FFT Monthly Summary: September 2026

PELHAM MEDICAL PRACTICE
Code: G82032

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
72	21	2	0	1	1	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: 389

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	72	21	2	0	1	1	**97**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**72**	**21**	**2**	**0**	**1**	**1**	**97**
Total (%)	***74%***	***22%***	***2%***	***0%***	***1%***	***1%***	***100%***

Summary Scores

96% 1% 3%

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:

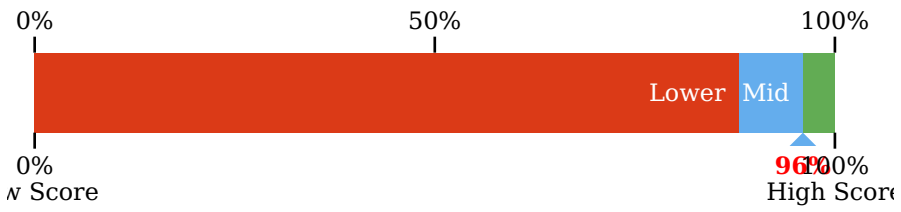
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

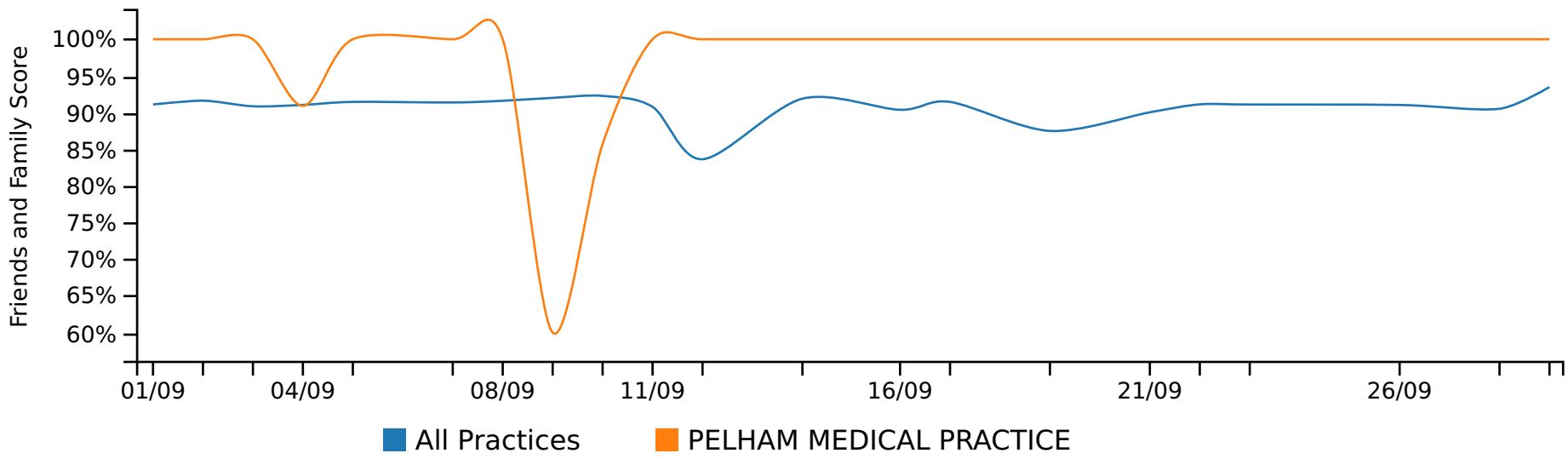
Your Score: **96%**

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.

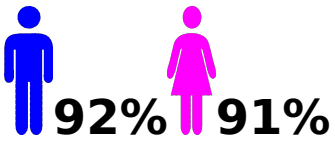
Practice Score: 'Recommended' Demographic Analysis

Age

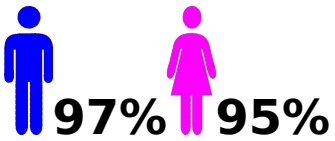
	< 25	25 - 65	65+
All Practices	85%	90%	93%
PELHAM MEDICAL PRACTICE	92%	96%	97%

Gender

All Practices

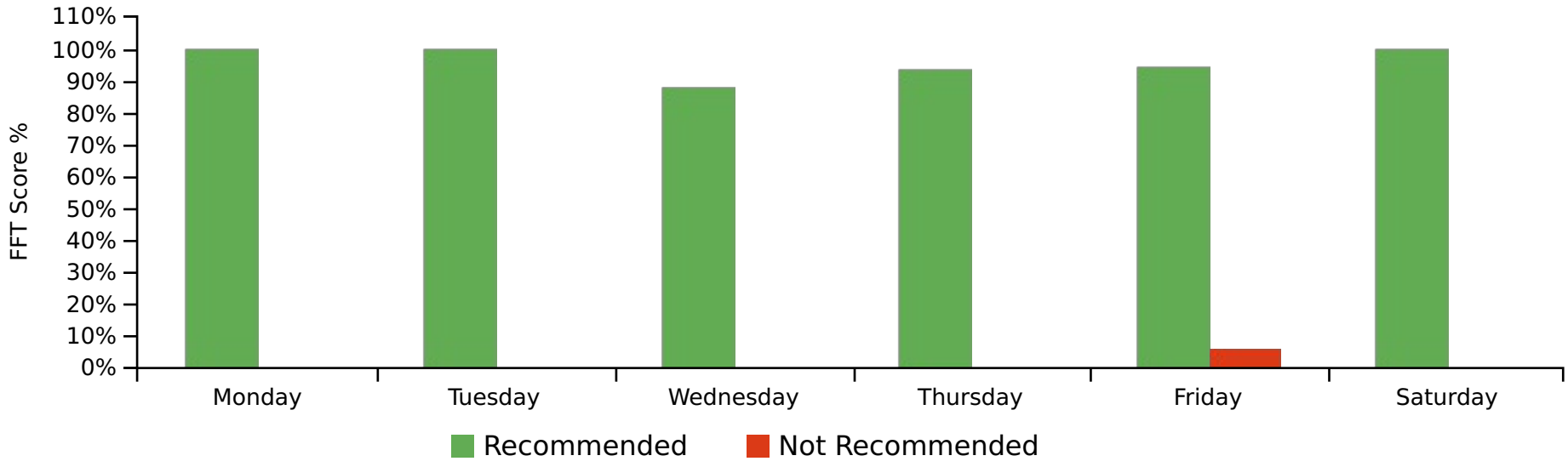


PELHAM MEDICAL PRACTICE



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

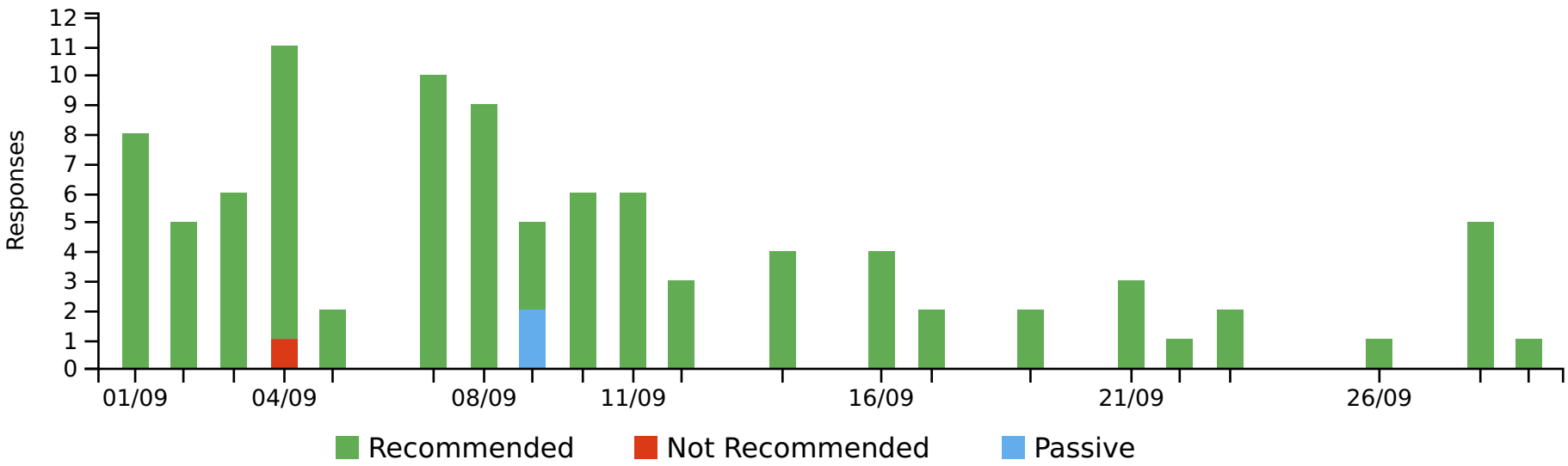
Practice Score: Day of the Week Analysis



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	33

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

✓Dr was very patient and kind and understanding. I felt much better after seeing him.
✓*I was seen very quickly. The doctor was very understanding of my condition*
✓The nurse and receptionist were wonderful
✓*I don't know*
✓Good experience. Friendly
✓*I was seen in good time and dealt with efficiently.*
✓Because he's good
✓*They have always gone above and beyond for me .*
✓Truth
✓*Because the Doctor was understanding and we didn't felt rushed.*
✓Friendly nurse, put me at ease. Efficiently and quickly provided the treatment needed.
✓*The dr was very professional and listen to me and I felt she wasn't being judgy and she pulled all the resources she could to help me*
✓I didn't like the booking of the appointment with the triage system by far to much hassle but going into the appointment everything was smooth and relaxed
✓*I saw chloe today the nurse, she was so lovely and professional.*
✓Because the reception and doctor were very polite and listened to my needs thankyou
✓*My appointment at Pelham today was good because I wasn't in the waiting room that long before I got called into the doctors room, I felt that I was listened to and acknowledged.*
✓I saw the nurse, Louise, to remove stitches post-op. She was very careful and caring.
✓*I was satisfied with the visit. Had to wait a couple of weeks for the appointment.*
✓The nurse was very gentle and made me feel at ease
✓*Very friendly and gave really good advice and really listen to me*
✓Dr was helpfull
✓*Because they deserve it.*
✓The service of the doctor(Dr Gbozolam) was excellent and the pharmacy department was excellent
✓*Very nice engaging knowledgeable nurse practitioner*
✓Extremely good timing and manner of Nurse Chloe
✓*Because the GPs and staff are very attentive and supportive*
✓The appointments I had today 17/08/26 very good the reason for the tests I had were explained in a way that I could understand what was being looked for and what was going to be done about it. Mrs Jackson has a pleasant manor and answered any questions I asked her.
✓*Staff very helpful today*
✓It's always been high standard of care delivered
✓*I got seen on time, felt heard and was given treatment*
✓Helpful staff
✓*Helpful staff, seen on time. Very different to my usual experience at Pelham*
✓On time
✓*Because the doctor had a good conversation to get the best way to help diagnose the underlying issue*
✓Because
✓*Lovely nurse . No wait and good explanation*
✓I was treated with respect by the receptionist, I didn't have to wait long, Nurse Swetha gave me a warm welcoming smile and was polite during my time with her. I have no complaints, only praise.
✓*The dr that I saw showed empathy. Patience and understanding*
✓My practitioner gave me a lot of support that I needed
✓*I got my appointment very quick and felt i had a thorough appointment.*
✓Was able to book an emergency appointment with ease. Lovely smiling faces of the staff on arrival.
✓*I requested an appointment on Thursday via the online service and received a phone call approx 30 minutes later offering me an appointment on Sat afternoon. I also received a phone call Sat morning asking if I would like an earlier appointment ie 12.15. I arrived at 12.15 and was offered help by the reception to bring my bike inside. I was seen promptly and felt reassured with how my medical issue was dealt with. Both ladies were so friendly and helpful.*
✓My HCA was very thorough and helpful with all my questions
✓*Was seen by a brilliant doctor who listened and took care to advise and take the next step towards my treatment because not been able to see doctor face to face it was really good to see someone who knew how a patient felt*

- ✓Being almost permanently housebound, I find medical and office staff, friendly and helpful, considering the strain the system is under. My only wish is that the doctor still did home visits.
- ✓*Seen promptly, straight forward*
- ✓The doctor was very helpful and I felt very comfortable with him
- ✓*Because I got appt same day*
- ✓The nurse was really lovely
- ✓*Attentive, calm and warm reception and doctor*
- ✓Nice doctor explained everything well
- ✓*Dr Okeze was very professional and thorough when seeing my daughter and the best GP i have seen to date with my daughter. Other doctors can learn from her knowledge, updates and explanations on medical conditions. She is far the best GP my daughter and me have had the pleasure of seeing. Thank you Dr Okeze*
- ✓Seen on time,knowledgeable and understanding medic, and next steps set out.
- ✓*Annual review by telephone which was all that was needed*
- ✓I was seen on time. GP Dr Jacobs was very thorough during the consult and I felt everything has been handled very well.
- ✓*Louis shows a great level of understanding and has time for his patients*
- ✓Because she was very helpful. And listened to what I had to say.
- ✓*Unable to get appointments at surgery but being offered an appointment on a Saturday is great as not having to take time off work*
- ✓Yes very helpful and supportive that includes staff and doctors and. Nurses
- ✓*I was seen a few mins after my appointment which is better than my previous wait times of 20 mins and the Dr had my notes ready and understood why i was there .*
- ✓Receptionist staff are excellent and the doctors go out of their way
- ✓*Do to my age I like to know how to feel better And I got the best advice to eat better*
- ✓Always very helpful friendly reception staff. Always manage to get an appointment never feel rushed in my appointments xl
- ✓*I didnt wait long very attentive doctor I didn't feel rushed and felt satisfied with the help I received*

Not Recommended

- ✓Appalling reception now, I've used this surgery for 60 years. It's absolutely disgraceful that people have to go online to book, and the questions they ask ? They tell you they have to ask ?so you know what doctor to see ? Absolutely rubbish. It was never like this and we just told the doctor what was wrong. I can understand asking a few questions but it's a whole dialogue! If you're standing in the queue, everyone can hear. The receptionists are rude, untrained in customer service care. I pray every day that I don't have to see the doctor. It causes me so much anxiety just thinking about filling in all the form online or trying to talk to an impatient receptionists. And when I do try to fill in a form online I never get an appointment, go to AE. No wonder out hospitals packed because your sending everyone up there. Dreadful. I just wish they would re staff and train to the highest standards and start again, because what you're doing isn't working!!!!

Passive

- ✓I got seen later
- ✓*Treatment from GPs has been very good but very mixed at reception (Some staff are very helpful but a couple are impatient (likely stressed) and off-putting. I struggle with some of the online access, especially trying to fit my situation into available choices.*