FFT Monthly Summary: October 2026

PELHAM MEDICAL PRACTICE
Code: G82032

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
71	20	3	2	3	0	0	0	0	99	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: 348

Responses: 99

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	71	20	3	2	3	0	**99**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**71**	**20**	**3**	**2**	**3**	**0**	**99**
Total (%)	***72%***	***20%***	***3%***	***2%***	***3%***	***0%***	***100%***

Summary Scores

92% 5% 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:

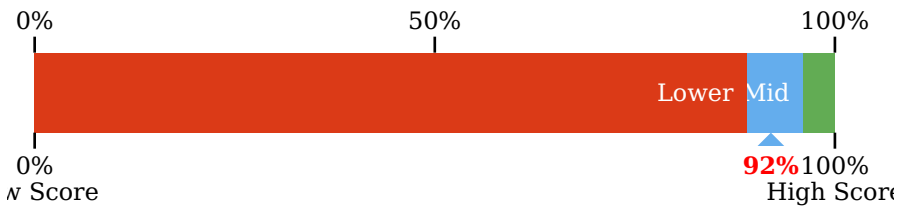
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

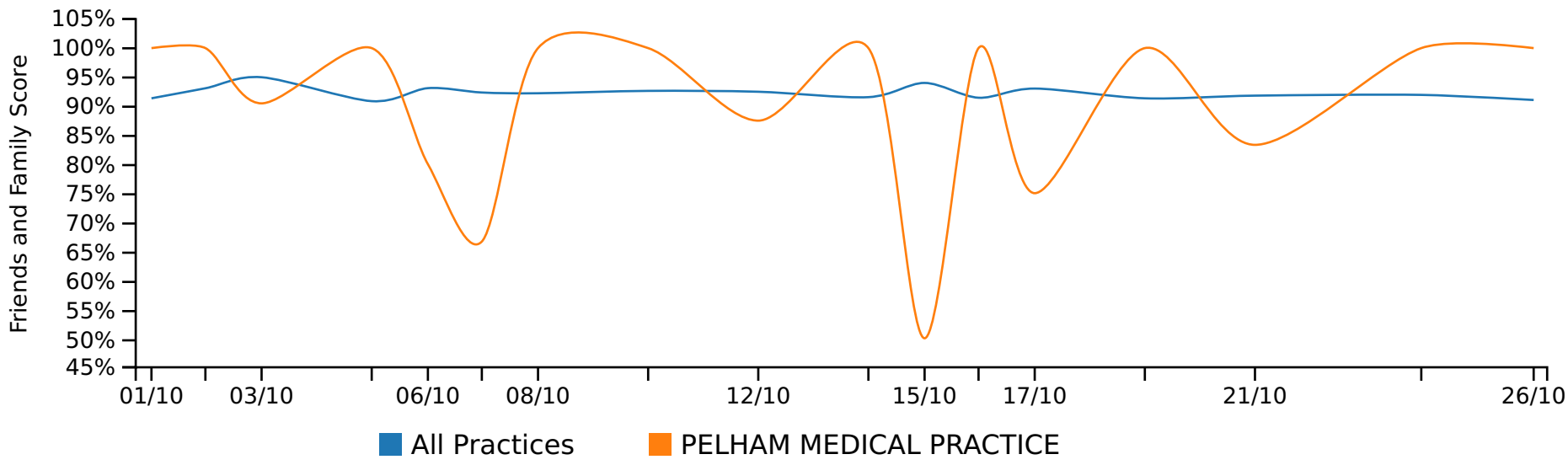
Your Score: **92%**

Percentile Rank: **45TH**



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 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



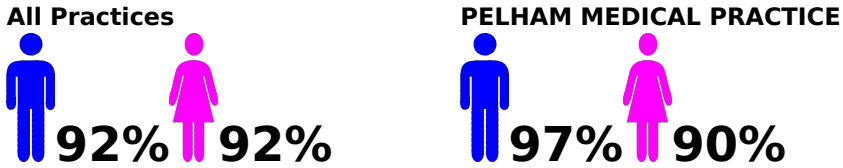
Notes:
1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

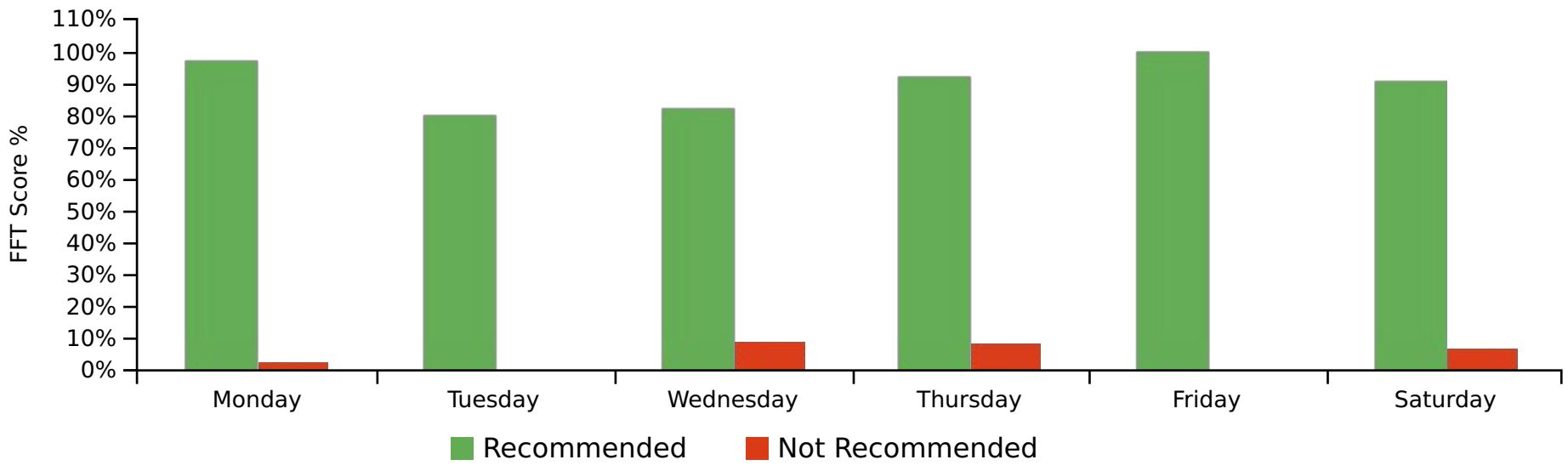
	< 25	25 - 65	65+
All Practices	86%	91%	94%
PELHAM MEDICAL PRACTICE	100%	89%	94%

Gender



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

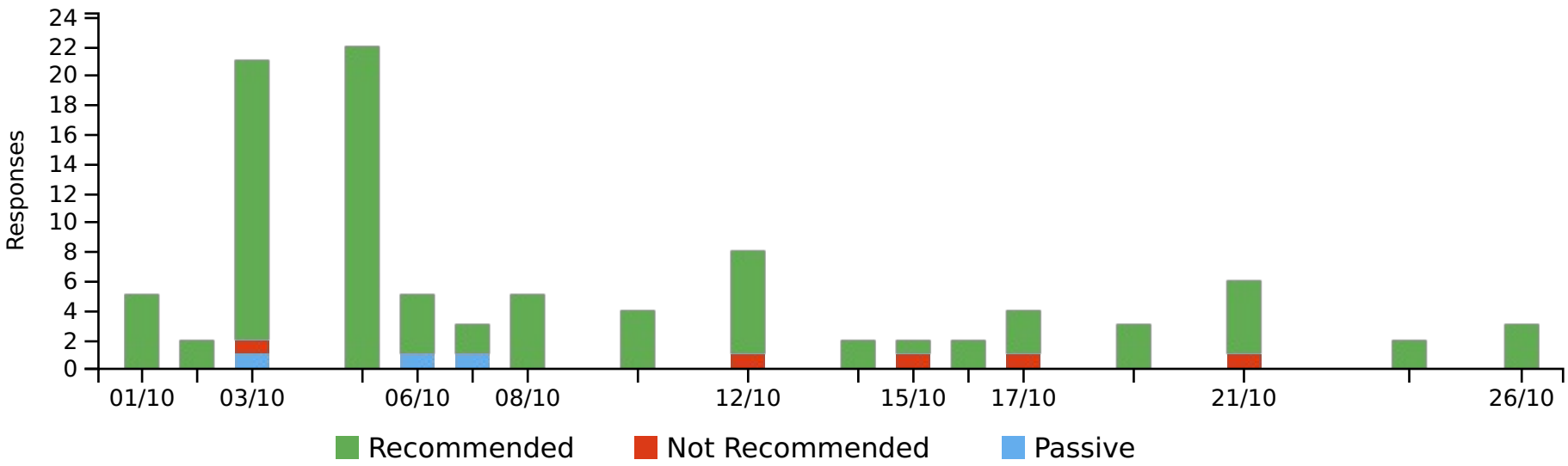
Practice Score: Day of the Week Analysis



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	11
Arrangement of Appointment	12
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

✓The service is excellent,and the way they treat us clients is great too,thank you.
✓*It was easy to book the appointment and was quick and pleasant*
✓Thorough and professional service throughout
✓*Great service and advice from the doctor.*
✓I was very pleased with it.
✓*Nurse was very kind and spoke lovely to my boy which has global delay and autism put him at ease straight away*
✓Fantastic gp who listens to my 12 year old
✓*Because I am very happy service I received*
✓Because the service was very good.
✓*Service was very good and prompt today*
✓Very helpful doctor she was explaining everything at every step
✓*Staff are very good and helpful*
✓Quiet and friendly
✓*Dr Nasrally lovely and made me feel understood and listened to*
✓Happy with the discussion, the explanation of the process to be followed, very helpful.
✓*Was seen straight away nurse was professional and friendly*
✓Good service at reception dr was very helpful
✓*Receptionists very polite and helpful. Nurse wonderful.*
✓Excellent organisation of vaccine roll out such as 'flu today professional staff GPs who are thorough. Efficient triaging system. Seeking improvements despite imposed external limitations
✓*My appointment was at 11:28, I was seen at 11:25, led straight to a room, had my vaccine and was out in 5 minutes*
✓Because the practitioner suggested I had my flu jab as well as my B12 which showed that she had checked my record, gave good advice and was proactive in caring for me.
✓*very quick*
✓Very friendly doctor, made you feel comfortable
✓*I felt ar ease sraff.are nice nice atmoshete*
✓Appointment was on time. GP very understanding and helpful. Friendly surgery atmosphere.
✓*Just spot on, got an invite for a flu jab on Wednesday 7th, booked it online, gave me today at 1pm. In and out in 30 seconds. Excellent. What a pity we can't book a doctor's appointment without having to jump through burning hoops.!!!*
✓I've never had a problem. Always felt happy with them. There all very friendly.
✓*1. You asked me.2. Quick and efficient Nurse. Gave information I requested.*
✓Staff verychelpful despitecneing bery nusy
✓*Because it was organised and staff friendly, and was asked one or both vaccines do you were directed to the appropriate room*
✓Was very patient and not rush considering appointment little late
✓*Efficient service by nurse for smear and when I asked why I hadn't been called for flu jab- if I was elidgeable and who to contact to book was offered it there and then xs*
✓The doctor was very patient and kind and gave me a treatment
✓*Quick speedy experience having flu jab this morning*
✓Very good
✓*Easy check in, seen on time, Ms Springett was nice and chatty too!*
✓Professional,patient and a good listener.
✓*Didn't have to wait too long. Reception always friendly. Doctor, very nice . Dealt with my problem as well as she could. ?*
✓Long wait for the appointment but reception were helpful and the doctor was really good
✓*The doctor we saw this evening was quite patient and knowledgeable, he showed empathy*
✓Friendly....on time and quickly
✓*Because they are always ready to help and they caring about the patients*
✓Dr running a little bit late, listened and came up with a plan.
✓*Recently had 2 appointments with different doctors and both doctors were female and they were kind & clever. Previously had male doctor appointments (not by choice) and I didn't felt as heard then, but doctor Sylvia and doctor Hemapiriya are knowledgeable and guided me through thoroughly and assisted me in my health issues swiftly ?*

✓Polite member of staff. Collaborative and non-paternalistic - which makes a change!
✓*Always good polite, fast bookings*
✓Seen reasonably quickly, nurse was very pleasant
✓*Dr Nassrally is one of the finest GP's- she has got that human touch when dealing with patients. She 'actually' listens and tries to fins a way by charting out a plan. She acknowledges when she is being told something by a patient rather than being dismissive. She is an asset to NHS.*
✓Because you ask me to select from the list you gave me
✓*I got given an appointment for Saturday and this is good as I work mom-Fri and the lady who saw me today was amazing*
✓The doctor i saw is amazing, shes always so helpful and always listens to me and always gives me great advise and support.
✓*Good doctors, but sometimes difficult to get appointment without waiting a couple of weeks. Otherwise happy*
✓Very efficient and quick service. Doctor very good also.
✓*Good communication from Initial invitation regular reminders and very efficient on the day especially as we arrived v early and staff were happy and helpful*
✓Friendly, informative and quick.
✓*Yes of course. I saw a dr who listened and didn't treat me like a page from the medical tx book. She realised the seriousness of the issue I've told drs about for nearly 3 yrs*
✓Always very professional

Not Recommended

✓Had an appointment time for flu jab but it was free for all and I was at the back of the queue even though I was there in good time. What a shambles.
✓*Hardly any wait, pleasant staff, fast and professional treatment*
✓My appt was cancelled at the last moment due to someone not giving the keys to open the surgery terrible i needed this appt today
✓*I had an appointment at 15.20 today...unfortunately horrendous traffic so rang ahead to let the surgery know. Twenty minutes hanging on the phone to be then told it goes down as unattended. I appreciate and understand the process but it really is very unhelpful and now I have to go through the whole system again!*

Passive

✓Triage a pain in the rear end
✓*We joined the practice approximately 50 years ago when Dr Brown and Dr Rao were in charge. The service was excellent. We do not feel that the current method of having to access appointments on line is an improvement. The appointment may not be with our doctor of choice or at a convenient time. In the past we found that a phonecall to make an appointment with a doctor of choice was more efficient. Nicolette and Ian Laughland*
✓It was the most suitable choice