FFT Monthly Summary: August 2026

PELHAM MEDICAL PRACTICE
Code: G82032

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
54	14	2	0	1	1	0	0	0	72	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: 572

Responses: 72

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	54	14	2	0	1	1	**72**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**54**	**14**	**2**	**0**	**1**	**1**	**72**
Total (%)	***75%***	***19%***	***3%***	***0%***	***1%***	***1%***	***100%***

Summary Scores

94% 1% 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:

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

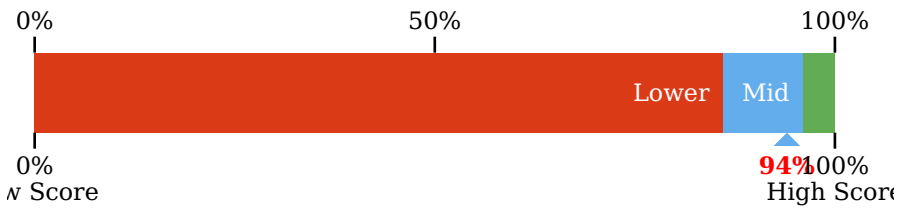
$$\text{Not Recommended (\%)} = \frac{\textit{very poor + poor}}{\textit{very good + good + neither + poor + very poor + don't know}} \times 100$$

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

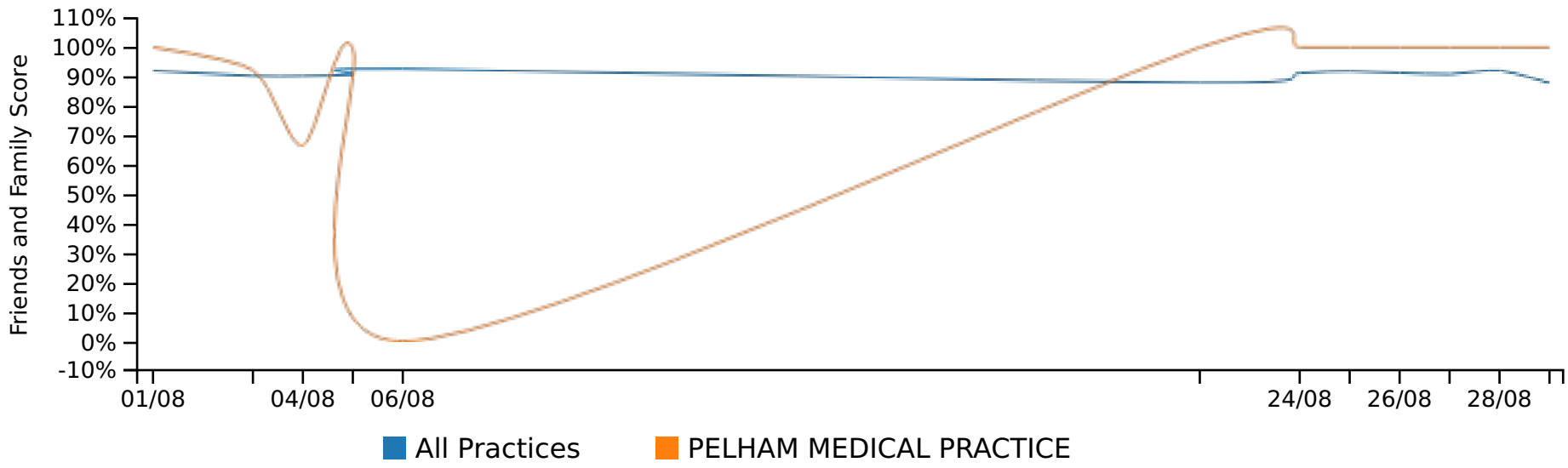


Your Score: **94%**

Percentile Rank: **65TH**

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 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison



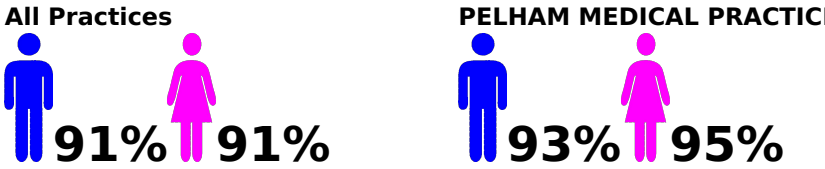
Notes:
1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

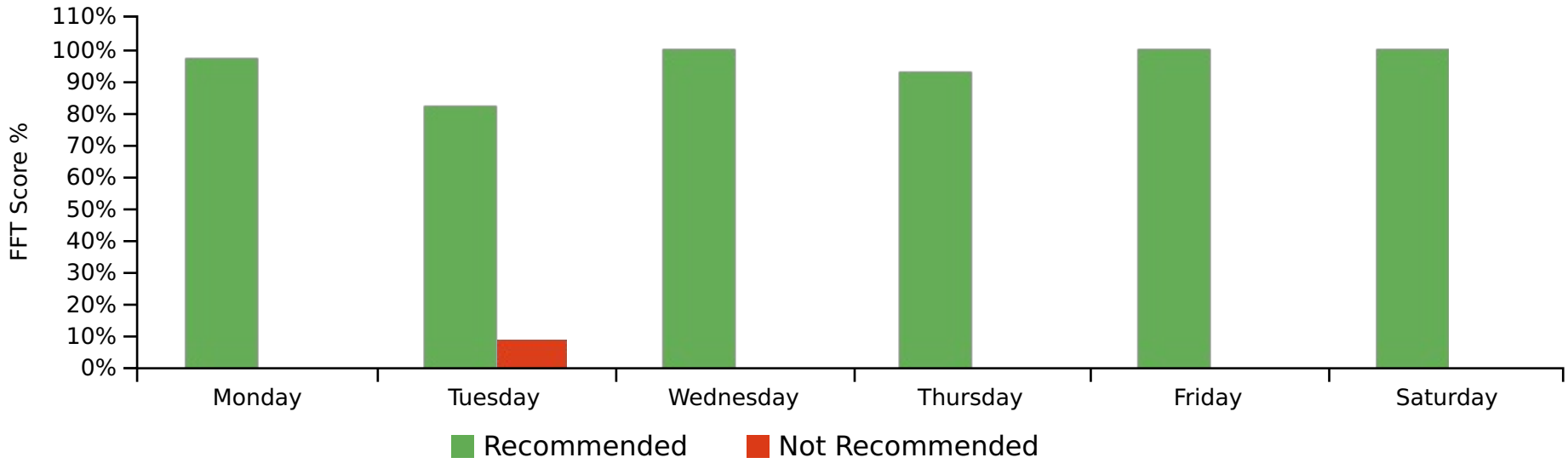
	< 25	25 - 65	65+
All Practices	86%	90%	94%
PELHAM MEDICAL PRACTICE	100%	98%	88%

Gender



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

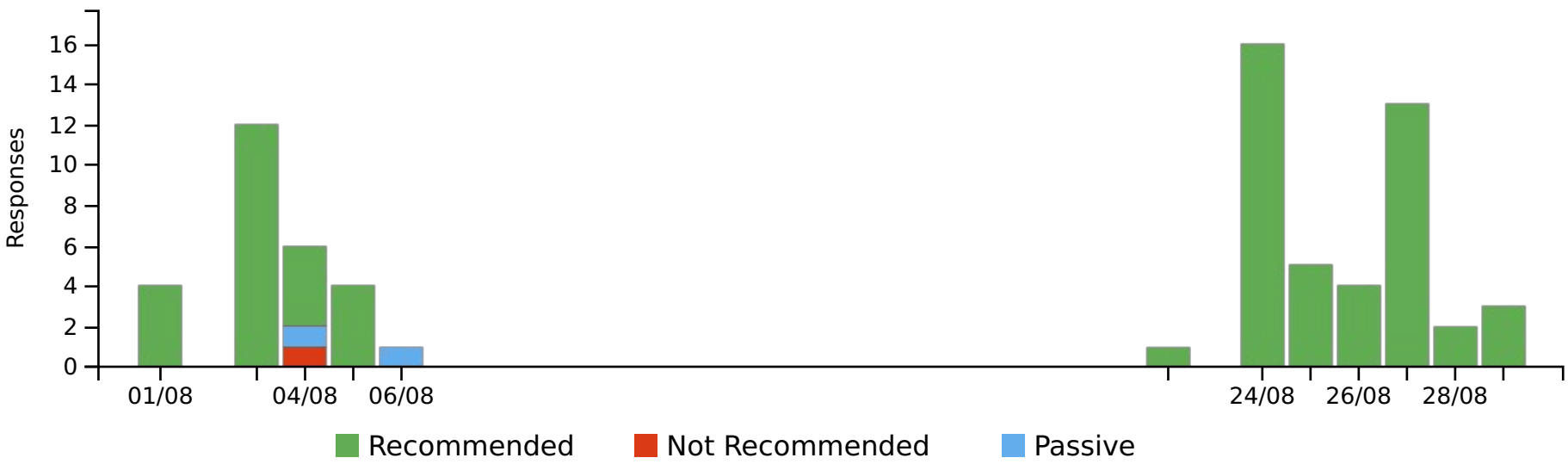
Practice Score: Day of the Week Analysis



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	9
Arrangement of Appointment	2
Reference to Clinician	19

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 doctor I saw today was exceptionally helpful
✓*The doctor was brilliant check all my records and explained everything she was doing and going to do took a swab of my ear and said let me know if it hurts or is to painful brilliant doctor*
✓Cos i always get treated nicely
✓*Because I can't use E -mail like lot of other people . Don't change things that have worked for years .*
✓Seen quickly. Process was explained clearly and vaccination carried out painlessly and in seconds.
✓*Dr was patient and thorough I felt listened to, my concerns were taken seriously, and everything was explained clearly. I was very happy with the appointment and the care I received.*
✓I felt. Relaxt and very comfort
✓*Seen on time, given a thorough examination and arrangements for further tests planned.*
✓All went well
✓*Because am not really busy .*
✓Things went smoothly ish enough to say I was happy with it.
✓*Today I visited Pelham Road surgery given some good advice and also don't be afraid of making appointments to see a GP Tech puts me off suffer in silence Put big pants on waiting for appointment slot*
✓Nures chloe was polite professional a very nice person
✓*Receptionist very polite and helpful*
✓The nurse was lovely, listened to me and advised me accordingly.
✓*Nurse explained what may happen in the next few days.*
✓Always ready to listen And help , and understanding
✓*The Dr saw me on time, she was very pleasant, talked me through everything and I felt very reassured with the outcome of the visit. And would be very happy to be seen by this lady Dr again*
✓The recpionist was very polite and i did not have a long wait
✓*Appt. on time & very professional*
✓The receptionist was friendly and helpful. Miss Standing gave me a thorough examination and gave excellent follow up advice.
✓*Very helpful and answered questions before I asked, and a nice smile*
✓The doctor is just so good and I have always been happy seeing the doctor
✓*Good service but sometimes it gets frustrating for test results when you don't receive them but the hospital says they are available the day after the test.*
✓Friendly, understanding and helpful reception staff and doctor.
✓*Professional service from reception staff and a lovely and reassuring consultation with the Doctor.*
✓The reception staff are polite and professional. The GP's really listen and care. A winning combination!!
✓*He's been helpful.*
✓very good
✓*Doctor wasn't dismissive, reception staff working today were particularly friendly/helpful as well*
✓Everyone today was very helpful from booking in, to lift duties and when called back to do toe swab
✓*Because this service was excellent! Very polite,and helpful staff! Thank you!*
✓Dr Nasrally was super helpful & nice as per always!
✓*Staff friendly and polite*
✓because she cared, an listen
✓*Very good customer's service*
✓Everyone was lovely and very helpful
✓*Nurse was polite quick and easy to talk to*
✓Beceuse I was very happy with the doctor treatment
✓*The doctor was professional and very helpful*
✓Always happy to help. Kind and courteous staff and doctors. Nothing is ever a problem
✓*Friendly service, informative and helpful.*

Not Recommended

✗Not listened to. I took one week of Neproxine for foot inflammation and requested to try for two weeks as it seemed to be helping but I was refused on the

grounds of "overuse". I do not consider one week of anti vax medication as over use. GP wanted me to have an injection but I wanted that to be the last resort. Not the first time I was punished for using my own brain. So I must continue to suffer.

Passive

✓Because I waited 15 minutes to see the nurse and I have a taxi waiting out side and it cast 15.