FFT Monthly Summary: May 2026

PELHAM MEDICAL PRACTICE
Code: G82032

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
75	12	4	3	3	0	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: 390

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	75	12	4	3	3	0	**97**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**75**	**12**	**4**	**3**	**3**	**0**	**97**
Total (%)	***77%***	***12%***	***4%***	***3%***	***3%***	***0%***	***100%***

Summary Scores

90% 6% 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:

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

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

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

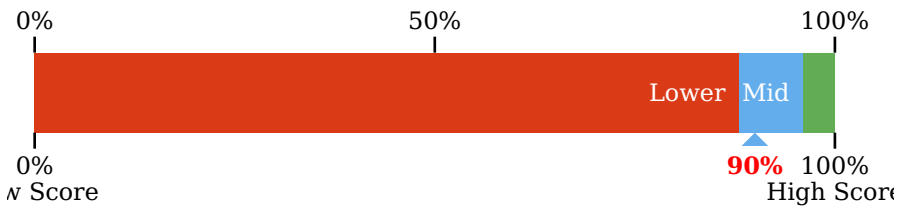
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

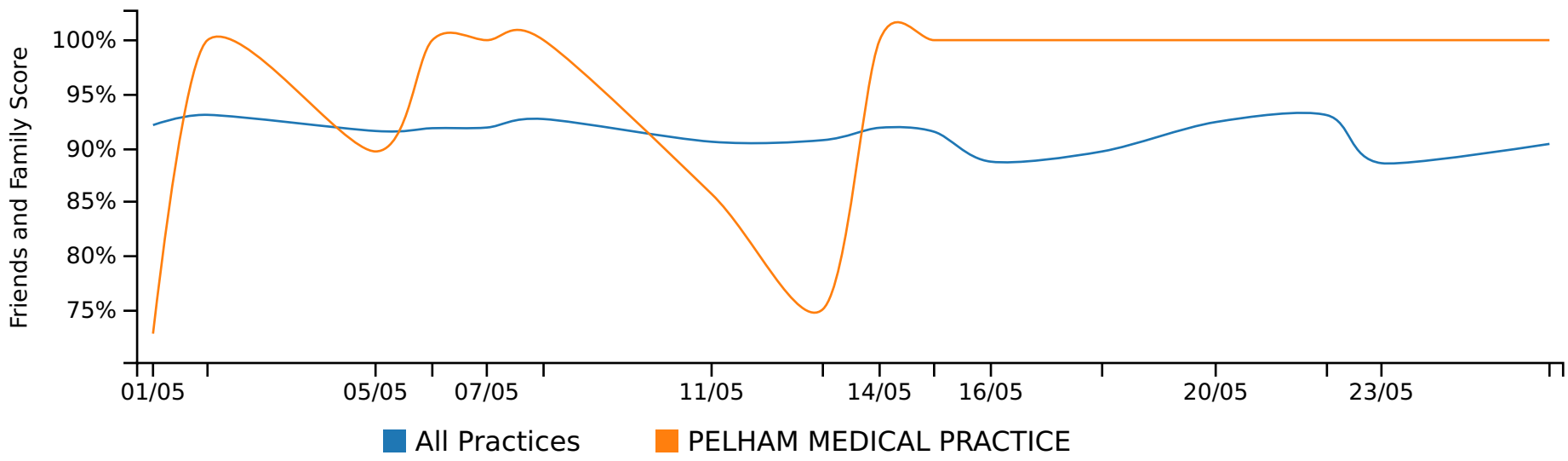
Your Score: **90%**

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	86%	91%	94%
PELHAM MEDICAL PRACTICE	88%	89%	91%

Gender

All Practices

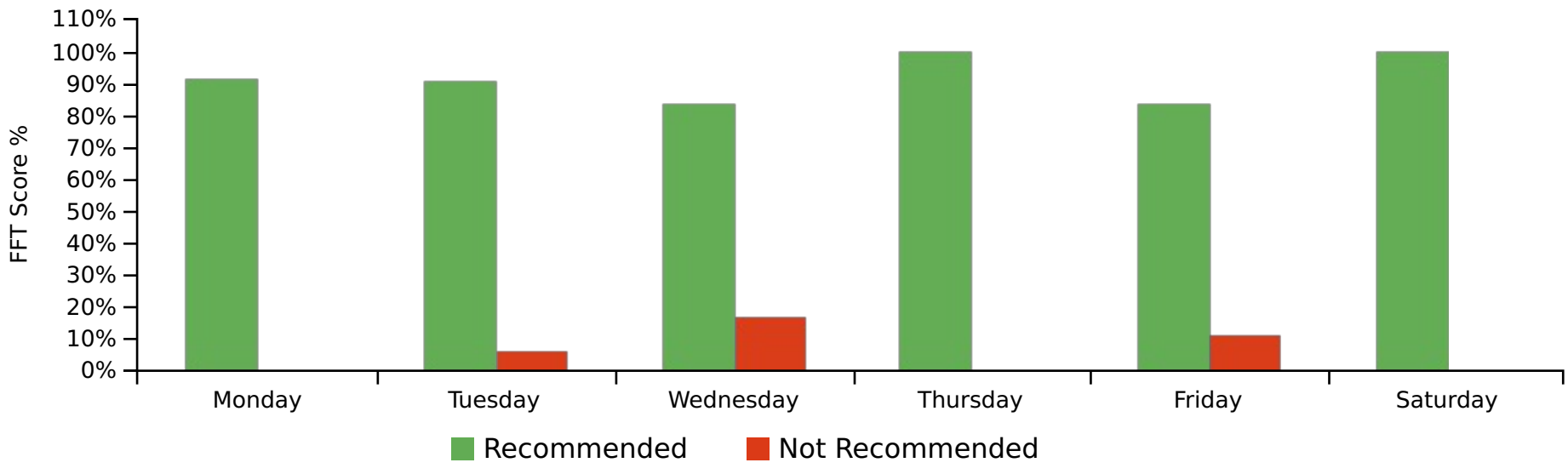
92% **91%**

PELHAM MEDICAL PRACTICE

87% **92%**

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

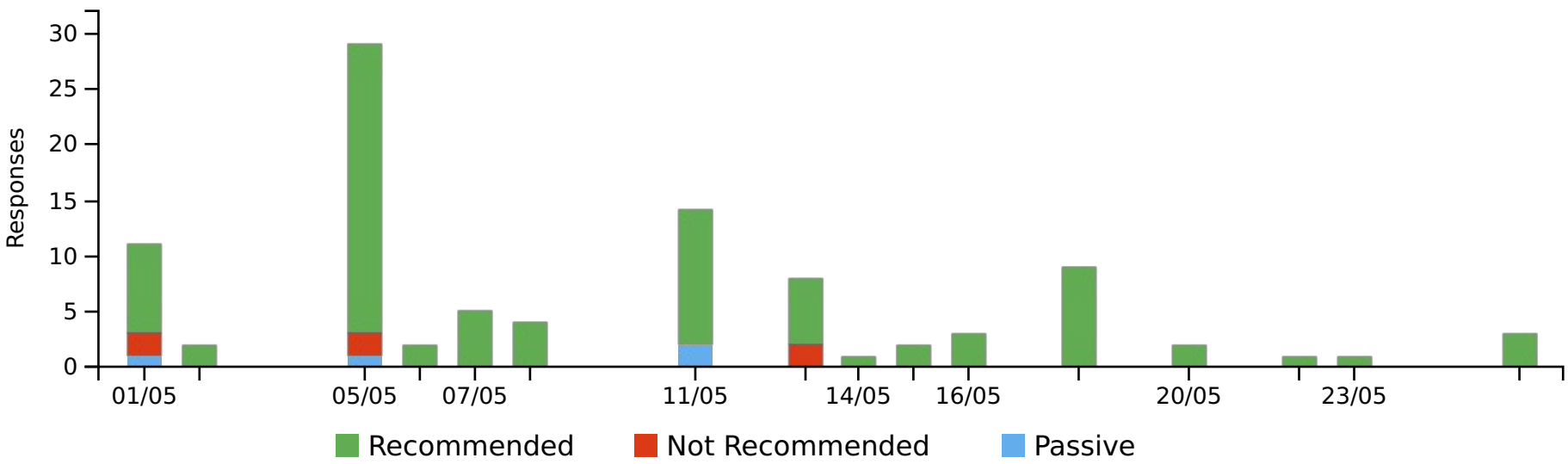
Practice Score: Day of the Week Analysis



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	16
Arrangement of Appointment	11
Reference to Clinician	26

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

✓Nice staff was quick waiting time
✓*Didn't need to wait long, booking an appointment was very quick and efficient. Dr Amandeep was very helpful.*
✓Had a good chat discuss my problems and solve some of them
✓*Very kind, very polite and very gentle with me*
✓Well explained and time taken
✓*Doctor was very helpful, professional & gave me what I needed. Also, no delays.*
✓Because I was very satisfied with my appointment and the doctors explanation of my results
✓*The reception staff are always cheerful and extremely helpful. Doctor Mann was excellent*
✓I was happy with the service received from staff and Dr McGregor.
✓*It's my wish*
✓Very polite and help full
✓*They were helpful in arranging an appointment for my son and in having an appointment for my other son*
✓Dr able to see me face to face and checked my pain. Been patientGiven time to explain and listen to me. Thank you for your time
✓*Because I don't and can't use the Webb sites . To speak to some is fine . I found the receptionist. Very helpful in booking my appointment . And the doctor was very nice easy to talk to .*
✓Polite to not only me but other customers
✓*Friendly, polite, and have time to listen to you, which is important.*
✓Got an appointment very quickly, but think that was because was an ongoing issue.
✓*This surgery is always helpful and quick to see you.*
✓Very efficient nurse.
✓*because it was very efficient and always treated with care .*
✓Very good doctor very help my
✓*I gave it "very good"because I was treated well and promptly, so no complaints.thank you.*
✓Nothing was to fault. Therefore was very good. No complaints
✓*Excellent surgery*
✓Very Helpful
✓*Ur all v.helpful!*
✓Good doctor who helped
✓*Relatively easy to book the appointment, staff were helpful when I arrived, seen on time and consultation covered everything I needed. Couldn't have been better.*
✓The service was easy and I had an appointment straight away for this morning
✓*Although it is sometimes difficult to get appointments, having a choice of two surgeries helps. Staff are helpful and friendly.*
✓Very friendly staff
✓*Getting appointment long-winded but care reasonably good*
✓Dr Okeze was great.
✓*Pleasant people !Excellent doctor!*
✓Service is good overall
✓*Used Rapid health and got the appt straight away for the same day - dr was early for the appt and got things underway for my condition straight away*
✓Friendly and helpful doctor, efficient booking time and friendly receptionist
✓*In and out on time on Waiting.*
✓Understands what the medical issues
✓*Because it was very good*
✓It very good at the doctors surgery
✓*Receptionist was very helpful. Deserves a pay rise.*
✓Service was good staff was friendly and doctor was nice
✓*The doctor was very friendly. I was straight in and straight out, no waiting.*
✓She was friendly and professional asked many questions that was relevant and checked all bases. Listened and was clear with her communication. I felt very comfortable.
✓*I got same day appt for my daughter after triageThere was bit of wait as appt were running late but Angela as always was thorough and put my mind to rest*

✓Always a good service and very helpful, nice receptionist's and GPs always sort out my medical needs and advice.
✓*Excellent ,knowledge and emphatic doctor ,appointment on time .Never any issues with surgery*
✓Helpful and supportive, informative
✓*I was seen the same day. The doctor was compassionate and kind.*
✓Staff always helpful and Dr mann very nice
✓*Friendly efficient receptionist.Dr Mann was very thorough, understanding, kind and informative*
✓The dr listened to me and has sorted out my problems. The receptionists were polite and nice.
✓*I never had any issues and staff/doctors have always been helpful.*
✓Prompt efficient and very polite

Not Recommended

✓We arrived early and knew there would be a wait. Not many people from the many there appeared to be called . Not seen on time but 15minutes late.
✓*Helpful friendly staff*
✓I need an appointment. I tried on line got one today vouid not cancel. Called doctors abd they could not help me gad to do online which i cant it too hard. Now I could not get to an appointment ir naje a new one and it's urgent HRT and my blood pressure ... im scaredbill have a stroke

Passive

✓You asked the wrong questions. We don't like Pelham. St Greg's is better and when they get it right they're a 2. But in both A.I is a very poor replacement for human beings and iris a waste of time of patients who are all busy people. It makes for bad manners an unpleasant relations.