FFT Monthly Summary: June 2026

PELHAM MEDICAL PRACTICE
Code: G82032

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
62	21	5	3	6	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: 428

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	62	21	5	3	6	0	**97**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**62**	**21**	**5**	**3**	**6**	**0**	**97**
Total (%)	***64%***	***22%***	***5%***	***3%***	***6%***	***0%***	***100%***

Summary Scores

86% 9% 5%

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:

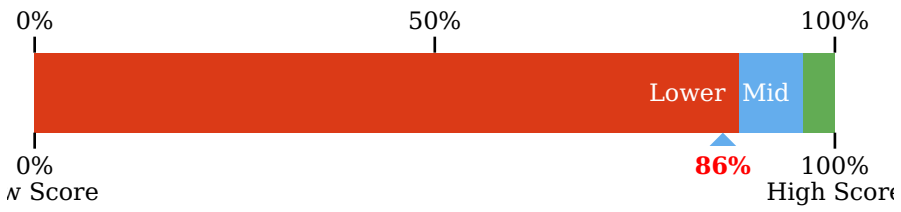
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

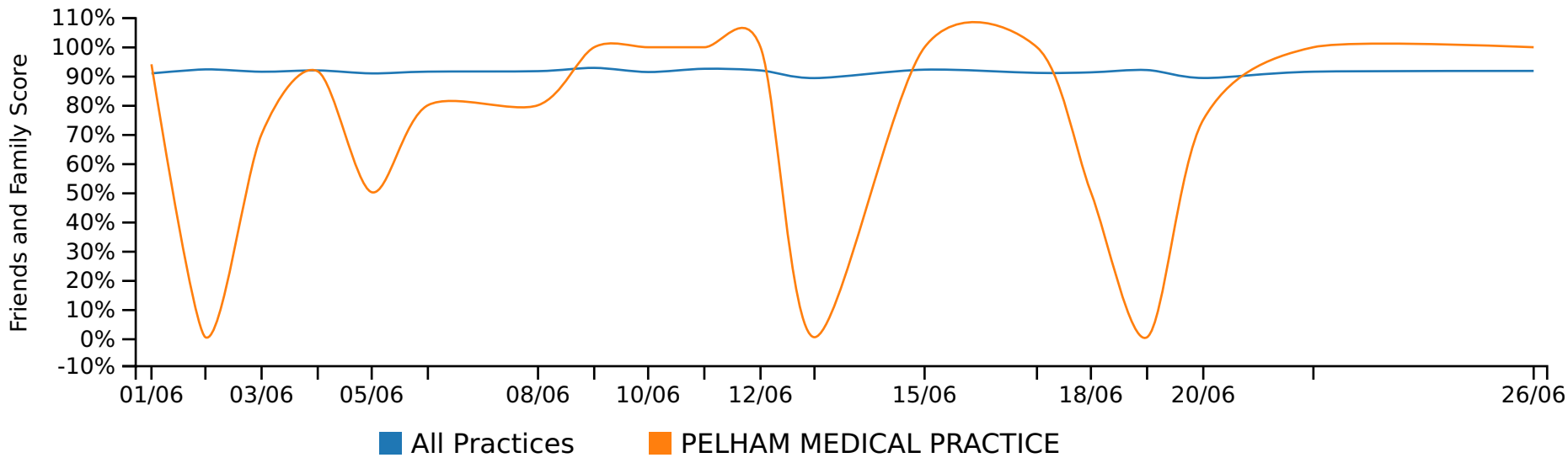
Your Score: **86%**

Percentile Rank: **20TH**



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 20th percentile means your practice scored above 20% 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	100%	80%	90%

Gender

All Practices

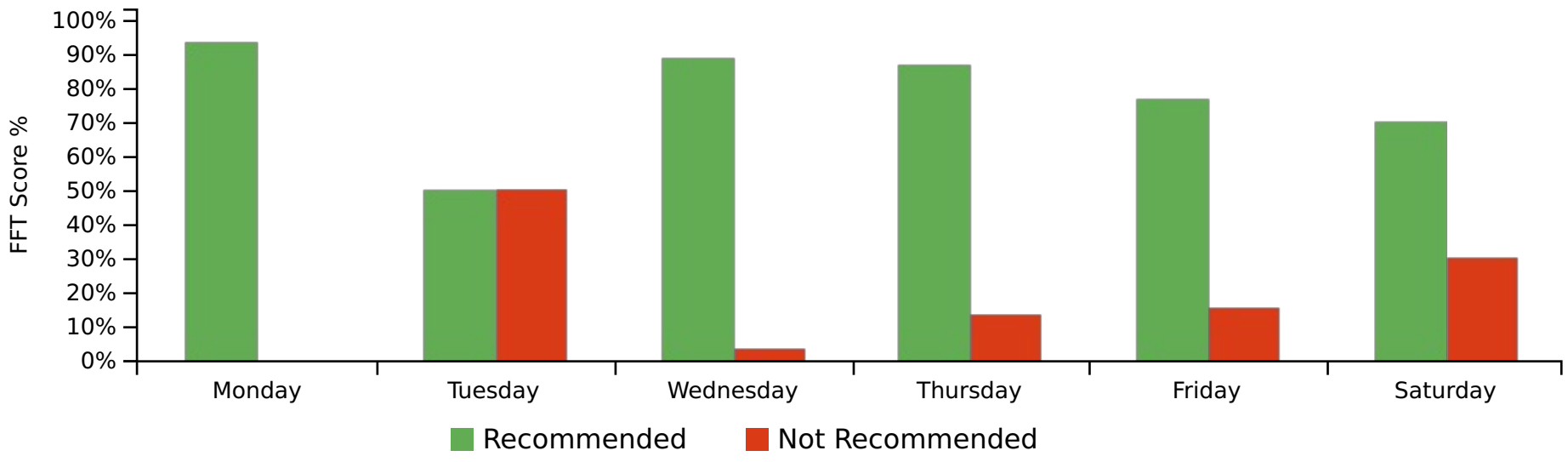
92% **92%**

PELHAM MEDICAL PRACTICE

91% **82%**

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

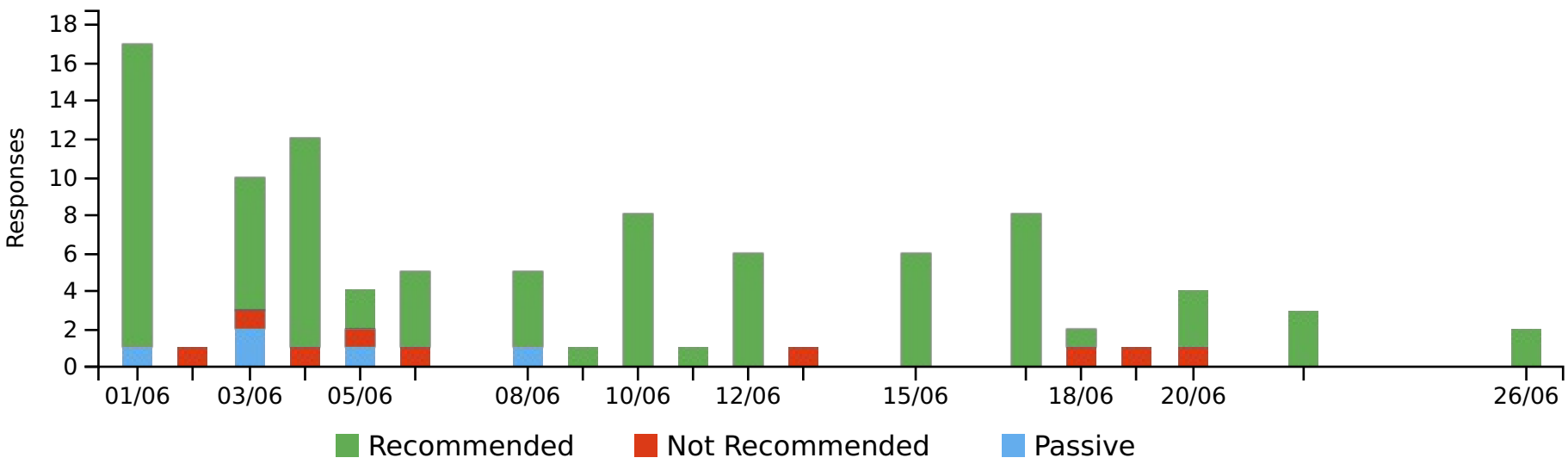
Practice Score: Day of the Week Analysis



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	11
Arrangement of Appointment	17
Reference to Clinician	27

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

✓The nurse was good
✓*Very good*
✓Dr chintabaram uses personal centred care which makes me feel heard and understood and getting improvement to my condition.
✓*Good because they were polite and efficient*
✓Friendly staff & effective treatment
✓*The receptionist was very helpful helping me to do the triage for an appointment.*
✓Because I feel good
✓*All services very good and get appointment within a day Appreciate that they served extremely good service*
✓Because we have found the overall surgery good in all aspects.
✓*My experience was very good at gp*
✓Efficient service with caring staff and doctors
✓*Very helpful listened to me*
✓Polite and professional doctor
✓*Good service*
✓All the staff from the receptionist ,Nurse and Doctor were helpful accommodating and polite
✓*My doctor was very helpful and caring. Unfortunately there is not much she can do for me. That is the only reason I gave 2 and not 1.*
✓I received very attentive and respectful care.
✓*Great Dr, listened well, caring, gave reassuring advice. Will always try and see him again.*
✓On time fast friendly service
✓*All staff are Very professional, polite and always listen to any concerns I may have.*
✓I had a prompt appointment on the same day and every one was very nice
✓*Very efficient and thorough*
✓Lovely stuff at Saint Gregory's very professional
✓*Sorted out my issue with face to face appointment after tests, together with paperwork ready for retests in a couple of months*
✓Everything was great but my appointment was delayed by 15 minutes
✓*Very helpful, and informative*
✓Very understanding with my health and had talked about the next plan for this
✓*Much more efficient with the triage system*
✓On time and very helpful
✓*I saw Sam, the paramedic, who was extremely helpful and supportive regarding my medical condition. I have a back problem involving damaged spinal discs, where the fluid within the discs has leaked, causing significant pain that radiates into my hip and the front of my thigh. Sam listened carefully to my concerns, explained things clearly, and made the appropriate referrals for further assessment and treatment. I am very grateful for the care, support, and professionalism he provided*
✓Because I felt the dr went over and above to try and help me! And to not rush into medication that I might not have needed. Very nice person .
✓*Doctor I met was very professional, and showed knowledge I didn't expect from general practitioner. He helped me well with all issues I have. So I'm really happy.*
✓Doctor i saw today was understanding and given me advise I needed
✓*Gp very helpful xx*
✓I had to make an appointment to have my carpel tunnel op checkedThe nurse was very pleasant cleaned and changed my dressingI have another appointment next week to have my stitches outEveryone was pleasant.
✓*Appointment at st gregorys for the first time with Dr mcgregor, no waiting and very effixient doctor. Friendly reception*
✓I received the results of tests. Everyone was friendly and helpful
✓*Great service from nurse however appointment scheduled for 945 wasn't seen until 1010*
✓Friendly staff, clean surgery, doctors/nurses on time
✓*everyone was really nice especially the nurses*
✓I like the new Rapid health appointments. So much better than holding the phone for ages. The Gp was very nice and helpful. So, fine all round .
✓*As just quick appointment and was in and out in 5 minutes so was good*
✓Happy with the doctor
✓*Helpful reception and prescription staff. appointments usually running on time. Dr Chiverton especially always patient and incredibly helpful.*

✓Easy parking, but was an early appointment, went in on time. The health are professional was very informative, and polite
✓*Very professional and explained everything about my examination to me and my results. Thank you*
✓It would have been 1 but I had to wait 20 minutes
✓*Good doctor*
✗Because I had a physio appointment today and I received a message asking how was your experience today and I replied saying good. Thanks
✗*Getting appointment by phone. Cannot use on line*
✗Very helpful in my situation and very helpful in helping me
✗*Good service. Receptionist helped me making an appointment for a blood for my mum.Dr was understanding and showed empathy.*
✗Excellent staff but 15 minutes overdue taking through for my appt.
✗*Everything went well - had to wait past appt time to see the doctor*

Not Recommended

✓It is pathetic system
✓*Consultant was good but several people with later appts went in before me. ?*
✓I was told to told to wait for a code that I needed to show at the Gravesend hospital for a blood test since 9:30 but no message yet at 12:08.
✓*I have been coming to this surgery since born. I felt today my experience with reception was poor. It actually made my blood increase. I was about 3-4 mins late. No parking at all and when I arrived I stood politely silent waiting for the receptionists to come off the phone. Then to be told I am late you have already been called. Even the nurse I saw (very nice nurse) had to calm me down. Never happened before. Will never happen again as I am moving surgery. Very very very disappointed.*

Passive

✓The doctor was rude to me
✓*The time or date of appointment they're given is unfair. Someone is very sick and when you call to book appointment they're will give you date that is far and always sending you to website to book for appointment*
✓Because just moved from another practice, and very slow at acquiring medical records, especially medications. I got told that I was not on a medication that I must take daily. Hopefully I have sorted that now .
✗*Went for a smear test but couldn't have as I got my period*
✗Appointment running late