

FFT Monthly Summary: February 2025



PELHAM MEDICAL PRACTICE
Code: G82032

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
75	13	3	2	3	0	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:	360						
Responses:	96						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	75	13	3	2	3	0	96
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	75	13	3	2	3	0	96
Total (%)	78%	14%	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:

$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

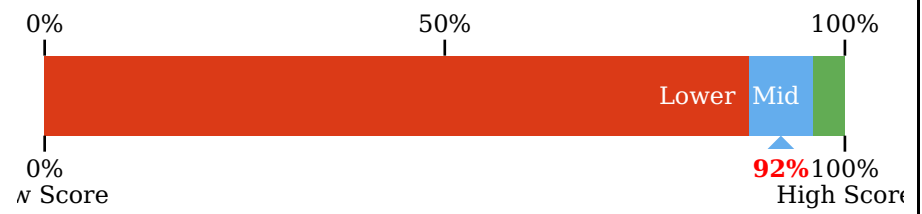
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

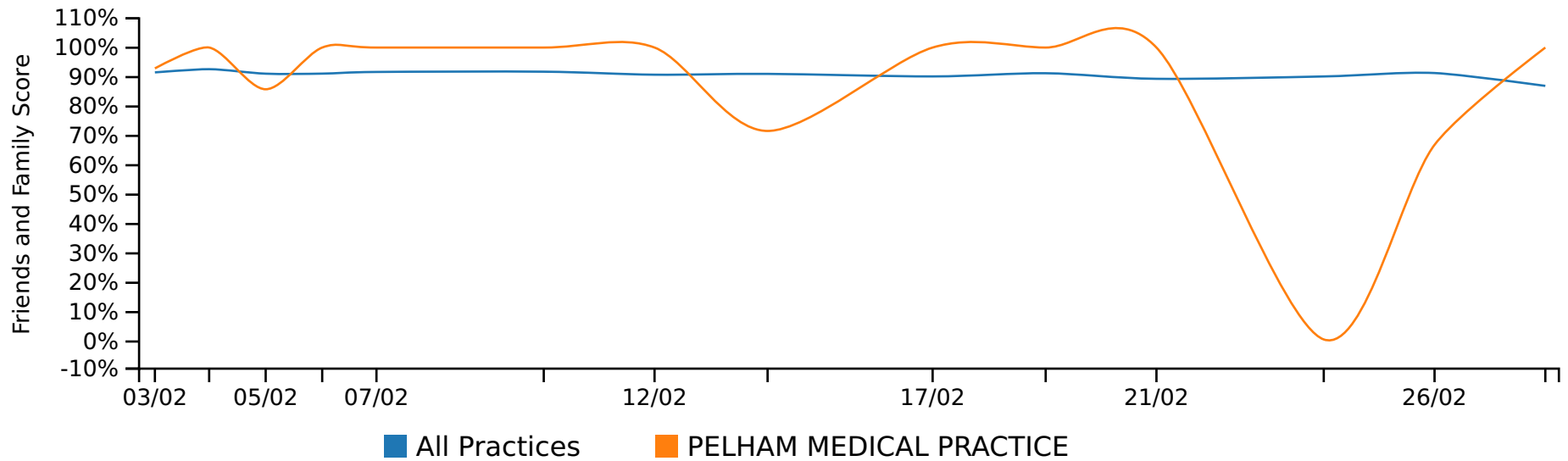
Your Score: 92%

Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



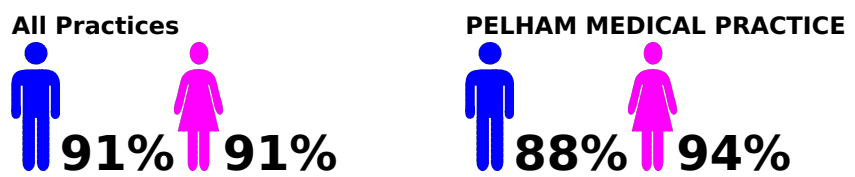
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

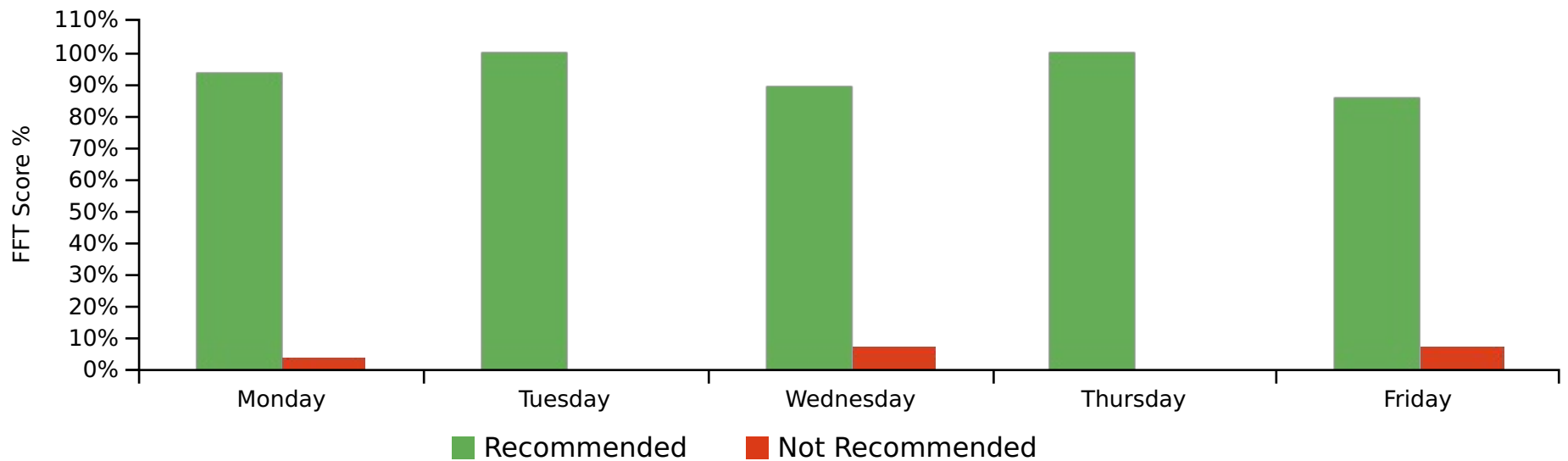
	< 25	25 - 65	65+
All Practices	85%	91%	93%
PELHAM MEDICAL PRACTICE	71%	95%	89%

Gender



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

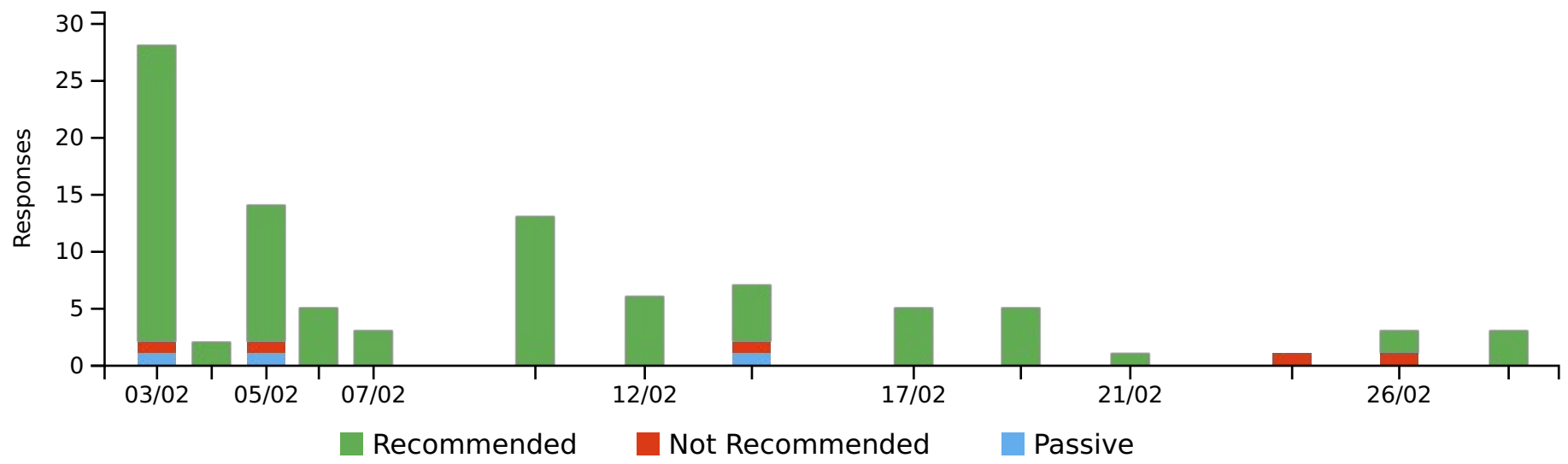
Practice Score: Day of the Week Analysis



- 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



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

- ✓ Friendly reception and good waiting time.
 - ✓ *The nurse was lovely and very helpful*
 - ✓ Appointment was on time, and doctor was thorough.
 - ✓ *Once passed the queue and checked in, I was then seen quite quickly. Staff were all pleasant, friendly, informative and helpful.*
 - ✓ I always find the Reception staff pleasant, patient, respectful and understanding. The health professionals I see are the same. I have no complaints. Myself and other close family members have been under Pelham Medical Practice, formerly Darnley Road Surgery for many years. Under extremely challenging conditions and heavy workloads I am sure all at Pelham Medical Practice do their very best.
 - ✓ *Because I have been seen late but yea Doctor abd staff was nice. I would like to suggest that Doctor should listen and discuss more than 1 medical issues. In this way there will be less burden on medical professionals*
 - ✓ Because the dealing is very nice and polite
 - ✓ *I think all my questions got answered thanks q*
 - ✓ Doctor was very nice and understanding to my problem
 - ✓ *My last two visits with Samuel Chiverton have been a better experience than I have ever had with any other GP. Samuel is a paramedic. He listens, he's caring, well mannered, professional and thorough. And a very nice guy. I am very happy to see Samuel anytime.*
 - ✓ Seen on time and Dr. was very helpful and reassuring.
 - ✓ *Because you give a good service*
 - ✓ Polite, thorough check, gave advice
 - ✓ *I gave 1 to the doctor I saw because he was very listening to are concerns over my brother and told us how to get help*
 - ✓ Very understanding and friendly staff
 - ✓ *I was given relvent information and advice by staff regarding my health . Thank you*
 - ✓ Always experience care and efficiency
 - ✓ *Friendly and efficient staff*
 - ✓ Because I respect the way I get treated and the help I get if ne
 - ✓ *Appointment was on time and the lady listened to what I said*
 - ✓ Because I was satisfied with the doctor's consultation and the way he spoke and explained to me
 - ✓ *Efficient and friendly*
 - ✓ Dr Mann was professional, attentive and friendly as always..
 - ✓ *Very friendly, efficient and professional service*
 - ✓ Because they are always excellent.
 - ✓ *The service I recieved was brilliant,..the staff werefriendly and helpful.*
 - ✓ In on time and very well looked after dressing change from recent operation
 - ✓ *Friendly and attentive dr and nurse*
 - ✓ Friendly, helpful staff.
 - ✓ *Reception staff was friendly. Ran on time. Nurse was calm and helpful*
 - ✓ quick service
 - ✓ *Appointment straight away due to the severity, polite receptionist and doctor very thorough*
 - ✓ Reception are very friendly most doctors are pleasant but some can be overpowering
 - ✓ *Nice reception and service..very quick tho.The doctor was nice as wellThank you*
 - ✓ During my recent appointments I have been happy with the responses I have received
 - ✓ *On time and very nice nurse*
 - ✓ There was no problems
 - ✓ *My doctor is very good*
 - ✓ Prompt friendly service.
 - ✓ *Great service always received*
 - ✓ Aside from the wait time, which is expected at doctors surgery's, staff were polite and the doctor I seen was extremely understanding. The doctor I seen listened well to my needs and prescribed me accordingly
 - ✓ *Had no problems*
 - ✓ Whole thing went well
 - ✓ *Appointment for 1:30 and seen quickly. NURSE Efficient and polite, awaiting results*
- I used e consult and was called back and offered an appointment with a paramedic the same day! I was stunned. Paramedic was knowledgable and friendly.

- ✓ Really have no complaints at all.
- ✓ *Dr Okeze was very formal and open minded when giving details of advice.*
- ✓ Because I thought it was good.
- ✓ *As I was very satisfied*
- ✓ Because they are always ready to help and care about the patient's well-being and are always careful and they made sure my mother was seen by the doctor today by calling at the last minute and I really appreciate that. Thank you so much
- ✓ *Easy to make appointment, seen on time, very pleasant staff and hardly felt the two injections. Excellent, thank you.*
- ✓ Good service and advice
- ✓ *Most responsive*
- ✓ Louise who does my monthly bloods provides a friendly and personable approach.
- ✓ *Good*
- ✓ All ways very pleasant and helpful
- ✓ *Although surgery was heaving when I arrived the receptionists were checking in first those that had appointments so that other queries could be dealt with separately. It seemed to be very organised*
- ✓ Kind courteous staff and prompt appt
- ✓ *Very helpful & friendly reception staff. Dr was kind & dealt with the issue very satisfactorily*
- ✓ I got a same day appointment with a helpful and friendly doctor and quick referral. The whole experience was efficient and effortless.
- ✓ *Baljit*

Not Recommended

- ✓ *I felt the doctor was rude to me, I understand 1 appointment 1 question but I had two things that were linked and I was only with her for 2 minutes but I was asked to book another appointment*
- ✓ *Prescribed Trimethoprim at a dosage not recognised as effective for uti, pharmacist very kindly sorted it out*
- ✓ *Same appointment good service*

Passive

- ✓ Because it was not a good or bad experience it was normal
- ✓ *I felt like my concerns were ignored*
- ✓ Being registered Blind, on many occasions they're not supported and there have been very little concessions and accommodations/adaptations for people with disabilities. The other consideration is as a patient we give a lot of personal information in a public environment where everyone can hear what is being said and breaches confidentiality. The technology and methods of getting to the doctor can be very challenging as one cannot see the screen and there are no audible announcements of the patient's name. When requesting support and assistance from staff this can be inconsistent depending on the demand being experienced by the surgery