

# FFT Monthly Summary: June 2025



Pencester Surgery  
Code: G82015

## SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
77	13	3	1	2	1	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

Surveyed Patients: 306

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	77	13	3	1	2	1	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	77	13	3	1	2	1	97
Total (%)	79%	13%	3%	1%	2%	1%	100%

Summary Scores

93%

3%

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:

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

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:93%

Percentile Rank:60TH

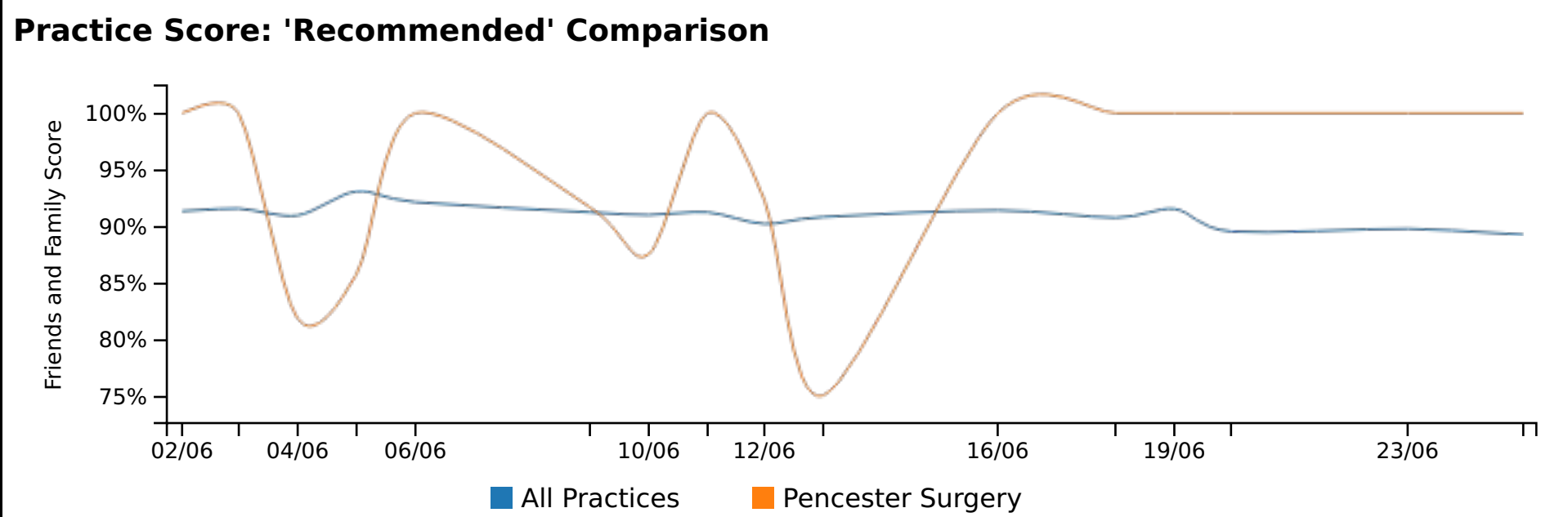
0%50%100%

LowerMid

69%100%

Low ScoreHigh Score

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 60th percentile means your practice scored above 60% of all practices.



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%	93%
Pencester Surgery	80%	92%	95%

Gender

All Practices

91%

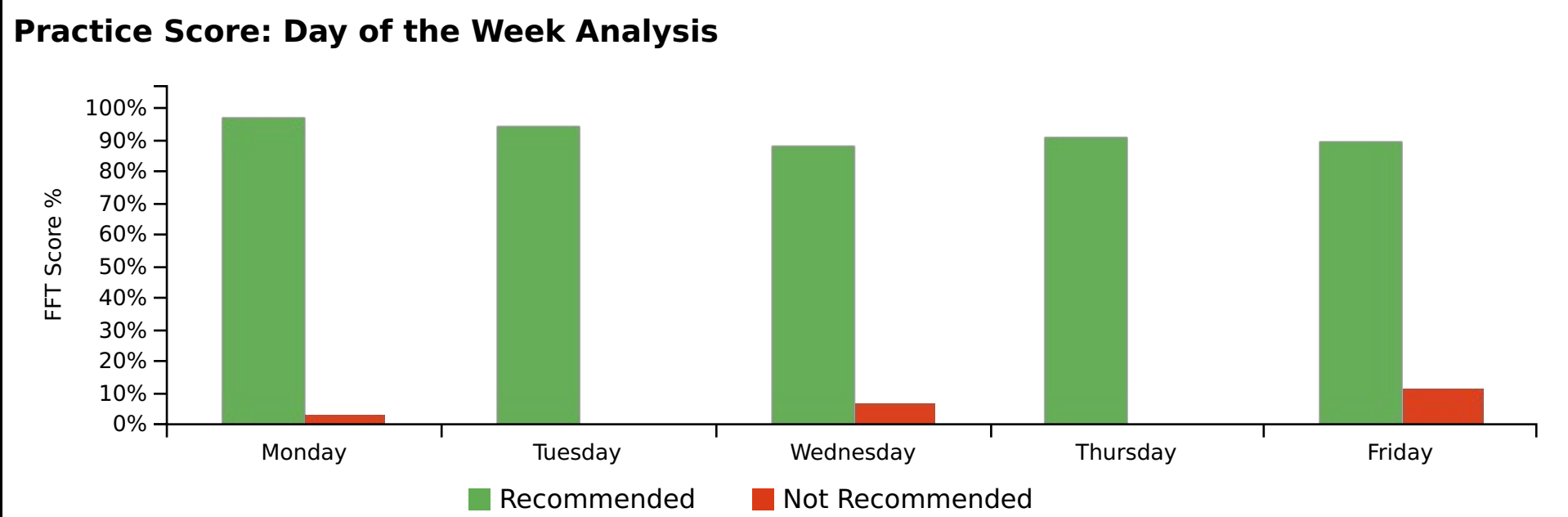
91%

Pencester Surgery

98%

89%

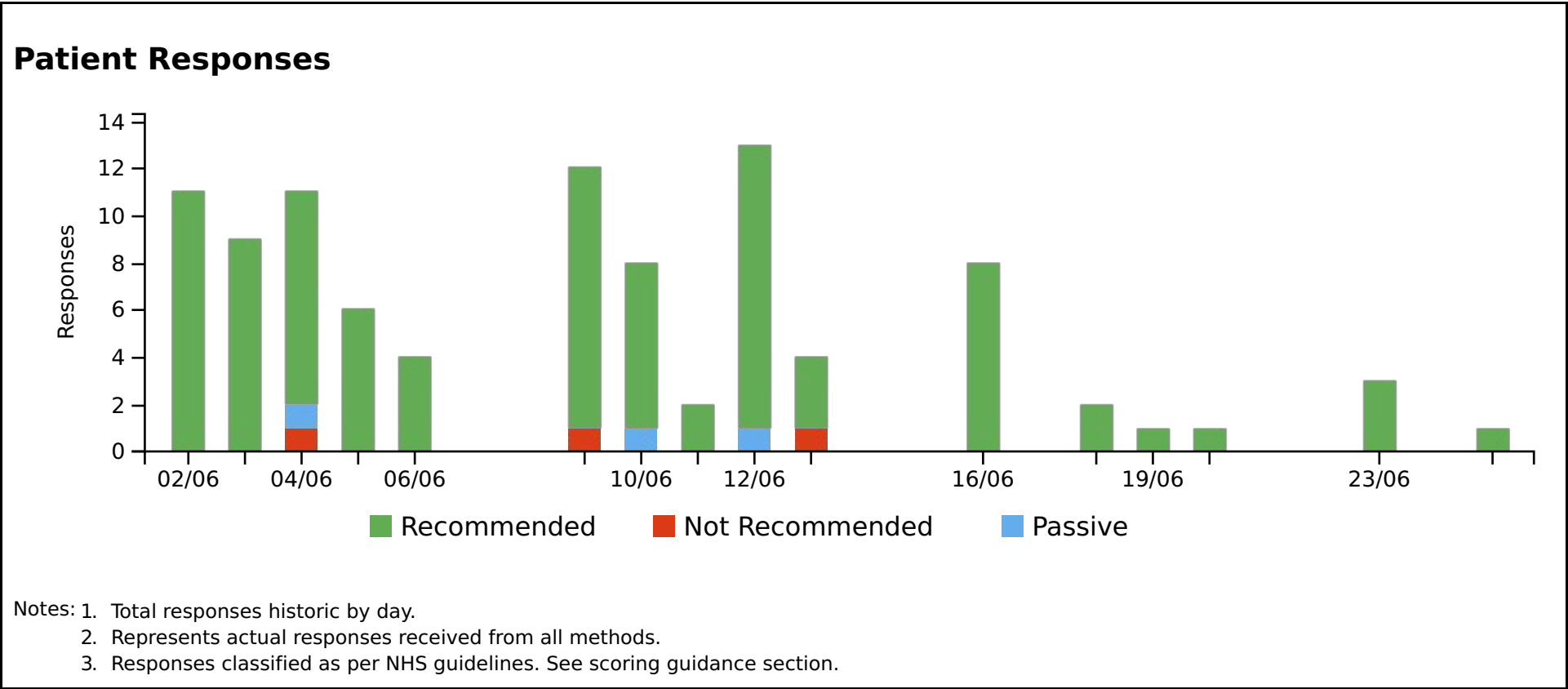
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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



## SECTION 5

### Patient Free Text Comments: Summary

## Thematic

Reception Experience	21
Arrangement of Appointment	18
Reference to Clinician	24

- Notes: 1. Thematic analysis for current reporting month.
- 2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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

- ✓ Reply to your message
- ✓ *Prompt service & Nurse was attentive to making me feel comfortable...*
- ✓ The nurse I saw was very nice and made me feel at ease. Also the lady Rachel at reception was very polite and helpful
- ✓ *Very helpful*
- ✓ good service
- ✓ *Donna was friendly and thorough*
- ✓ Simple, I turned up, receptionists were very pleasant, my appointment was on time. ECG was completed without incident and I left. The nurse was very informative and exceptionally pleasant. An appointment I didn't want made more pleasant by excellent staff.
- ✓ *All went well*
- ✓ Pharmacist super efficient took time to explain in detail
- ✓ *Nurse was very professional.*
- ✓ In before my appointment time Blood taken efficiently and I was on my way
- ✓ *Always a good service. And God save the N.H.S.*
- ✓ Polite receptionist..Dr was attentive and thorough. Nurse was friendly and professional
- ✓ *There is to much said when bad experience ,wanted to gave my say on very good experience , also should be passed on to the staff on that day x*
- ✓ Staff ok surgery clean
- ✓ *As a parent, the nurse was very informative. My 3 yr old also said the nurse was very nice, even after she did the vaccinations*
- ✓ Good in general. Some staff can be rude and uncourteous.
- ✓ *Pleasant reception staff. Seen within a few minutes of appointment time. Thorough examination by knowledgeable and friendly clinical staff. Good and helpful advice given.*
- ✓ Diane was very thorough and investigated more than one ailment not just the one I was booked in for, also checked BP, referred me to a Physio for my neck pain and checked swollen ankles.
- ✓ *Nurse was polite and friendly*
- ✓ Very friendly nurse and very helpful.
- ✓ *Because i was happy with the appointment.*
- ✓ Very professional appointment.
- ✓ *Because I actually managed to get an appointment. The lady I saw was brilliant. Hopefully, the antibiotics do the trick.*
- ✓ Fuck off
- ✓ *Dr Jackson is exceptionally good and all the staff are professional.*
- ✓ Quick turnaround, and got the needle in first go.
- ✓ *Staff were lovely especially nurse.*
- ✓ Because the nurse I saw was very good and very nice
- ✓ *Very helpful professional appointment*
- ✓ The nurse that I saw explained to me about why I had been called in and gave me some excellent advice along with information to assist me to pay attention to my condition.
- ✓ *Very thorough*
- ✓ I was totally happy.
- ✓ *The nurse took 2 blood tests, was professional throughout and the appointment was on time.*
- ✓ Very quick efficient nice lady in reception that makes a change
- ✓ *Always prompt, polite and helpful*
- ✓ The treatment I received this morning from my asthma nurse was very good.
- ✓ *Staff have always been courteous and respectful*
- ✓ Appointment was on time (I was called through early, in fact), the nurse was friendly, gentle and managed my expectations regarding availability of the test results.
- ✓ *I booked an e-consult in the morning, received an appt a lot for the afternoon and had a lovely nurse - Diane. She was very helpful and referred me to a screening clinic. Smooth process.*
- ✓ Tara the nurse was approachable and professional.
- ✓ *Nurse was very good. Advising me an appointment with paediatrician would be made.*
- ✓ Prompt friendly service
- ✓ *I missed an appointment, due to some confusion, they were very good about it.*

- ✓ I got a appointment with the nurse today and she sorted me out ,everything done in a day, excellent
- ✓ *Very helpful and got seen quick*
- ✓ The adult in question was very professional she listened to what I had to say! Looked on internet for further info and made sure I understood an was ok with the treatment.
- ✓ *Staff are excellent didn't think much to the way informed of change to e consults*
- ✓ Friendly staff and always helpful
- ✓ *On time polite and helpful staff*
- ✓ From the start of this morning with Reception helping and being friendly to the young lady who saw me and explained a plan of action for my treatment was a smooth transition. Thank you
- ✓ *She was very helpful and efficient and listen to me what I had to say*
- ✓ The nurse was nice and made feel comfortable
- ✓ *I gave 1 as an answer because of the way I was attended by the Nurse Practitioner, including the explanation given to me and prompt referral as well.*
- ✓ Thank you
- ✓ *The appointment was ok*
- ✓ Just did. It's with my answer.
- ✓ *Prompt friendly service*
- ✓ I didn't answer the other text but the answer is still no
- ✓ *The appointment time was punctual. The treatment was efficient and informative with follow up promised.*
- ✓ Receptionists always helpful.
- ✓ *Very friendly and professional*
- ✓ Not long to wait
- ✓ -, ,
- ✓ Very helpful staff are really nice
- ✓ *Lovely staff, appointment on time, extra help sorted out for me tomorrow*
- ✓ Because I was helped by the receptionist, I was very happy with my appointment with the nurse who was thorough, professional and kind. But rating GP practice overall, am not completely sure about the e consult system, but it may prove to be the best way, if so I would change my rating to very good.
- ✓ *FRIENDLY*

**Not Recommended**

- ✓ Yes. I have had a number of issues with referrals not done properly. Just getting to see my doctor is a night mare it's all ways some one different and my daughter has been mess about. The staff are lovely on front desk. Sharren how dose referrals messed up for over a year with my daughter I was led to believe she done things and had not. Doc Richard never gives you the chance to talk about your problems before he done it all in the army and taken me over a week to get my medacation when I get the right meds
- ✓ *Because receptionist think there Gps and when you want to see a doctor never an appointment ring at 8 in the morning all appointments have gone cant book for that afternoon aswell as being pushed to a a online job that older people dont understand shocking*

**Passive**

- ✓ I am worried about my leg that still swollen right ankle dose aswell
- ✓ *I tried explaining that my blood pressure would be high, but she didn't listen and got uptight because it was high. She didn't like the fact that she wasn't able to get any blood because I have very thin veins and she's not qualified to take it from the back of my hand, now I have to go back again to get my blood tested.*