FFT Monthly Summary: March 2026

PELHAM MEDICAL PRACTICE
Code: G82032

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
78	13	1	2	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 cqrsservicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

Section 2
Report Summary

Surveyed Patients: 393

Responses: 95

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	78	13	1	2	1	0	**95**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**78**	**13**	**1**	**2**	**1**	**0**	**95**
Total (%)	***82%***	***14%***	***1%***	***2%***	***1%***	***0%***	***100%***

Summary Scores

96% 3% 1%

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:

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

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

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

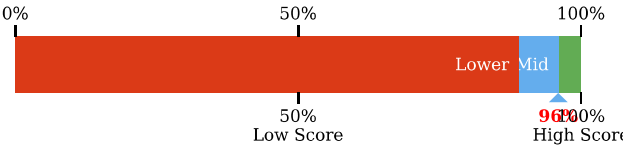
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

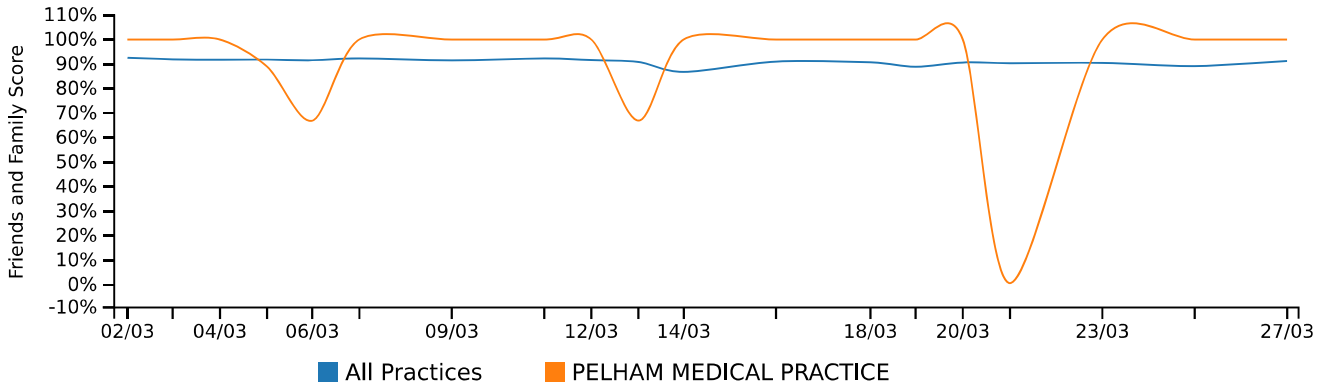
Your Score: 96%

Percentile Rank: 85TH



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 85th percentile means your practice scored above 85% 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	86%	91%	94%
PELHAM MEDICAL PRACTICE	90%	95%	100%

Gender

All Practices

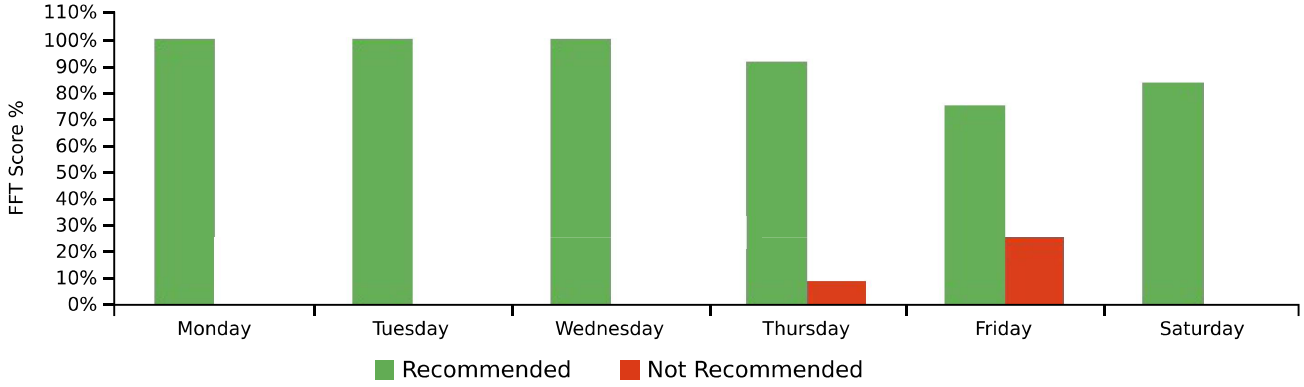
91% 91%

PELHAM MEDICAL PRACTICE

100% 92%

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

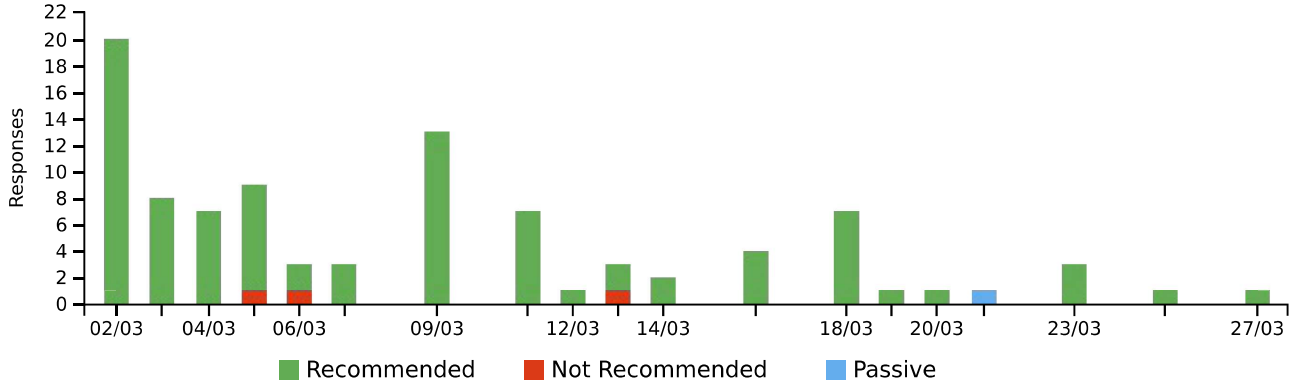
Practice Score: Day of the Week Analysis



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

Thematic

Reception Experience	17
Arrangement of Appointment	17
Reference to Clinician	35

Notes:
1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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

✓Reception staff and nurse very friendly, efficient & informative.

✓*Didn't have to wait, nurse was lovely, friendly and caring. Receptionist lovely as always.*

✓Excellent

✓*All very polite , didn't have to wait long, and the doctor was very good*

✓Online triage is really good and the doctor is see was great

✓*Was quick and easy to check in*

✓Friendly helpful staff.

✓*Excellent GP and very helpful receptionists and all.*

✓The receptionist who checked me in was a bit terse, unlike the other one who was far more welcoming to others. However I didn't have to wait long and the person who gave me my vaccination was very friendly, thorough in her explanation of everything and efficient.

✓*Doctor listened to my concerns & put my mind at rest*

✓I would like to provide some very positive feedback regarding my recent appointment.The doctor demonstrated a level of professionalism, patience, and attentiveness that I believe represents the very best of what patients hope to experience within the NHS. Rather than rushing the consultation or making assumptions, the doctor took the time to listen carefully and allowed me to explain my concerns fully.This approach made a significant difference. I felt that my symptoms were properly heard and considered, and that the focus was on understanding the root of the issue rather than simply offering a quick or routine solution. That level of attention immediately builds trust and confidence for patients.Consultations where doctors genuinely listen and take the time to understand the patients perspective are incredibly valuable. It reassures patients that their concerns matter and that their health is being approached thoughtfully and professionally.I believe this type of patient-focused care should be recognised and encouraged, as it reflects the highest standards of medical practice and the core values people expect from the NHS.Please pass on my sincere thanks and appreciation to the doctor for the care, patience, and professionalism shown during my appointment.

✓*Because you asked me to*

✓Dr Chitambara is an incredible doctor and we have always been treated with the utmost respect and compassion when we have seen him. He has never dismissed anything we have said - nothing has ever been too much trouble or too silly of a question. He is also incredibly knowledgeable and professional. We have seen many professionals for our son since he has been born, and we have told each and every one of them what an amazing doctor he is.

✓*Cordial, prompt, effective and professionally handling the patient.*

✓Because my GP is excellent

✓*Dr Maan has been so supportive and showed full engagement with my 8 yrs old son making him so comfortable, waiting time was also only 10 mins after the appointment time.*

✓Surgery quick response to booking emergency appointment, and the help of the receptionists

✓*Nurse was kind and listened*

✓Put in for a doctors appointment on the Sunday . Got one first Thing Monday morning receptionist is all ways very pleasant when i book in. Doctor listen to what I had to say sent me for blood test. Got results next day . From another pleasant receptionist . Got over the phone call from a doctor on the 19th march . To discuss the results.

✓*My Name is Neha Kumarl come practice for my daughter checkup and doctor give her the best treatment.Thankyou*

✓Beacuse they are very friendly and approachable

✓*The nurse Louise was lovely she was very calming and gentle, explained what she was doing and what she was using on it, Louise also gave me some good advice, very professional and polite. Thank you*

✓Seen on the same day appointment requested.

✓*APPOINTMENT ON TIME GOOD HELPFUL ADVICE AND TREATMENT FROM THE PRACTICE NURSE.*

✓GP Service excellent, consultation not hurried.

✓*It was my first appointment with the surgery after switching from my old one. The doctor I see was very efficient and gave me positive feedback.*

✓Fast appointment And good service

✓*Good experience*

✓A doctor who always listens and acts incisively. Feel like the care given was excellent

✓*As you sent a question....Pelham Practice is really good and lovely people.*

✓The overall experience since last 3 weeks was amazing, notifications, staff support. Everything went so well

✓*I was given an appointment straight away today and was seen by a lovely doctor and have already been and had a bloodtest.*

✓My son had rashes all over his body and doctor was quick to do full check up on him. I m so glad I trusted my gut to have him check out, we now got told to stop his antibiotic.

✓*Very good staff and attentive and a very good doctor*

✓Greeted with a smile and very helpful reception team. Easy to follow signs to designated consulting rooms. Doctor was kind and informative and very good

with my son. Answered all questions and had a gentle approach.
✓*Excellent service, on time and took time to talk concerning the visit*
✓The nurse was lovely and put my daughter at ease my girl don't like needle
✓*My first time attending. From receptionists to the Dr, all were friendly & helpful.*
✓Most doctors don't seem to even read the patients notes before the patient enters. The doctor was very nice, friendly and welcoming. I could tell she had read my notes and knew why I was there to see her
✓*Good supportive advice from practitioner*
✓Because everything is based on time and doctors do not know their patients as the doctors did not so many years ago.
✓*The doctor was very nice and understanding got appointment same day*
✓The receptionist was very helpful. Doctor very furrow.Place was clean.
✓*Because very polite and and was seen before my time*
✓I didn't know you did a Saturday got an appointment very quickly excellent service plus doctor I saw 2day was very caring. Well done Pelham surgery!!!
✓*Dr Lorraine Okeze has been incredibly supportive and reassuring over the last few months and her follow up and thoroughness in addressing my concerns has been exactly what I would have hoped for. She's exactly the kind of GP everyone should have access to. I really appreciate all that she has done.*
✓Registered my issue on the online triage system at 2.58pm, got a call at 3.05pm, an appointment at 4pm, was out by 4.10pm. Incredible.
✓*Very satisfied with all aspects of my appointment*
✓Everything went well and all personnel were polite and helpful.
✓*excellent customer service less waiting time for phone consultation, signposted towards the process and responsded swiftly to help me book appointment.the overall process was smooth and efficient*
✓The issue with my hip pain was explored and explained very thoroughly and the X-ray request was sent immediately which meant I was able to have both doctor appointment and X-ray within 30 mins. Excellent care. Thank you.
✓*Good inter reaction from the doctor and well explained my symptoms and the follow ups.*
✓Because it was very good ?
✓*Louise is very friendly and makes you feel at ease.Plus she seems to be good at her job.*
✓Quickly seen & polite staff
✓*I got an appointment fairly easily. I didn't have to wait too long after my appointed time. The doctor I saw had a conversation with me, was empathetic and I felt he had listened and understood my problem.*
✓Because you text me for servey yesterday 17.10
✓*Because the staff and doctors are so humble and I have never been a problem to get an appointment either with nurse or GP. Phone calls always been attended.*
✓Staff polite as always. Got in to see the Dr very promptly. The Dr (as all the Dr's are) was polite, kind, patient and listened to what I said. Did not rush me or make me feel a nuisance. Excellent service ?
✓*Friendly and help me solve the problem.*
✓B cos m very happy the way i got treated
✓*Very friendly receptionist and no long wait to be seen*
✗All went smoothly

Not Recommended

✓Because the receptionist was rude
✓*It very good*

Passive