FFT Monthly Summary: January 2026

PELHAM MEDICAL PRACTICE
Code: G82032

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
70	20	4	1	2	2	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: 335

Responses: 99

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	70	20	4	1	2	2	**99**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**70**	**20**	**4**	**1**	**2**	**2**	**99**
Total (%)	***71%***	***20%***	***4%***	***1%***	***2%***	***2%***	***100%***

Summary Scores

91% 3% 6%

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:

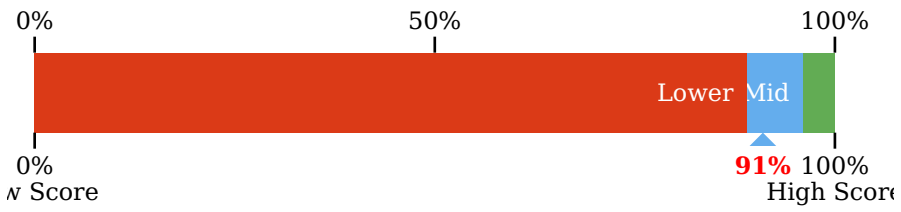
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

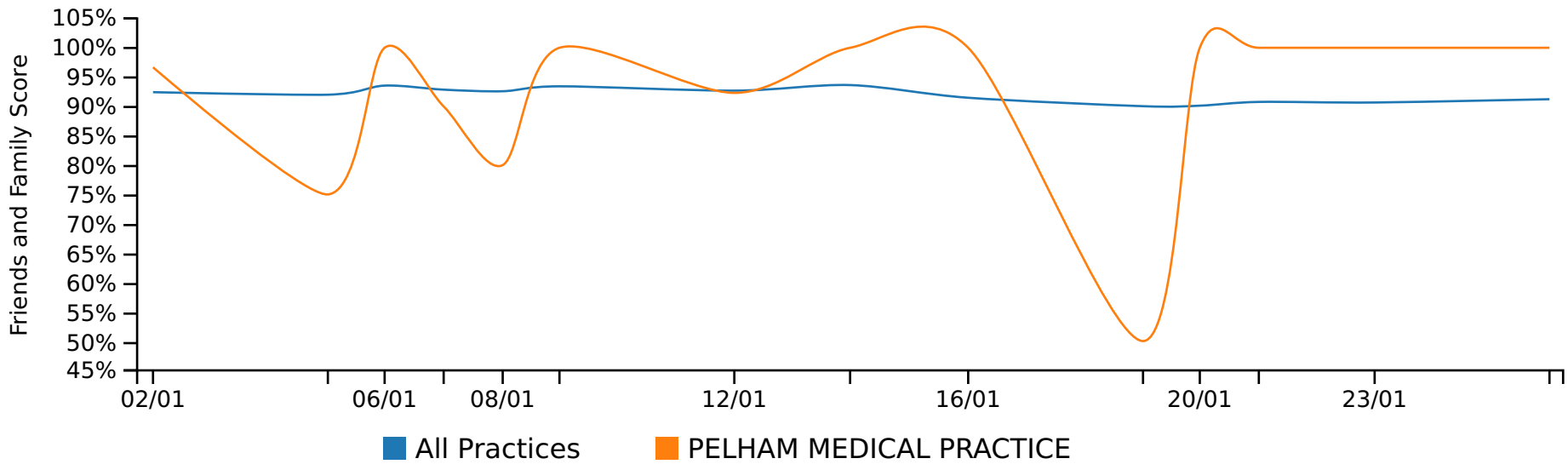
Your Score: **91%**

Percentile Rank: **35TH**



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 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison



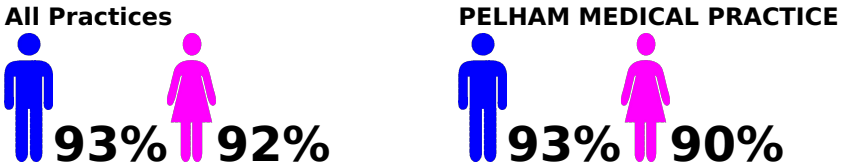
Notes:
1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

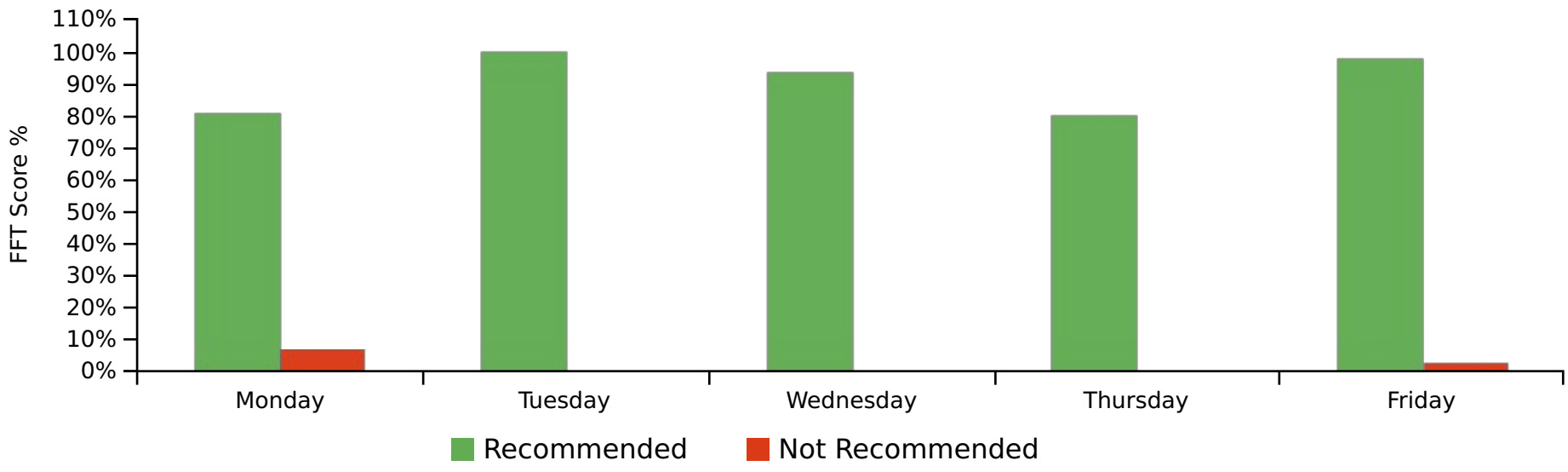
	< 25	25 - 65	65+
All Practices	88%	91%	94%
PELHAM MEDICAL PRACTICE	92%	88%	94%

Gender



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

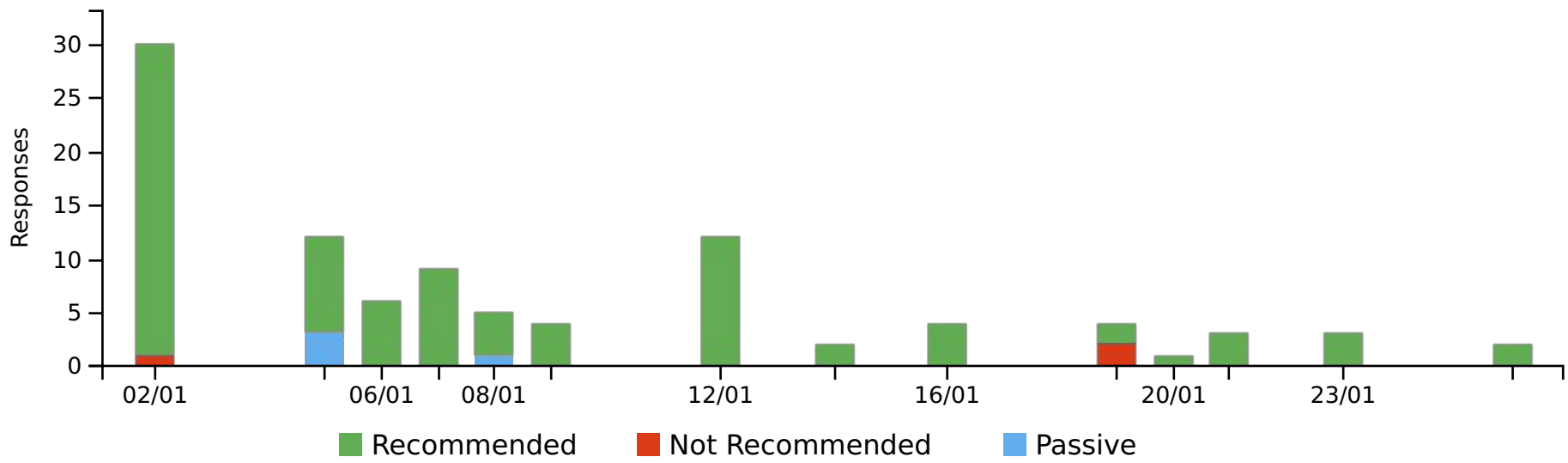
Practice Score: Day of the Week Analysis



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.

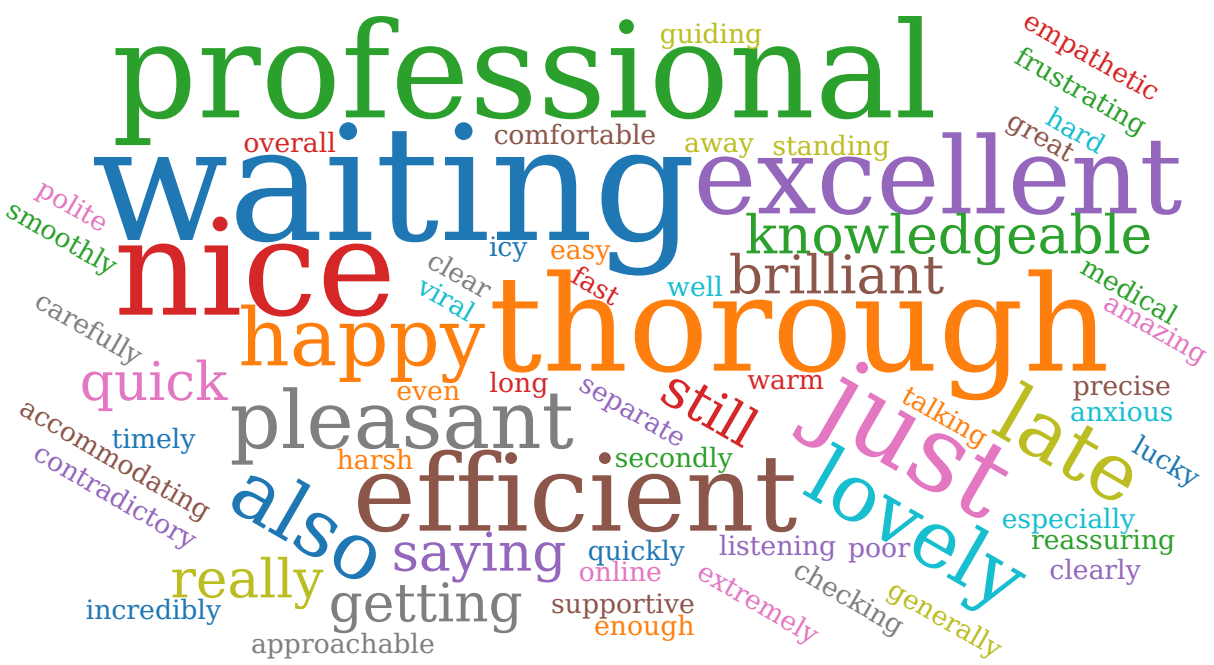
Section 5
Patient Free Text Comments: Summary

Thematic

Reception Experience	18
Arrangement of Appointment	12
Reference to Clinician	23

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

✓Nurse was very good
✓*I saw Hema and she has an excellent manner and explains everything very well and takes on board everything you have to say- she's very thorough.*
✓Helpful and friendly
✓*Very efficient reception staff and no delay to appointment time*
✓Staff are pleasant and helpful doctors deal with any problems quickly and listen and explain anything we don't understand
✓*I was seen on time. The doctor was very helpful & knowledgeable & I didn't feel rushed.*
✓I was not listened to, the doctor didn't even look at my notes or medical history and just told me I have to make lifestyle changes
✓*The staff were friendly, the waiting room was warm. My appointment was 10 minutes late, but the nurse apologised for the delay. I have been a patient with this practice for 65 years, I think the service and it's staff are excellent.*
✓I don't know
✓*Had a lovely experience with Mrs Susan Jackson. I've had two separate appointments with her and both times she put my mind at ease and kept very professional. The reception staff are also lovely and very accommodating. I was a bit late for my appointment but they still managed to find a slot for me within the same period.*
✓Very frendly staff
✓*I don't like the triage system with all the online questions*
✓They answered my query with patience and understanding.
✓*Very nice and professional service provided in both, customer and practice*
✓Because I have always had the best care from them
✓*The gp I saw was very understanding & the explanation in the questions I asked was very clear so that put me at ease.*
✓Firstly my appointment was cancelled because I was 10 minutes late and standing in queue for 5 minutes of the lateness. My appointment was 8.40 so hard to estimate time needed with icy conditions, school and roadwork traffic I think 5 minutes is a bit harsh.Secondly my form said fasting but I'd had a text saying no need to fast. Contradictory instructions.Hospital said couldn't do blood test as I'd had no food but had had a cup of tea. So after waiting 6 weeks for the appointment I still haven't had a blood test.
✓*No waiting in and out.*
✓Nurse and reception very good
✓*Appointment on time. Doctor made me feel comfortable and dealt with my problem.*
✓Mr chiverton is an amazing doctor he puts you at ease and listens carefully guiding us into the right medication , his mannerisms are right for the patients of today and always feel we are in the right care when we see him
✓*Just waiting time*
✓Nice person
✓*Your reception team especially Nicola was incredibly welcoming and helpful. Dr was brilliant with my daughter during our appointment*
✓The receptionists are friendly. There are plenty of chairs in the waiting room. The doctor I saw was very efficient and thorough. All very good.
✓*Very friendly, thorough examination. Gave me reassurance*
✓Did not have to wait very long and staff very helpful
✓*Doctor was very good had took a interest in me*
✓Was pleased
✓*Listening and was supportive, extremely welcoming and helpful*
✓Kind friendly and approachable GP and pleasant reception staff
✓*It's because the receptionist and very nice the nurse are very good and the doctors are very good they are lovely and you get quick appointments ?*
✓I felt like I'm getting support and not just turned away saying it's viral.
✓*She speak politly,?*
✓Timely, professional and easy to understand text.
✓*Welcoming very efficient receptionist and my appointment ran smoothly*
✓The staff were friendly and helpful
✓*Receptionist was very pleasant. Appointment was on time and I really like Sam's attitude and thoroughness.*
✓Dr ghozlan really listened to me and made me feel heard today. He was so empathetic and gave good advice and links for me to follow up on. Also advised me to book a review to see how I'm getting on. Felt cared for, and that's just what i needed today
✓*Excellent service*
✓I was happy with the service received from staff and GP.
✓*I always receive a good service*

✓Very professional and precise.
✓*Had a very good appointment with Mr Samuel Chiverton Very thorough and polite.*
✓From checking in at reception to the consult was carried out in professional and friendly manner.
✓*Happy with the service and the GP listened to my issues and found a solution.*
✓She was very nice and welcoming. She was very thorough. She explained everything and generally and nice lady to talk to
✓*Overall good experience today*
✓The doctor explained everything clearly so I understood what my problem was
✓*Because all the receptionist are brilliant and very happy also very helpful and knowledgeable*
✓Great, quick, friendly service from an excellent staff team, thank you
✗*The team was very friendly and helpful with my inquiries*
✗I was anxious and worried, but the lady doctor I was lucky enough to see, was so kind and reassuring,
✗*Appointment was on time and Dr was efficient x*

Not Recommended

✓It is always a good service
✓*A computer error meant I waited to see then doctor but was told to either continue waiting or rebook as they had no time frame on wait time so I rebooked. Not the staffs fault but frustrating*
✓Poor experience and quality of care

Passive

✓What answer are you talking about i had an EMAIL FROM you that didn't make any sence what are you after