

# FFT Monthly Summary: November 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	2	2	4	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

**Surveyed Patients: 295**

**Responses: 98**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	77	13	2	2	4	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>77</b>	<b>13</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>98</b>
<b>Total (%)</b>	<b>79%</b>	<b>13%</b>	<b>2%</b>	<b>2%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 92% 👎 6% ➡ 2%

## 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:

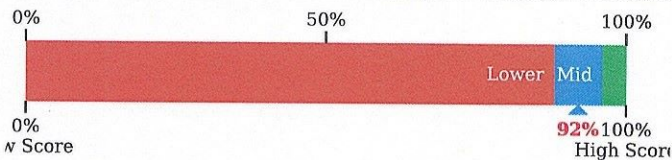
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>



SECTION 3  
Practice Scoring

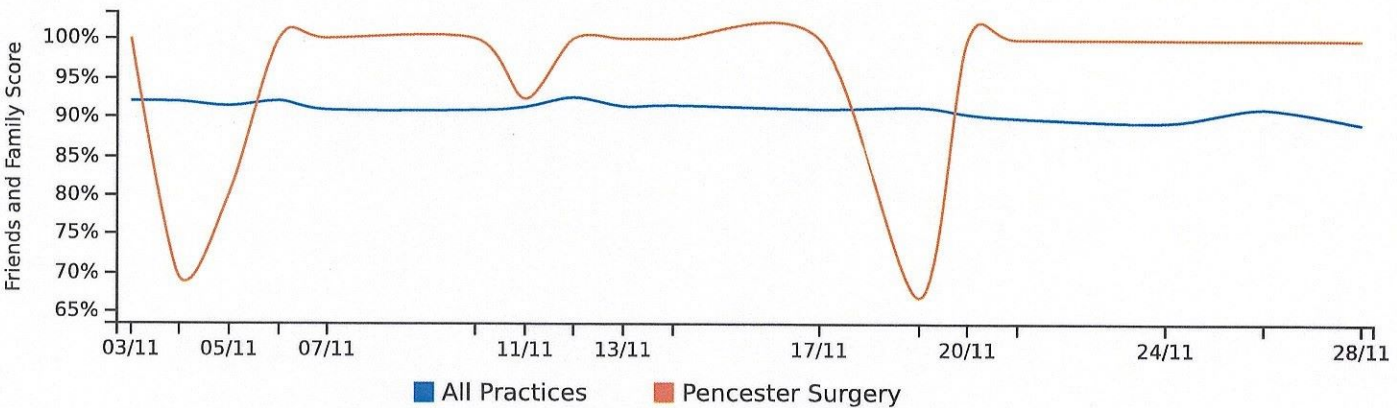
Practice Score: 'Recommended' Rank

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



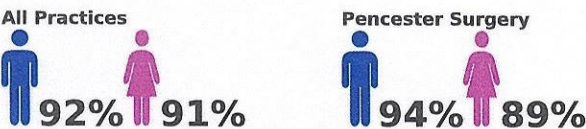
Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

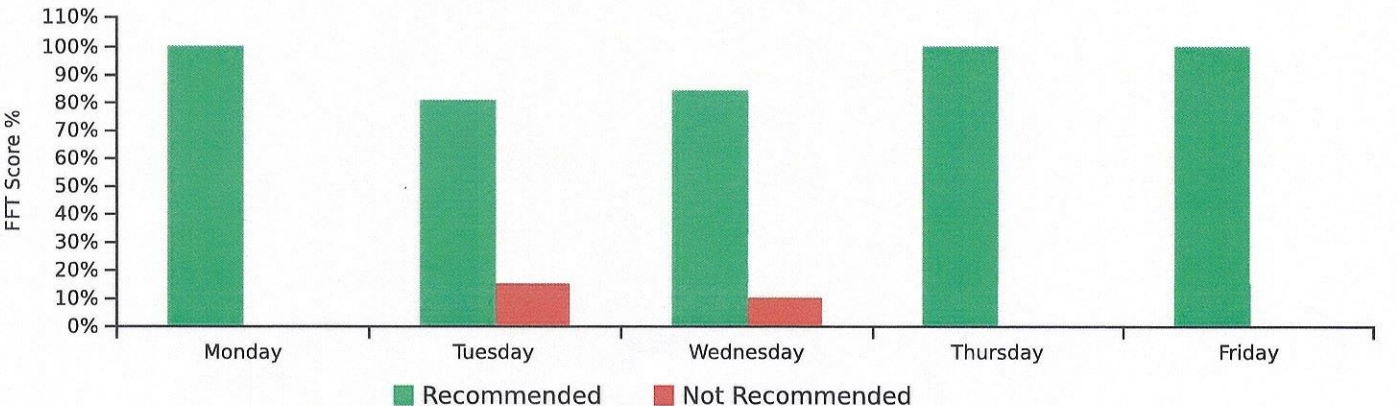
	< 25	25 - 65	65+
All Practices	86%	91%	93%
Pencester Surgery	100%	95%	88%

Gender



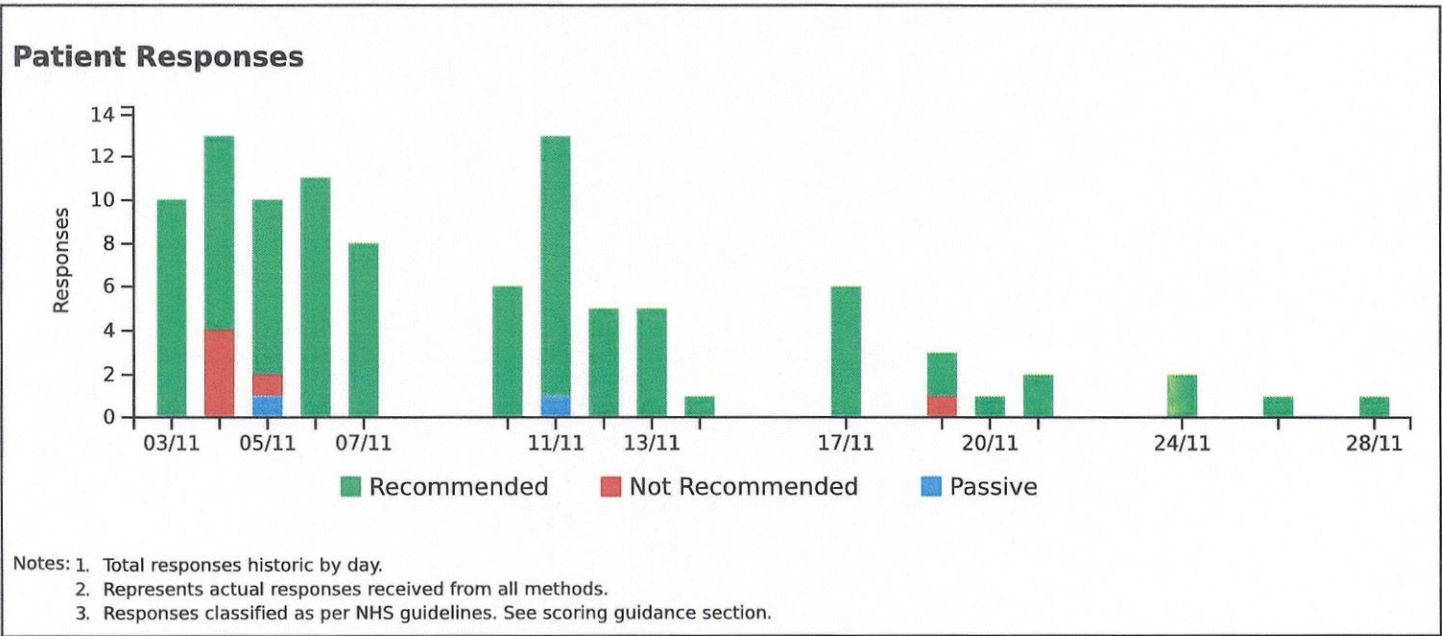
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

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









- ✓ Diabetes nurse polite helpful and can speak to her about issues as you can't see a doctor
- ✓ Minimal wait time and friendly and thorough nurse
- ✓ The staff member was kind and pleasant
- ✓ Good service, Did not have to wait long and the Nurse was very helpful with my requirements
- ✓ The nurse was lovely and informative. Always a pleasure coming down to surgery
- ✓ The health check was very good and the nurse was extremely helpful ,kind ,understanding and informative I was put at ease immediately
- ✓ Because mrs R marsh is very good at her job
- ✓ I have always received good service from friendly and efficient staff especially Donna Culpin and Dr Pryse and Lisa Casley but all staff very nice and helpful.
- ✓ I felt it was good.
- ✓ Because it was very good
- ✓ Very nice and understanding lady
- ✓ I didnt have to wait. The nuse i saw was helpful, cheerful and gentle. I didnt feel a thing.
- ✓ Always happy with the friendly reception staff and your professional friendly caring nurses. Seen on or very close to appointment timesAll very good.
- ✓ Had to see the nurse and she was lovely
- ✓ Good service provided
- ✓ Excellent service from the team.
- X On time and carried out thorough examination.
- X The nurse was on time and very nice ?

#### Not Recommended

- ✓ Because you asked me what I thought about an appointment that never happened!
- ✓ Sorry meant to have been 1 Great service today Miss read
- ✓ Poor service
- ✓ Blood pressure reading was totally wrong. Jim Walker. 18/3/50.
- ✓ Can never see the doctor. And it's very hard with econsult. It's such a long winded way of being able to even get a phone appointment. It's very poor.

#### Passive

- ✓ Appointment yesterday very efficient in on6 time out in minutes. Still waiting for GP to contact me to stop taking medication I no longer need.
- X It can be hard to get a appointment with a doctor & some of the female Receptionists can be rude at times the nurses are great. At times I put a repeat prescription in & do get all what is on my list