FFT Monthly Summary: February 2026

PELHAM MEDICAL PRACTICE
Code: G82032

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
73	14	1	5	2	1	0	0	0	96	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: 347

Responses: 96

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	73	14	1	5	2	1	**96**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**73**	**14**	**1**	**5**	**2**	**1**	**96**
Total (%)	***76%***	***15%***	***1%***	***5%***	***2%***	***1%***	***100%***

Summary Scores

91% 7% 2%

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:

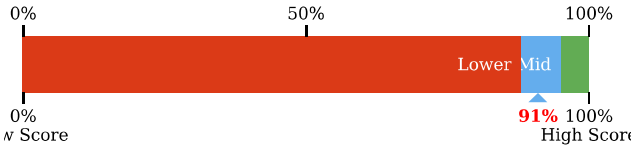
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

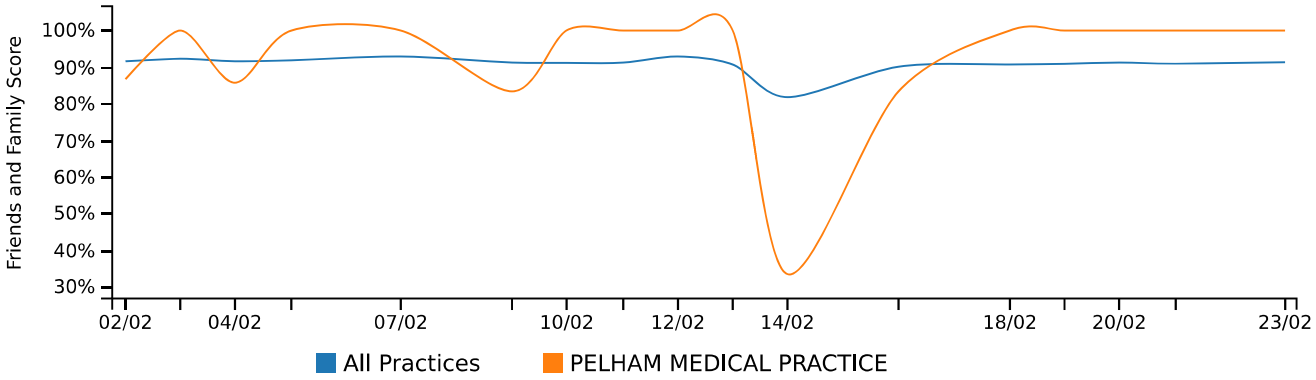
Your Score: **91%**

Percentile Rank: **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	87%	91%	94%
PELHAM MEDICAL PRACTICE	86%	91%	92%

Gender

All Practices

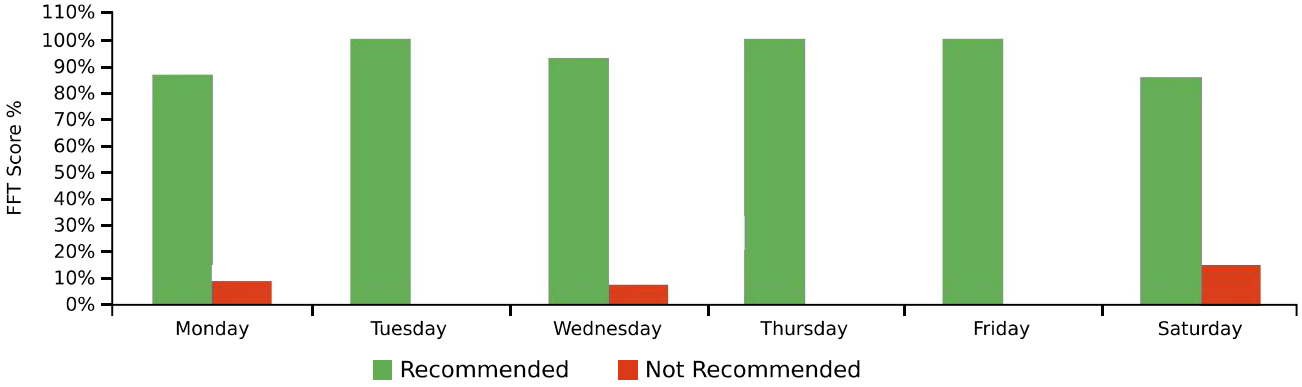
92% 91%

PELHAM MEDICAL PRACTICE

87% 93%

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

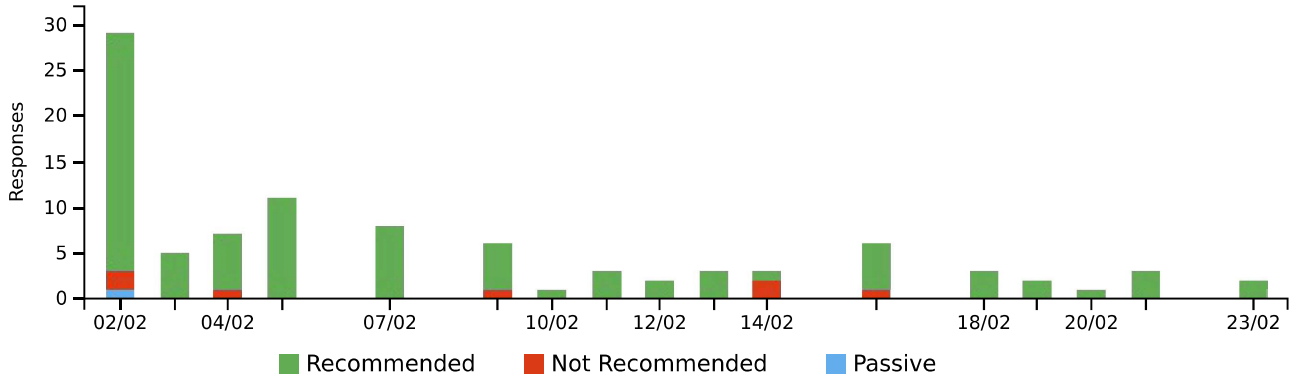
Practice Score: Day of the Week Analysis



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	13
Arrangement of Appointment	18
Reference to Clinician	32

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

✓GP was able to listen
✓*I gave that answer because the nurse was very efficient and a very nice lady*
✓I saw Samuel Chiverton and beside my age listened and explained what he thought was wrong. Unlike a doctor I saw before with the same problem who kept me waiting then when I did get to see him I felt he couldn't be bothered to listen in fact if I was in the surgery for 3 minutes I would be exaggerating.
✓*Got appointment very quick for my 2yr old, receptionist n Dr were really friendly*
✓Samuel is very good, so attentive, he listens and really cares
✓*Online triage easy to use and Managed to get an appointment on the same day. Reception friendly when I signed in. Didn't have to wait long before I was called and the Doctor was thorough in diagnosing. Prescription sent straight to the pharmacy. All very stress free*
✓It was easy to get onto triage and was offered an appointment straight away. The doctor was friendly and efficient
✓*Didn't have to wait long. The doctor was very efficient. Ladies on reception were very polite*
✓Doctor was great and efficient and friendly, quite easy to book an appointment and it was next day appointment
✓*Very good*
✓Waited for 2 mins before getting called in . Dr explained my symptoms clearly
✓*We've used the surgery twice today GP appointment and nurse appointment hadn't attended the surgery for a long time never used the online consultation form but it was fairly easy to use with a quick response and quick appointment the nurse appointment was via medical secretary and call was on time for annual health assessment so very pleased all round thanks to all*
✓My apt was at 8.30 and the doors were still closed until I rang the buzzer after this time. It may be advisable to open doors a few minutes before yr apt or inform yr patient if there's an issue with power?
✓*Always had a good experience.From the people at reception to the ladies in the office to the nurses and Doctors.*
✓Staff were nice. Went for my B12 jab. In and out within 10 mins
✓*It was fine at st Greg's*
✓Looking after me well ok
✓*All the staff have been very helpful*
✓1-very good
✓*Always polite and good service.*
✓Very friendly reception staff and the nurse was very friendly and helpful
✓*Very good*
✓I got a same day appointment.I was made to feel at ease and my concerns were listened to.A referral is being made for me.
✓*Asked lots of questions, eased my anxiety, didn't downplay any of my symptoms*
✓Because it was really good service
✓*Saw nurse today and yesterday and she was fantastic explaining everything to me .*
✓Very thorough
✓*Saw doctor on time did not need to wait much*
✓All the staff and friendly and professional
✓*Great DR and always quick and easy to book appointments, never any issues*
✓I got an appointment Straight away from Ringing Reception, Receptionist very Helpful and Dr was excellent with advice and Treatment.
✓*Dr Nasarally was so patient, caring and attentive. Excellent experience for me.*
✓Very nice doctor to speak to and understanding him
✓*efficient service*
✓Pleased with the service received ?
✓*Person I saw listened carefully and spoke thoughtfully.*
✓Always ready to help
✓*Experience with Gp*
✓Cannot recommend Dr Mann enough.She is easy to talk to & listens to what you have to say.And always does exactly what she tells you, she will do.
✓*The doctor explained the results of my test and alleviated my worries. I had prior to attending the surgery.*
✓Quick, efficient, very friendly doctor, very fast slotting me in for an appointment too.
✓*Friendly greeting and on time*
✓The new process is working very well, GP's are kind and helpful as are all the staff.
✓*Since joining the practice I have always been able to get an appointment and find the surgery really efficient, from repeat prescription, Nurse and Doctor appointments.*

✓The response from my tests were very quick more than I expected.
✓*Very good conversation with doctor, explained everything to me*
✓I didn't have to wait long I was seen by Louise Money who was very friendly and helpful
✓*Everyone was very helpful but appointment was 15 minutes late*
✓Excellent service from the reception team and the GP
✓*Felt comfortable when talking to doctor*
✓Very good service from the nurse. She was gentle and explained the procedure.
✓*Because I've always been seen and anything im not sure of has been explained clearly Down side the triage Doesn't make it easier to get an appointment on the day*
✓Very good
✓*The ladies at reception and the doctors were brilliant*
✓I liked the behaviour of the doctors here,I really liked the way the doctors spoke and were very helpful.

Not Recommended

✓Called in my appointment twenty minutes late
✓*My daughter was misdiagnosed after the dr spent less than a minute with us.*
✓Appointment was running late, when saw the dr, didn't really listen to what I was there for, didn't seem concerned or interested In why I needed to see someone, body language was disgusting, slumped in chair not really looking at me to busy reading screen with previous medical history. Fobbed off with a referral that isn't exactly necessary
✓*Because I was standing outside for 20 minutes Because the door was locked with no sign to say use the side door! If I was told when I booked the appointment to use the side door I would have and then I wouldn't of been 10 mins late for my appointment!*
✓My stitches were not properly removed at the first attempt leading to further infection and further antibiotics- also the receptionist at St Gregory's seemed confused as to the availability of a further appointment
✓*Was Saturday appointment no entertainment in waiting room*

Passive

✓Crowded waiting area, with encroached personal space