

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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:
Responses:

371
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							
Total	70	18	3	1	4	1	97
Total (%)	72%	19%	3%	1%	4%	1%	100%

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:

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: 91%

Percentile Rank: 40TH

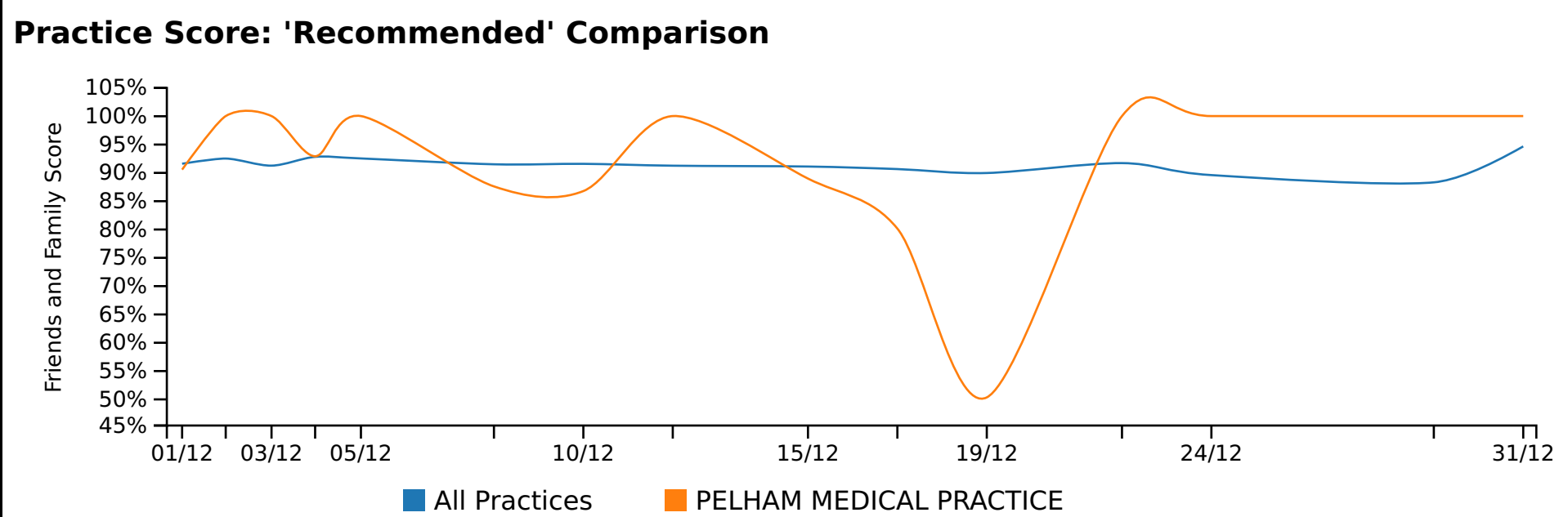
0%50%100%

0% Score

LowerMidHigh Score

91%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 40th percentile means your practice scored above 40% of all practices.



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

92%

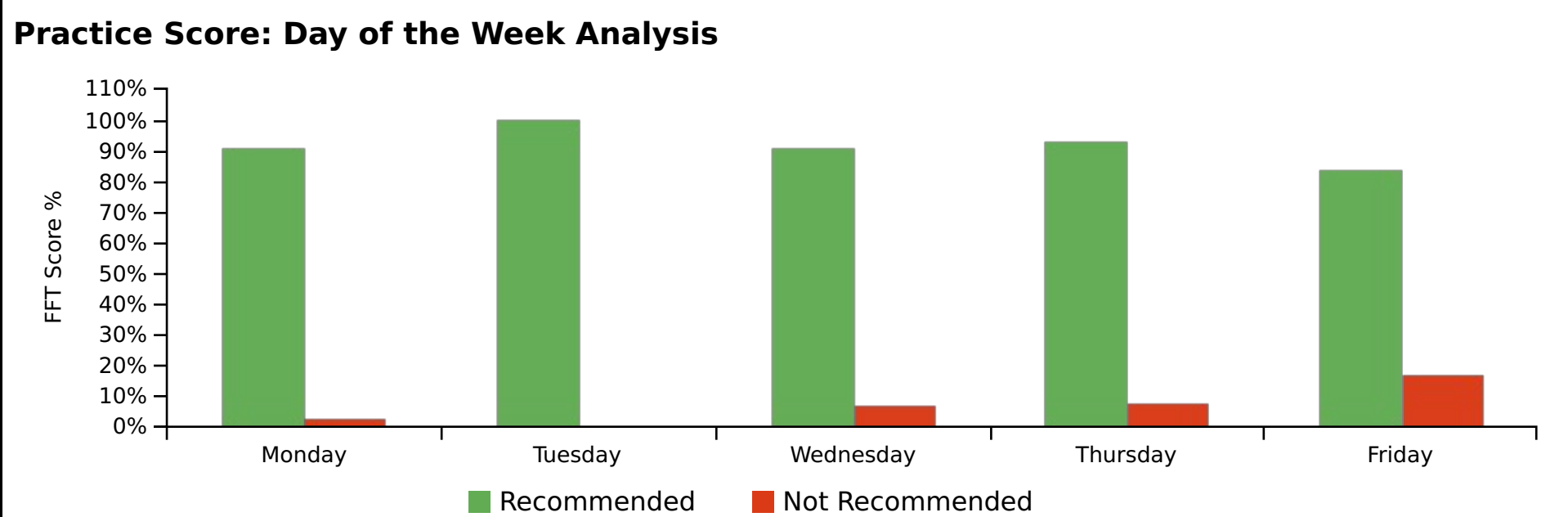
91%

PELHAM MEDICAL PRACTICE

92%

90%

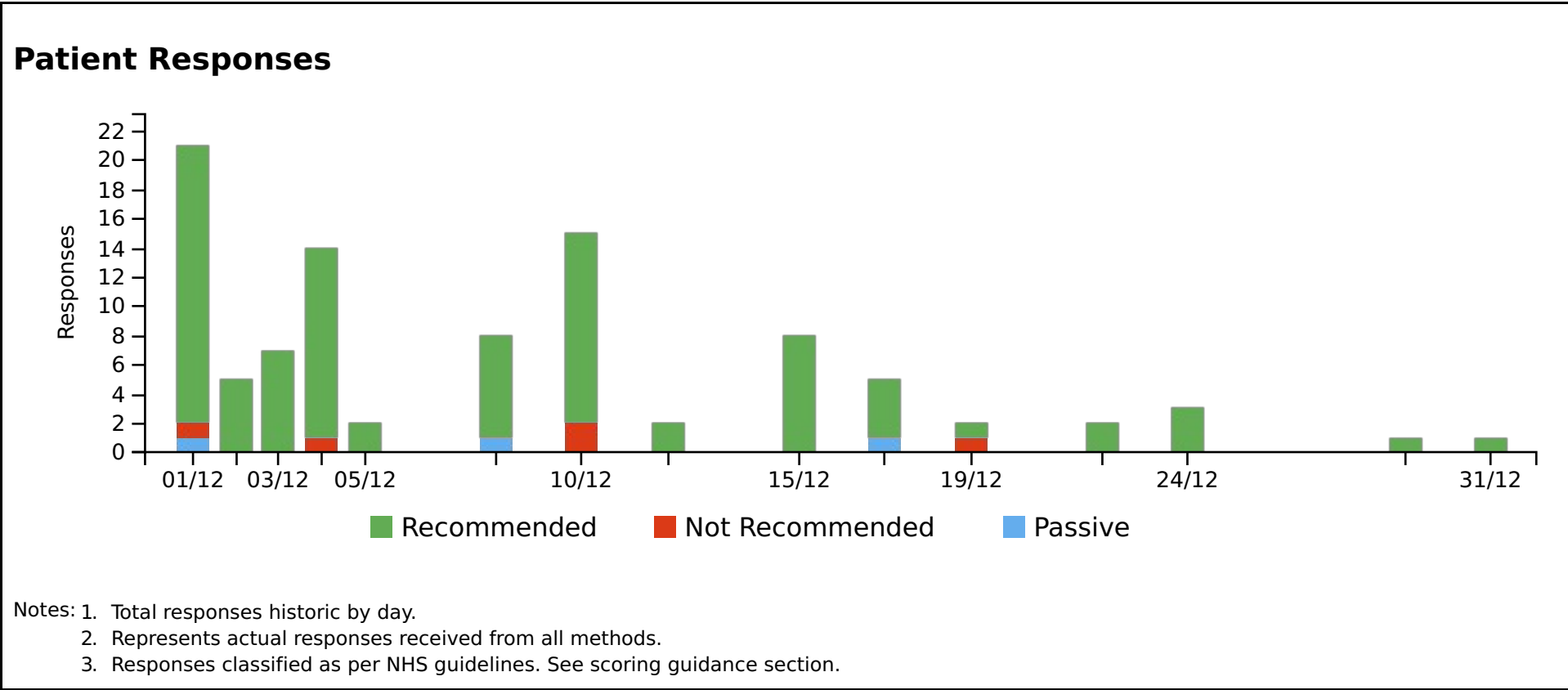
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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



- ✓ *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 soDone 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 wouldnt 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.*