

# FFT Monthly Summary: March 2025



**Penchester Surgery**  
Code: G82015

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
77	10	4	4	2	0	0	0	0	97	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>329</b>						
<b>Responses:</b>	<b>97</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	77	10	4	4	2	0	<b>97</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>77</b>	<b>10</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>97</b>
<b>Total (%)</b>	<b>79%</b>	<b>10%</b>	<b>4%</b>	<b>4%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

90% 6% 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:

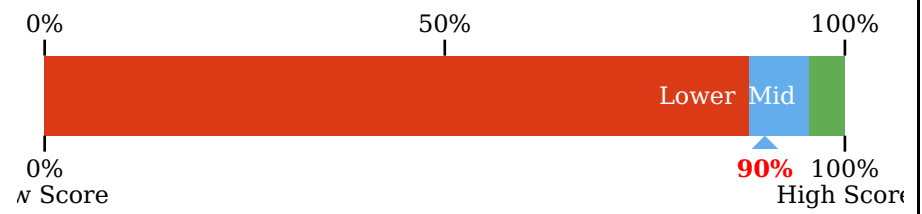
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

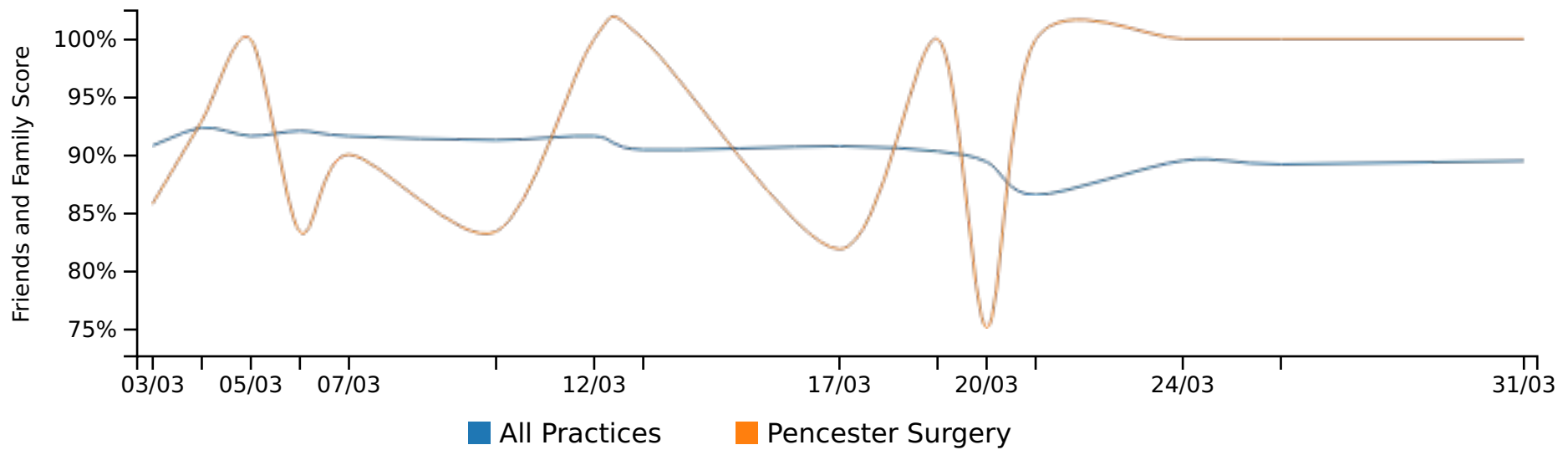
**Your Score: 90%**

**Percentile Rank: 40<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 40th percentile means your practice scored above 40% of all practices.

### Practice Score: 'Recommended' Comparison



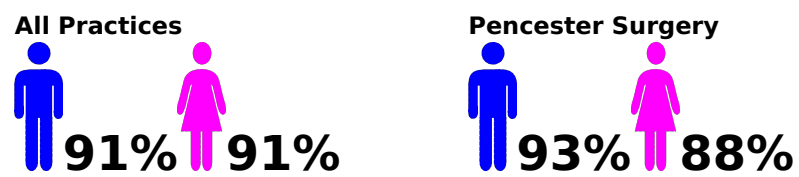
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

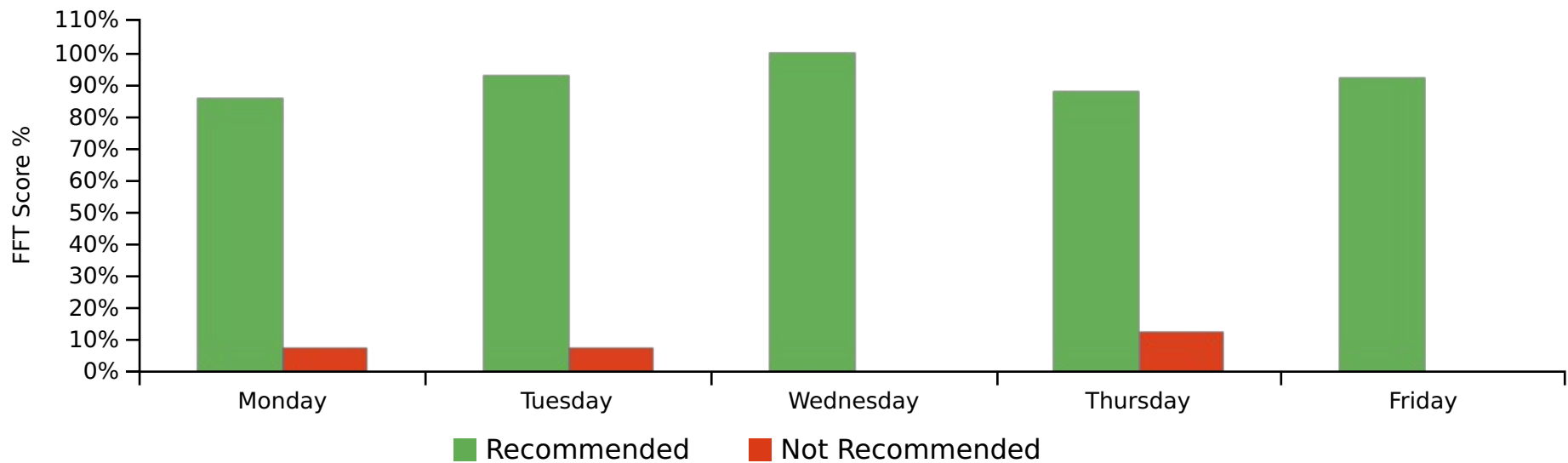
	< 25	25 - 65	65+
All Practices	86%	90%	93%
Pencester Surgery	75%	88%	94%

#### Gender



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

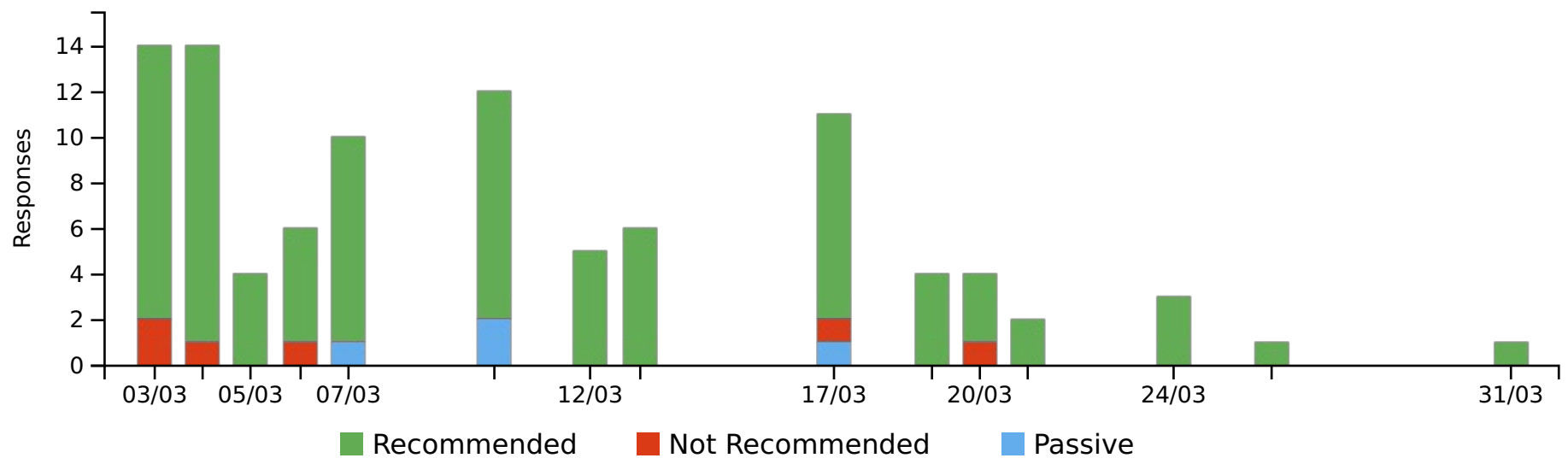
### Practice Score: Day of the Week Analysis



- 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

- ✓ Good
- ✓ *Because Rachel is fantastic she explains everything very well and puts you at ease. All the other staff are brilliant too*
- ✓ Nurse very good
- ✓ *I arrived early and was seen before my appointment time. The nurse was very friendly and efficient.*
- ✓ Very good caring nurse I have seen today
- ✓ *Donna is always very good & helpful*
- ✓ *The nurse i see was very polite and helpful more so then the doctors .*
- ✓ *Very good*
- ✓ *You always respond well to any questions or request I have*
- ✓ *The nurse was very helpful and caring and very professional*
- ✓ Very efficient.
- ✓ *The lady I saw makes the surgery always happy friendly smiley she makes then surgery*
- ✓ *Because*
- ✓ *Saw a nurse who was very kind & efficient, hence the score.*
- ✓ *Explained everything and found out all details of different injections needed was very helpful. Really friendly and professional*
- ✓ *Nurse was very good at explaining vaccinations to my 3 year old and was efficient at administering them. Best possible experience given the circumstances*
- ✓ *I have seen the nurse practioner twice in 2 weeks and both times found her to be professional, yet easy to talk to, willing to listen and has been very thorough with my treatment.*
- ✓ *Went according to plan*
- ✓ *Never had any issues with getting appointments all staff very friendly*
- ✓ *Friendly and professional service*
- ✓ *Very quick and a very pleasant nurse*
- ✓ *The nurse was very nice, professional and on time*
- ✓ *Everything was explained simply making it easier to understand*
- ✓ *Amazing service*
- ✓ *Friendly staff. Limited waiting time*
- ✓ *Didn't wait and was called straight in and I've even received a scan date already*
- ✓ *The nurse made me feel at ease.*
- ✓ *Friendly staff, no long waiting time to be seen.*
- ✓ *Great fast efficient service*
- ✓ *I was dealt with quickly & efficiently, along with knowledgeable advice given in a pleasant professional manner, thank you*
- ✓ *Mrs Julie Ann Jones was very friendly and helpful as all the nurses are. I felt she really cared about my welfare and would do her utmost to help.*
- ✓ *Appt was on time, nurse was helpful and got the job done*
- ✓ *The physiotherapist explained everything clearly, printed off all I required and said he would ring next week to ensure it was helping. He was very professional and kind*
- ✓ *Nurse was very professional and doctor called promptly with appropriate prescription.*
- ✓ *Very polite and answered all my questions*
- ✓ *I only needed to change my appointment. The receptionist was very nice.*
- ✓ *Efficient and communicated the 10min delay in advance. Nurse was very knowledgeable with great interpersonal skills. Receptionist seemed interested and engaged to help with another enquiry. Thanks*
- ✓ *Phoned first thing in morning and managed to get appt on same day.*
- ✓ *Excellent in general. Very attentive nurses. Repeat prescriptions however, leave a lot to be desired. Lost count how many times we've requested 75mg of irbesartan in the past and 150mg have been prescribed instead! Not good as patient could potentially overdose.*
- ✓ *First rate service assuaged my fears about the problem and attended for.*
- ✓ *They were very friendly and helpful and did everything to help me with my issue*
- ✓ *Was seen before my appointment time, the dr was very friendly towards my child and made my daughter feel relaxed.*
- ✓ *Excellent service*
- ✓ *Always polite and helpful staff, met my expectations in full. Thank you.*
- ✓ *You know my op went wrong over a year ago still not right x*

- ✓ *Didn't have to wait long and things were explained so I understood*
- ✓ *As usual good service from nurse Julie*
- ✓ *Reception staff efficient and appointment was on time and efficient*
- ✓ *It was I was greeted by reception staff warmly and when my turn came greeted by the nurse warmly as well*
- ✓ *Quick and on time*
- ✓ *Very helpful*
- ✓ *Service was very good.*
- ✓ *Good care and examination from the nurse and the clear answer to my problem and a further treatment hopefully. Thank you*
- ✓ *Very helpful good advice and able to trust her*
- ✓ *Appointment was on time and the doctor/nurse was very helpful, explaining everything I needed to know, overall a good positive experience*
- ✓ *Appointment on time, friendly and informative*
- ✓ *Phoned this morning and was given an appointment with the nurse.*
- ✓ *The nurse who gave me my RSV vaccination explained all about the reasons for having it and any possible after effects. I was called in on time.*
- ✓ *Helpful and very informative*
- ✓ *Had my blood pressure taken today.*
- ✓ *I had a bit of time this time.*
- ✓ *Kind and efficient*
- ✓ *Because she tried to put my mind at ease, asked doctor to check what she said , he agreed with .*
- ✓ *Fast and friendly*
- ✓ *The nurse that looked after me made me feel welcome and at ease*
- ✓ *The nurse was excellent and kind and explained all to me and answered all questions*
- ✓ *Because it was very good*

### **Not Recommended**

- ✓ *Cancellation appointments*
- ✓ *Excellent serviceFar more thorough examination than I expected. Problem hopefully sorted*
- ✓ *Nurse did not know what procedure I had, had. Just felt she was not very informative or helpful. Left feeling quite low and unsupported. No aftercare advice at all.*
- ✓ *Some doctors at the surgery are awful*
- ✓ *The nurses need to be more kinder instead of making you feel like crap*

### **Passive**

- ✓ *Very good*
- ✓ *Because I'm not happy with the surgery*
- ✓ *Who would have believed you would be sitting in the Dr's surgery at 10.10 and there are a total of 2 patients waiting and 2 in with professionals and a family had been in begging to see somebody and were being told to go up to Buckland and wait.*