FFT Monthly Summary: April 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	19	4	2	3	0	0	0	0	98	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: 387

Responses: 98

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	70	19	4	2	3	0	**98**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**70**	**19**	**4**	**2**	**3**	**0**	**98**
Total (%)	***71%***	***19%***	***4%***	***2%***	***3%***	***0%***	***100%***

Summary Scores

91% 5% 4%

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:

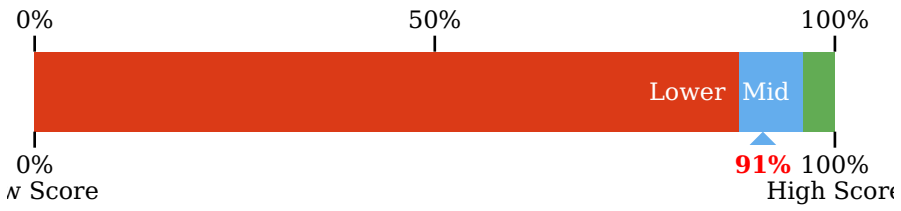
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

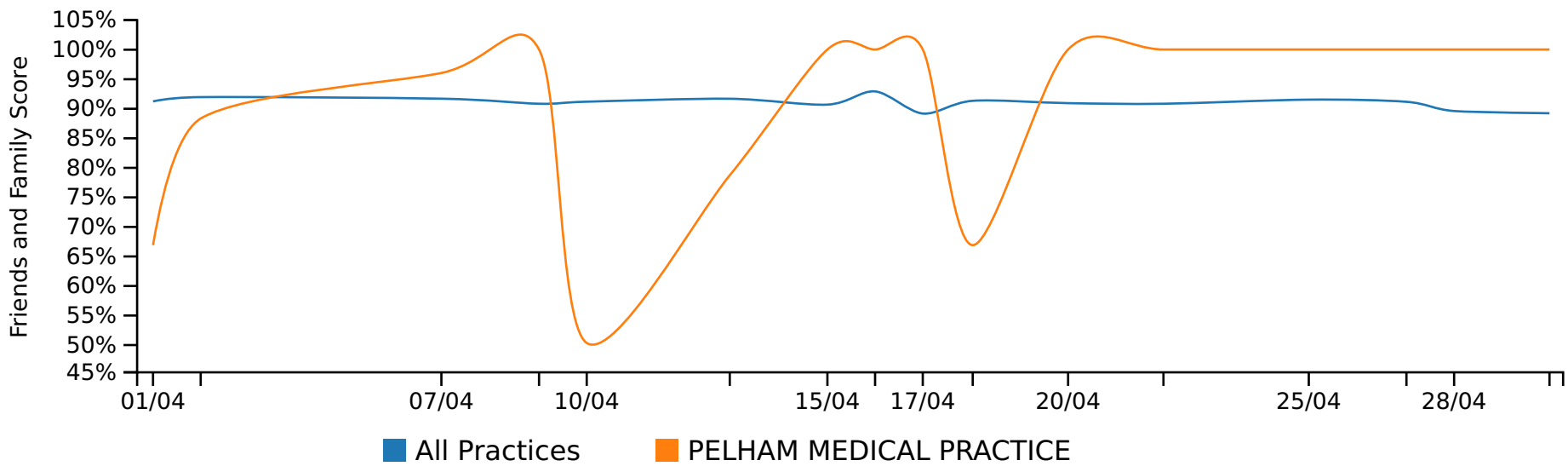
Your Score: **91%**

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



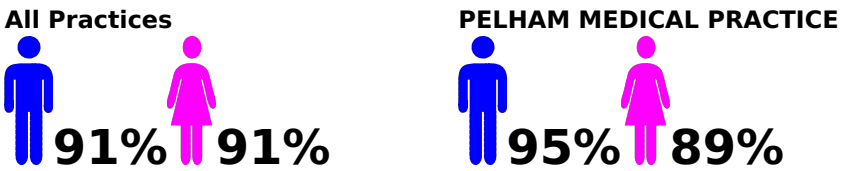
Notes:
1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

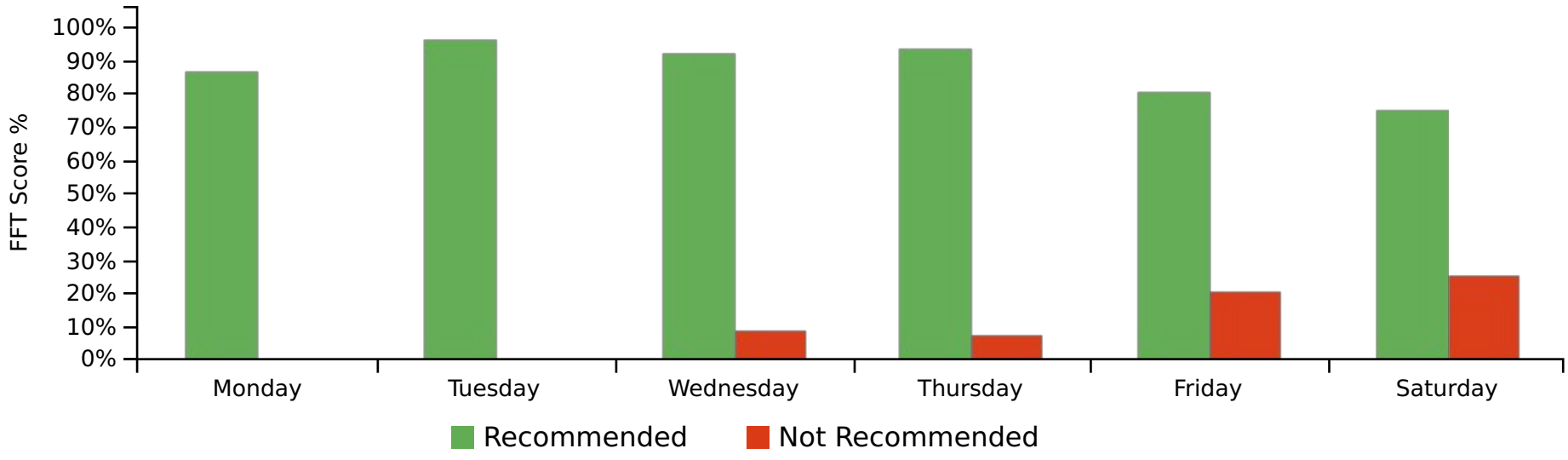
	< 25	25 - 65	65+
All Practices	87%	90%	93%
PELHAM MEDICAL PRACTICE	100%	87%	95%

Gender



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

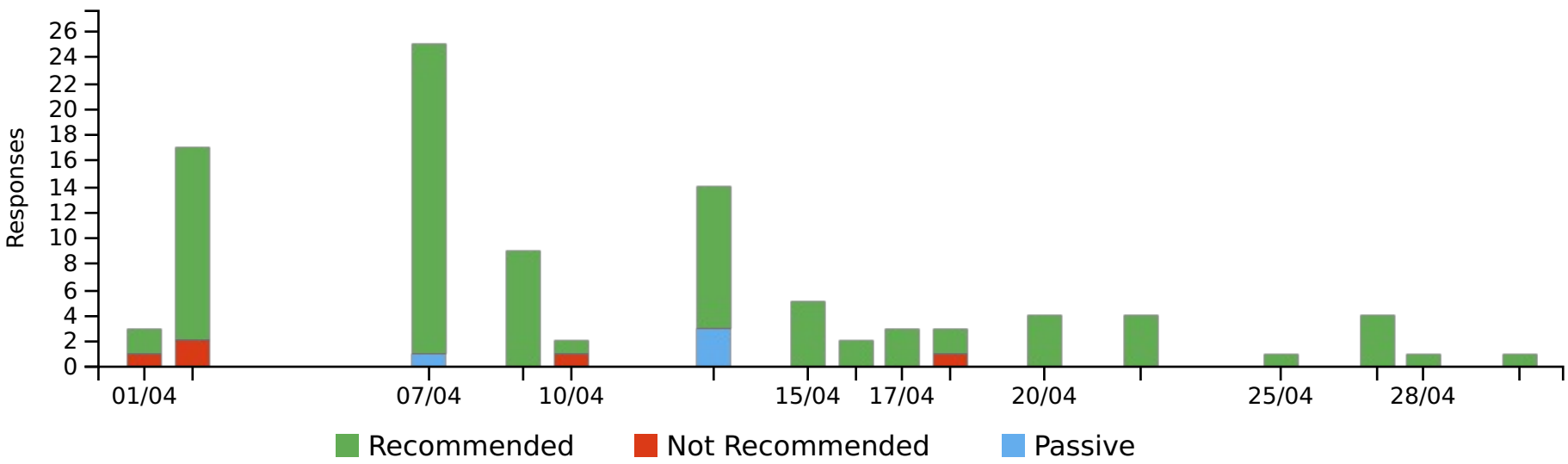
Practice Score: Day of the Week Analysis



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	16
Arrangement of Appointment	9
Reference to Clinician	24

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

✓Good communication
✓*Very Good*
✓The service I received was with empathy and kindness
✓*staff & nurse very helpful & kind ?*
✓Staff is very good and nice
✓*Because I got a referral which was what I needed. Also, reception staff were lovely*
✓I got appointment on same morning and was seen quickly
✓*The staff are always helpful and pleasant tbe same with the doctors always explain everything and get treatment or blood tests dealt with quickly*
✓Personal relationshipsare excellent but contacts by computer are extremely difficult and off-putting to someone of 86 years.
✓*Very helpful in answering questions and for giving advice*
✓This is because you sent me the message, but not GP this morning. I thought I Should answer even a nurse. Mieko Langan
✓*Good customer service*
✓On time and professional.
✓*The receptionist sent the link straight away to my phone. So i could fill in the form. I then got a call back within the hour for a next day appointment which was really good as it was a urgent matter.*
✓Had a good experience with the doctor.
✓*Very friendly, doctor was brilliant and everything got sorted out wonderfully*
✓Went for a covid jab and we were in and out very quickly.
✓*Excellent service from nurse Susan. Jackson*
✓The appt was on time and the Doctor resolved all our needsApart from that The rapid health app does not work properly in my opinion it seems complicated
✓*Very punctual and the appointment was smooth*
✓Warm welcome from g.p.. Thorough checks/test done to shoulder and options discussed and referral made. Thanks.
✓*The nurse and front staff were good*
✓Because the staff were very helpful and cooperative.
✓*Overall I've been able to see the practitioner that I've needed to and generally the reception team have been helpful to this end.*
✓Ive had no problems at all with doctors nurse or reception
✓*Very good*
✓Dr Gozlan,was very friendly,thorough and very helpful with advice
✓*Promt appointment after the triage*
✓I got the answer I was looking for very quickly, and I felt like I was in good hands
✓*GP was very clear and helpful, and listened really well to my issues whilst giving solid advice.*
✓I've not received some texts from you about my appointments and I've had some appointments that have been wrong in that I've turned up and the appointment I had booked was at a different time even though I'd received confirmation of the time I booked and so have had to wait longer and be fit in for another appointment
✓*Excellent practitioner, wonderful service*
✓The prescribing nurse was very pleasant and helpful.
✓*I felt my concerns were heard and was given a solution I was happy with.*
✓Always very helpful at reception great pharmacy and good doctors.
✓*Very good and professional experience*
✓Minimum waiting time. Very professional diagnosis of my problem and on going plan for my ailment.
✓*The surgery staff are always polite and personable.*
✓The nurse who was there she Was very kind & she referred me to the hospital
✓*Nice receptionists and very caring and attentive doctor.*
✓The appointment with Dr ghozlan was very good. I found him very approachable and listened. Thank you for you help
✓*The GP was friendly and the attention was great.*
✓Helpful
✓*The receptionist was very cheerful and welcoming and the doctor was really good and explained everything she was doing which made me feel relaxed, thank you*
✓Dr Mann listened our concerns very carefully and responded well

✓*I didn't have to wait very long*
✓You're always polite I never had a bad experience with you such lovely staff
✓*The service was really friendly and I didn't have to weigh long*
✓The receptionists was really helpful and friendly and the nurse treating me was lovely too.
✓*The doctor was good*
✓Because they always do their upmost to help
✓*Helpful*
✓Friendly team, answered questions concerned me, great service. Many thanks for a team
✗*Good service*
✗Got what was needed and going to refer me

Not Recommended

✓Dr too worried about time schedule Clutching at straws for diagnosis telling me its something I've had for 30 yrs ,I know my condition better than her. Im living in damp mould and severe draught. I've been ill since I've lived there. Asked for a mould toxicity test to be arranged she said doesn't know how to do it???My skin is burning cold i have one side of my body week and constantly cold.i have a continuous cold since living in this council house. Infections more than before but not today. She said its hay fever its not ibuprofen helps the pain stops the sneezing. Neurological assessment is fine I had ct on brain before Xmas. Pain raises my blood pressure. Offered me nerve blockers I said they don't work. I need a diagnosis not medication for something undiagnosed. Nice lady but feeling like legal drug dealers. She said book another appointment to check stomach muscles that have moved side ways. I have with different dr. Overall who wears 3 layers of clothing to keep warm and thermal clothing and jumpers to bed..sorry but time schedule more important. She knew I was coming for this as she booked the appointment for today herself
✓*Didn't feel like I was being listened to properly. Dr more concerned about going over the 5 min timeslot. Deeply concerning. This is not how healthcare should be.*
✓It was so difficult getting an appointment. I went through (online) 111, triage - froze on last bit - rang surgery and even when I explained they said there was nothing they could do. Ended up going through nhs app. When you feel ill you do not need the extra hassle of the system not working and no one can over ride it.
✓*Found out I have copd, and I'm waiting on a answer from the secretary about a character reference off a doctor and if they even will, it is a matter of emergency of time, I need it to finish my application for my homelessness, I've been offered a property and will lose it if I don't have it. It's 2 days and nothing, it is so important, can someone in that place please give a dame, one of the doctors is the cause of all of this in the first place*
✓Good

Passive

✓Some part of the surgery are good and very helpful some are no so
✓*Takes too long to get appointments*
✓Receptionist not welcoming or friendly, it was all they could do to look at you when talking to you, I understand they are busy, but they work with the public.