

# FFT Monthly Summary: January 2025



**PELHAM MEDICAL PRACTICE**  
Code: G82032

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
76	14	4	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>347</b>						
<b>Responses:</b>	<b>98</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	76	14	4	1	3	0	<b>98</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>76</b>	<b>14</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>98</b>
<b>Total (%)</b>	<b>78%</b>	<b>14%</b>	<b>4%</b>	<b>1%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

92% 4% 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:

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

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

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

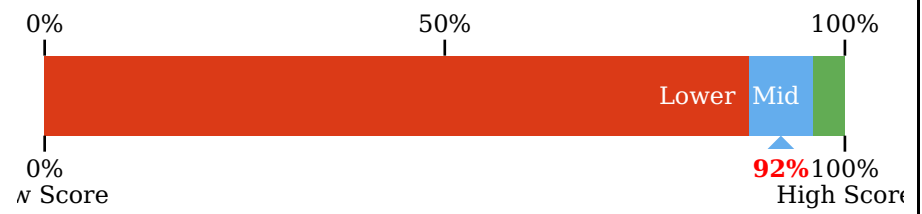
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

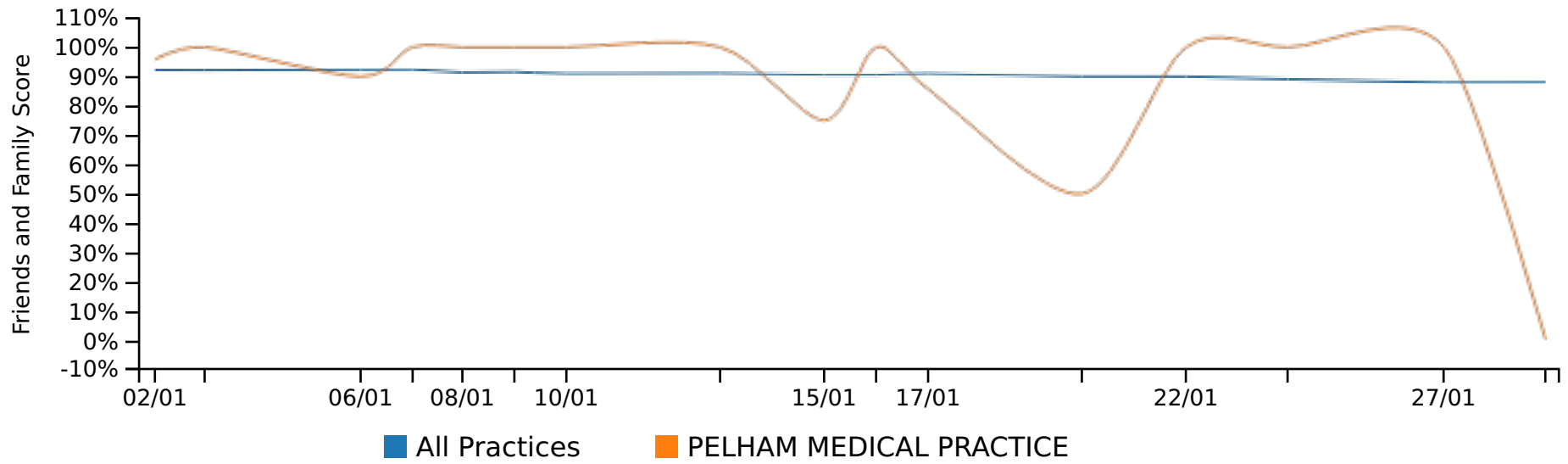
**Your Score: 92%**

**Percentile Rank: 50<sup>TH</sup>**



- 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



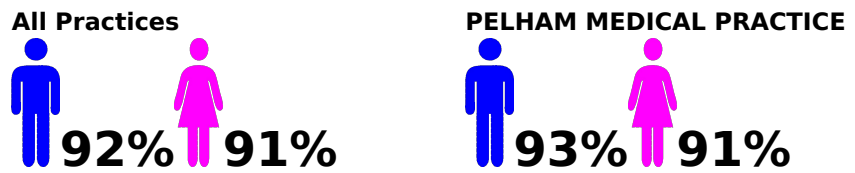
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

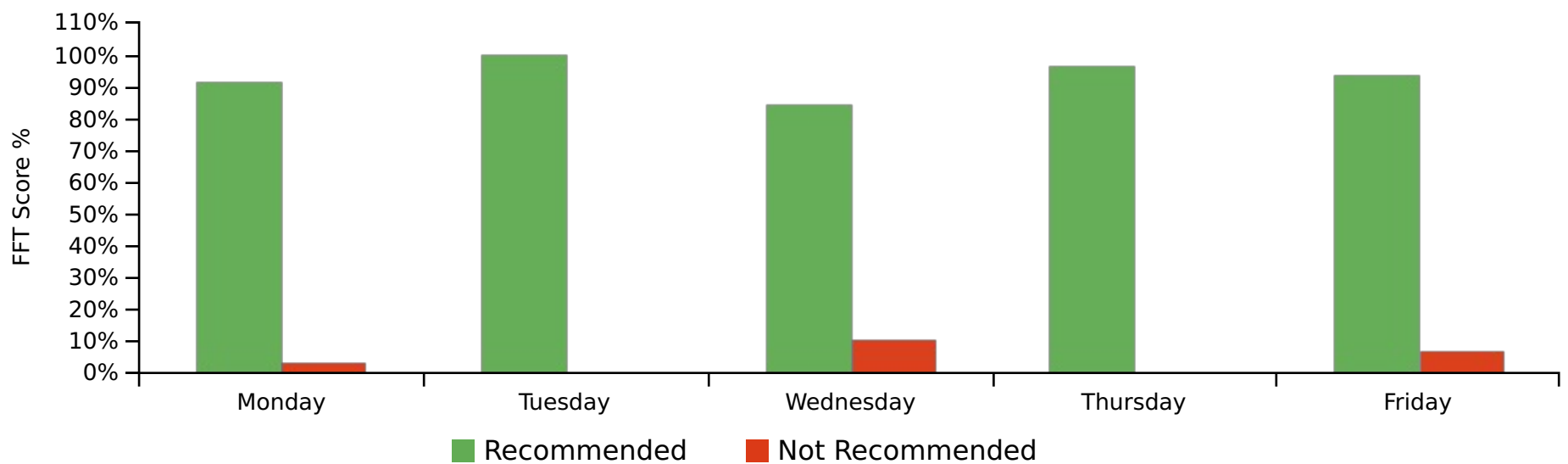
	< 25	25 - 65	65+
All Practices	86%	91%	94%
PELHAM MEDICAL PRACTICE	75%	90%	100%

#### Gender



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

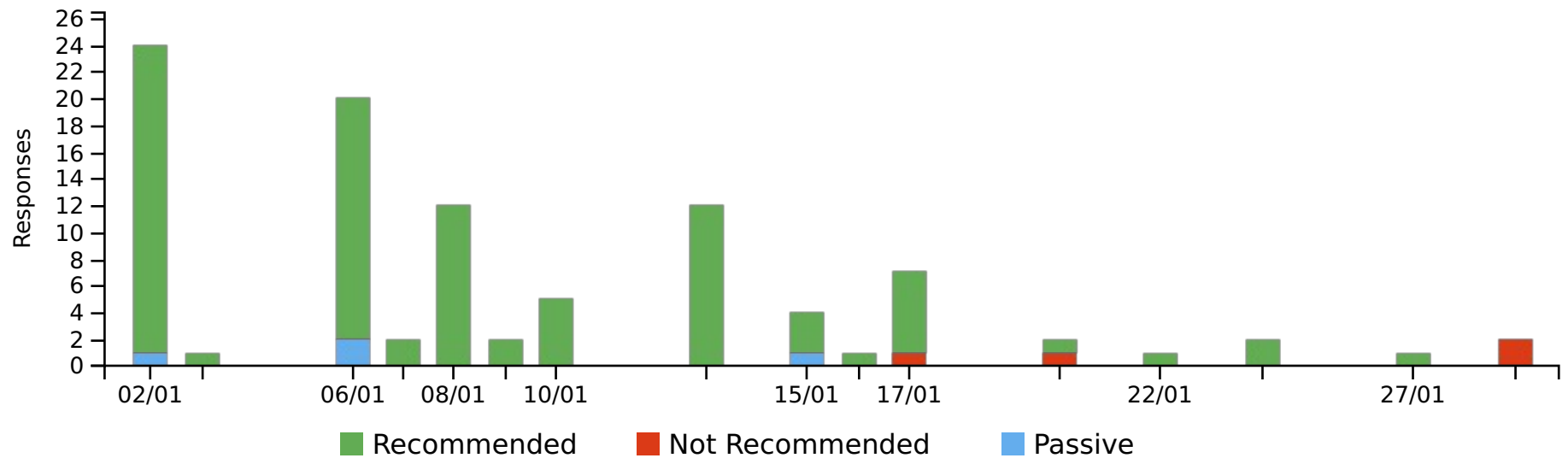
### Practice Score: Day of the Week Analysis



- 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.



- ✓ Helpful and courteous staff and great doctors.
- ✓ *Excellent service all round*
- ✓ Very polite professional service they helped with meds I needed
- ✓ *Because doctor listen to me and explain in detail*
- ✓ BECAUSE I AM HAPPY WITH SERVICE
- ✓ *On time, no waiting*
- ✓ Greeted politely by reception Friendly physio doctor Nice and clean
- ✓ *The nurse as gentle, kind and gave me her time. Not rushing for next patient. Focused on me. 100%*
- ✓ Difficulty in securing appointments and below-par telephone service
- ✓ *Clear, sound and friendly advice*
- ✓ From booking the appointment to actually attending today was easy staff was helpful... I did feel bad when another member of staff was called in to help due to my involuntary body movement due to my FND I hate taking up anyones time soo
- ✓ *It was informative and caring*
- ✓ Dr Mann is very good at what she does. She has a way of making me feel better about all my illnesses.
- ✓ *My appointment was on time, and the staff were very good.*

### **Not Recommended**

- ✓ I've had to come to your surgery twice and both times I've been your reception staff have spoke very rudely to people and have not wanted to help in any way whatsoever so therefore I do hope I don't ever have to come there again I'd much rather be seen at st Gregory's surgery.
- ✓ *Because you never help me. I come in with issues and get told to go get over the counter products which I have already done. I come in with back pain that has been constant for 13 years now and you tell me there's nothing wrong with me and if I want it sorted that I need to go private. I have a fungal infection that I've had for a year, all advice from everywhere says to go to the doctors to get better meds than over the counter and I get told it's not that serious. Absolute joke of a surgery and absolute joke of doctors and medical staff.*
- ✓ First doctor prescribed incorrect medication, 24 hours of me chasing to get it corrected to no avail, ending in me having to get a new appointment to get sorted

### **Passive**

- ✓ Although my issue was addressed the doctor did remind me that she only had 10 mins and it seemed like a lesson in efficiency than having the ability to give the patient the time and reassurance they needed
- ✓ *Normal service*
- ✓ The time you have to wait for an appointment