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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

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

Summary Scores

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.

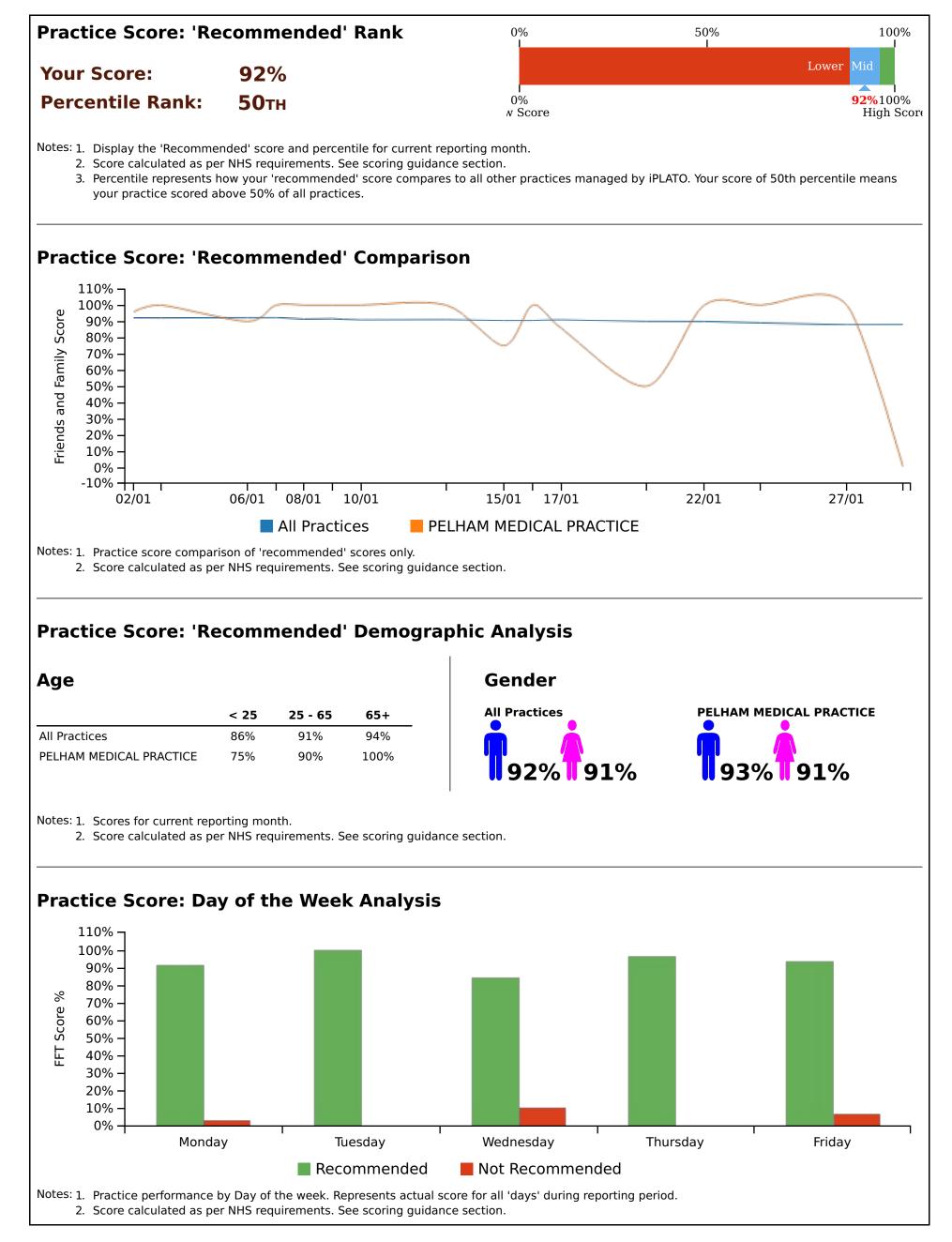
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know x 100				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

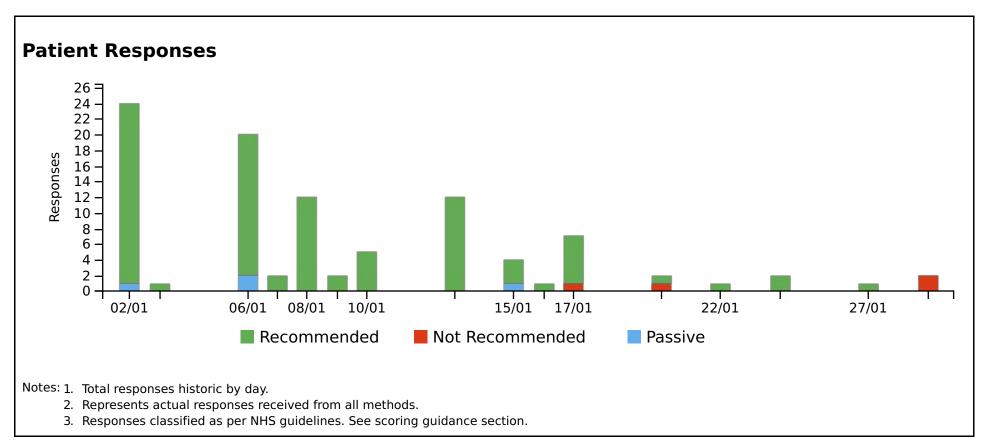
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

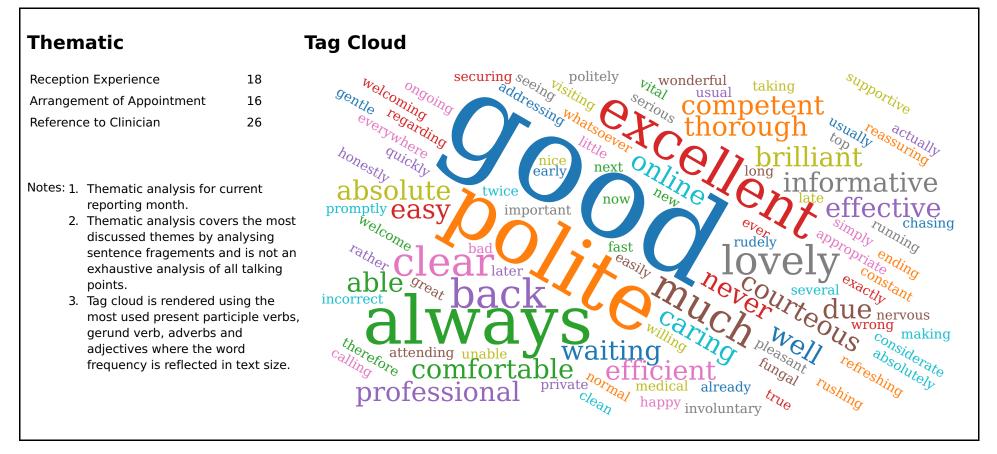
SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



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

✓ Appointment on time Doctor very helpful

✓ Brilliant and friendly staff

The Dr listened, showed concern and arranged investigations as appropriate. As always hewas polite and made me feel important.

✓ Answered all my questions

- ✓ Helpful receptionist, appointment on time
- ✓ Polite, friendly and willing to assist

✓ Because that Dr I have been he's very good

- ✓ If u brought back online booking via nhs app this would benefit patience
- ✓ Was called at my appointment time, receptionist very helpful, and of course doctor very good.
- ✓ Doctor gave me a pump that helps and a sputum sample and he was very understanding and encouraged me to have a chest xray.
- I got an appointment very easily but I was a little embarrassed to be left with my top up (unable to wear a bra) waiting for a dressing for a while + I was not too clear on what to do and had to ask several times. I did appreciate the doctor addressing two things in one appointment though

✓ Thorough health check, nurse was friendly and helpful

Sam who saw my son was lovely. Jayden has ASD and Sam made him feel comfortable and let him be himself. He a credit to the surgery.

✓ Never too much trouble very helpful

- ✓ Always made to feel very welcome...nothing is too much trouble...
- I when i met with the the doctor, she was very kind and gave very helpful advice. She gave me exactly what i wanted, and made it clear i could always come back if needed.
- ✓ Prompt reminders for my appointment and quickly attended to.
- ✔ Good, helpful and kind reception staff. Gp is lovely too
- I have given my answer Donna gets a 1
- Professional, friendly and courteous
- ✓ Listens to what I have to say
- ✓ Everyone polite and helpful
- ✓ The receptionist was efficient and friendly, I didn't have to wait long and the nurse I saw was lovely and informative.
- ✓ I have had this nurse prationer before and she is very good
- Simply because these days it is a pleasant experience visiting St.Gregory's surgery.
- ✓ I was seen promptly on time and was given a thorough over 40s health check and given excellent advice by the very helpful clinician
- \checkmark Because I have been given excellent service from this surgery
- Polite and efficient convice by recentionist and caring and considerate help for my ailment by Des

Polite and efficient service by receptionist and caring and considerate help for my ailment by Doctor.

✓ Arrived for my appointment 5 minutes early. Was called to see nurse at my time.

✓ I got a appointment when I rang this morning very good doctors service aswel..well done to Pelham service.

The doctor who seems to be competent, kind, and able to give me a prescription for my problem. She gave me further advice if the situation got worse.

So refreshing to be able to walk in and speak to reception to get a face to face appointment this is vital for some patients and I know at other surgeries this

is not allowed only online e consult app!!!Easy to talk to receptionist so helpful regarding further appointments and re order of prescription I can honestly say you have been wonderful for my father who is the patient and needs ongoing support I wish that all Dr surgery in the future can follow your protocol ✓ Staff member apologised for running late, very friendly and polite, very competent.

✓ Rang this morning and got an appointment today

Your reception staff are always so helpful and friendly. I was offered an appointment this morning which I attended and received treatment. Absolutely brilliant service thank you.

✓ Because everyone is always helpful and I can usually receive effective treatment.

✓ Good And Prompt Service

The staff are welcomeing and friendly

✓ Very reassuring and helpful

✓ Fast and effective , friendly and welcoming staff made me feel very comfortable this isn't my usual surgery so was very nervous but was treated very well

✓ From calling in the morning to seeing the doctor very good

✓ Very friendly and supportive

✓ Because its true

Nurse was very helpful and arranged for my husband to see Dr. And we had appointment 20 minutes later. Receptionist was excellent and fitted us in for appointment. Thankyou to all of them

✓ Helpful and courteous staff and great doctors.

- Excellent service all round
- \checkmark 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
- \checkmark 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