empty bar me yet there was not one spot available in the car park.