FFT Monthly Summary: July 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	18	0	2	2	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: 407

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	75	18	0	2	2	0	**97**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**75**	**18**	**0**	**2**	**2**	**0**	**97**
Total (%)	***77%***	***19%***	***0%***	***2%***	***2%***	***0%***	***100%***

Summary Scores

96% 4% 0%

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:

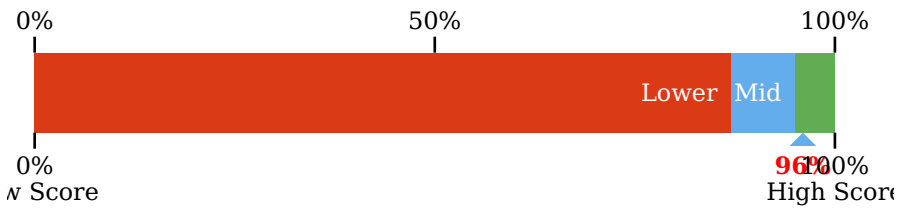
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

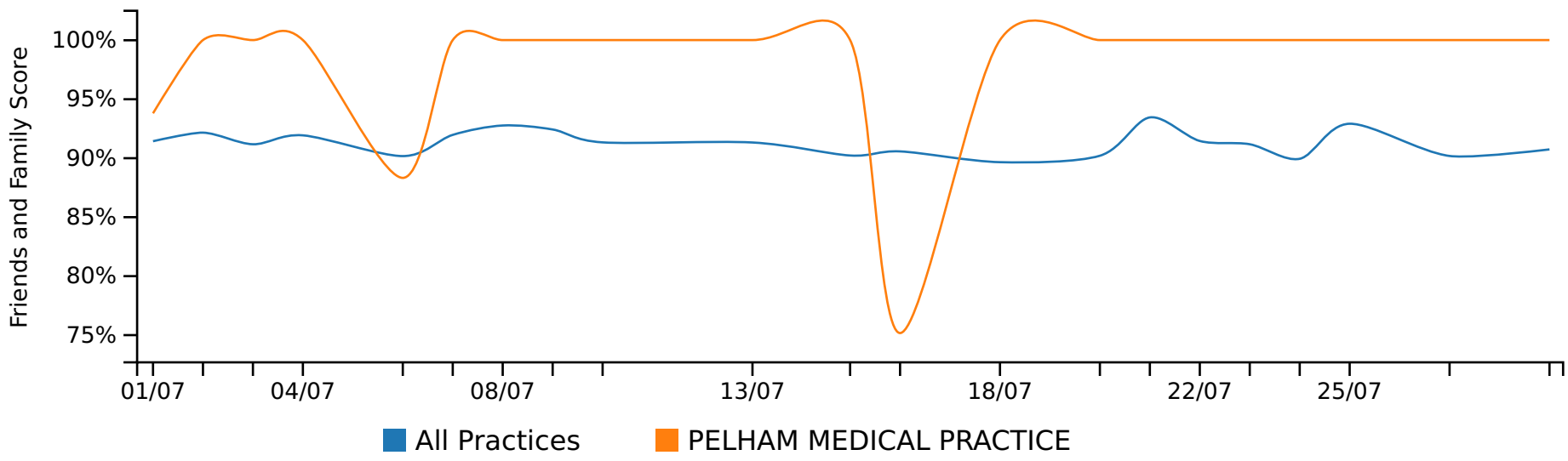
Your Score: **96%**

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



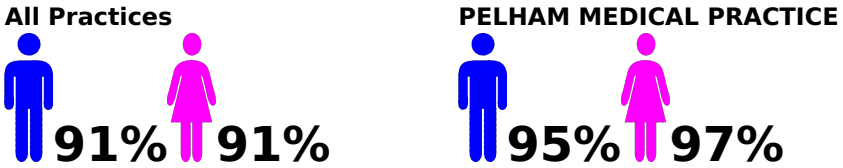
Notes:
1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

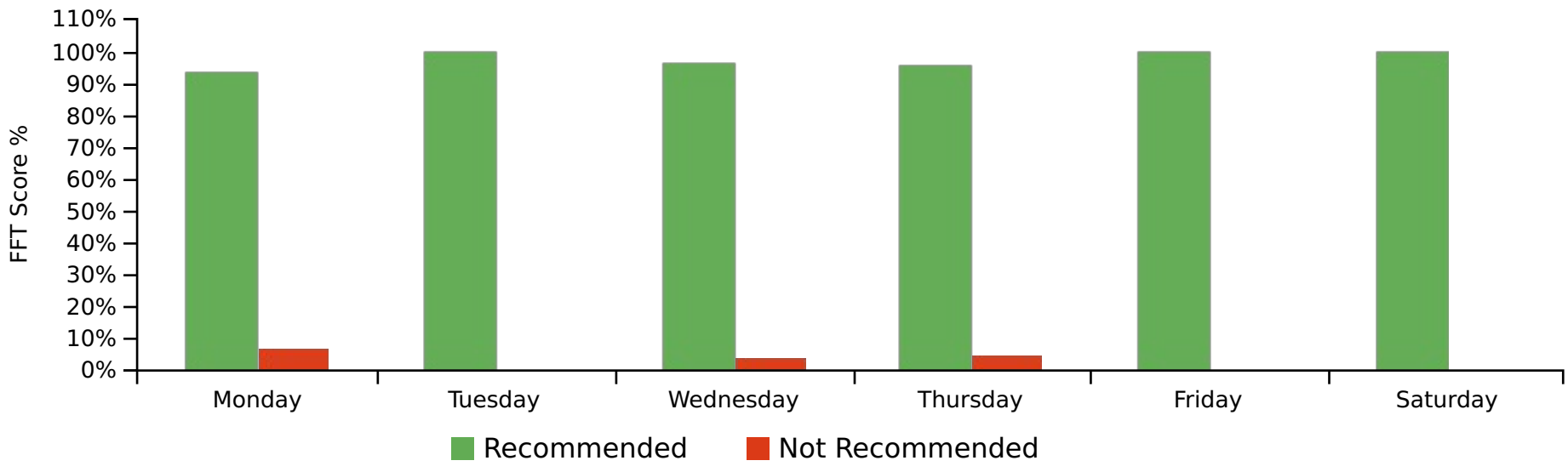
	< 25	25 - 65	65+
All Practices	85%	90%	94%
PELHAM MEDICAL PRACTICE	82%	98%	97%

Gender



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

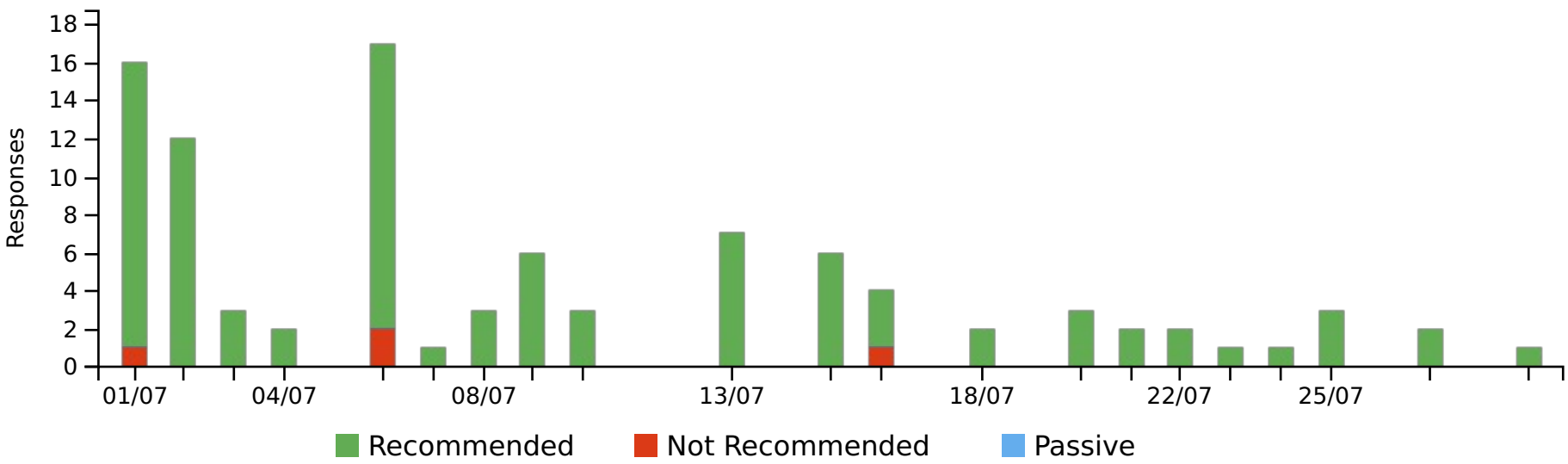
Practice Score: Day of the Week Analysis



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	14
Arrangement of Appointment	10
Reference to Clinician	29

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

✓Yes the G P was very good
✓*Improvement in getting an appointment in a reasonable time and the staff and doctors are highly skilled and friendly*
✓As my doctor gave me the right information and was very helpful
✓*A very positive experience.*
✓Seen on time. Efficient service
✓*Sorry bye mastak*
✓Because it was doctor very thorough
✓*Was my first appointment with this surgery and they were very helpful and sorted an appointment within a couple of days .*
✓Pleasant reception staff, doctor was friendly and helpful.
✓*Dr Omotola explained everything and was very thorough and also advised me on what to look out for*
✓Very good
✓*Drs and Nurses very good at their jobs.Receptionists are always friendly and helpful.The Pelham road surgery building is clean, tidy and smells nice.The A I information screen could pronounce names better, but that is my only thing that is not perfect. ??*
✓Experience was good with the care provided.
✓*They helped me alot*
✓It was fine, I think helped by having the first appt of the day. I do wonder however as you don't open your doors and log in until 8.30 that your first appts should be 8.35?
✓*The person I saw patiently listened to my concerns and explained what is going to do and why.*
✓Great efficient service
✓*The nurse was ok but I thought she could prescribe the change in HRT medication but I have to go through the Rapid Health again tomorrow to speak to a GP for it.*
✓So easy to book appointment on line and get same day time. Didn't have to wait long for my name to be called. Receptionists always polite and helpful
✓*All staff friendly and efficient*
✓We need more drs like Dr Nassarally she actually listens to her patients , that is why I want to see her on all my appointments thanks
✓*It was my first time booking via the App so my confidence in the process was low but it worked. My notes were read and Dr Mann was helpful, pleasant and caring.*
✓I was assessed quickly and thoroughly
✓*The doctor was very friendly, didnt have to wait too long to be seen, about 5 mins past my appointment time.*
✓Becoz I get your massage for the same
✓*There was quite a long time between my econsult and appointment. And the clinic was running very late.*
✓I felt like I mattered and care was very good .
✓*Seen on time doctor listen to me and took action*
✓Was a number 1 the person we see is amazing very helpful and always gos that extra mile to help as much as he can
✓*The nurse had time to listen to my concerns and explained the alternative treatments*
✓On time, pleasant and very helpful staff. Advice was good as was the treatment given. 5stars on Trip Advisor
✓*Polite reception desk staff and nurses.*
✓Dr Mann has been very good and the staff at reception desk at St Gregory's have been very helpful and friendly.
✓*The staff were courteous and professional*
✓Polite and kind
✓*Friendly helpful stsff*
✓Everyone was helpful taking me up in the lift .nurse was understanding and telling me not to rush only do breathing test when I'm ready .and she done a blood test as well save me coming back .
✓*I was listened to and was satisfied with the advised given*
✓Getting to see the Doctor that I wanted the appointment with
✓*Very professional and approachable.*
✓Well Attended to.
✓*Reception service was excellent - extremely helpful and knowledgable. Was disappointed with gp service, however*
✓Very efficient reception, triage service rapid health is great and nice friendly helpful doctors
✓*It was excellent service today My problem was listened to and acted upon*
✓Very good service and staff friendly

✓ *I had super helpful practitioner*
✓ Promt and empathetic service
✓ *Very helpful advice, very punctual and very friendly*
✓ Dr Nasrally is excellent she listens, asks pertinent questions and is completely approachable. Always feel at ease seeing her.
✓ *Appointment on time and seen by an excellent doctor.*
✓ It was a Very Hot day and I felt with Global warming coming and the like the Surgery could do with A/C . This moving forward would help already ' flustered ' people like to relax and concentrate instead of potentially getting aggravated
✓ *Supportive clinical and front desk staff. All are patient and helpful*
✓ Sam Chiverton was very thorough and dealt with all of my concerns well.
✓ *Great doctor*
✓ Because all the staff and Dr's at St. Gregory's are extremely pleasant and helpful. The receptionists (first port of call), are extremely polite, and respectful, making one feel at ease.
✓ *The doctor was very patient did not here the call as I was not feeling very well so number one is deserving thanks*
✓ Answers all questions I may have with regards how narrowing of the veins could be causing the problems with my legs
✓ *Doctor saw me early and was very good*
✓ Precise diagnosis, with follow up arranged. And pleasant
✓ *Been to an appointment 3 times in the last week dr and n.a appointments have all ways been polite and professional*
✓ Helpful, professional, approachable with a kind and caring and informative.
✗ *Because I wanted to talk about another issue and I'm sure we had time but instead I was asked to book another appointment but within 5 minutes the doctor called and asked me to visit again tomorrow so a little frustrated that I have to go back 2 days when we probably could have talked it through! It's so hard to get an appointment now i had to wait 3 weeks for this one and I am not a regular visitor to the surgery so I wasn't looking to waste time for me or the doctor, I have to be quite bad to try and book another appointment*
✗ very helpful

Not Recommended

✓ It took 3 trips to see a doctor
✓ *It's extremely difficult to get help from the surgery this days. If you phone the surgery you wait for hours to get connected*

Passive