FFT Monthly Summary: November 2025

Pencester Surgery Code: G82015



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT002 FFT003 FFT004 FFT005 FFT006 FFT007 FFT008 FFT009 FFT010 FFT011 FFT012

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: 295

98						
Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
77	13	2	2	4	0	98
77	13	2	2	4	0	98
79%	13%	2%	2%	4%	0%	100%
	Very good 77	Very good Good 77 13 77 13	Very good Good good nor goor 77 13 2 77 13 2	Very goodGoodNeither good nor poorPoor poor771322771322	Very goodGoodNeither good nor poorPoor poorVery poor77132247713224	Very good Good Reither good nor poor Poor Very poor Don't know 77 13 2 2 4 0 77 13 2 2 4 0

Summary Scores

3 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:

very good + good Recommended (%) = very good + good + neither + poor + very poor + don't know very poor + poor 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

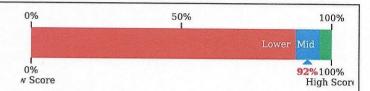
Practice Score: 'Recommended' Rank

Your Score:

92%

Percentile Rank:

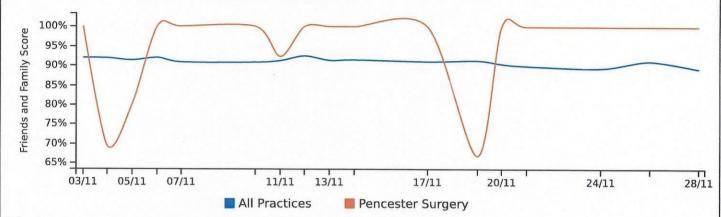
50TH



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+
86%	91%	93%
100%	95%	88%
	86%	86% 91%

Gender

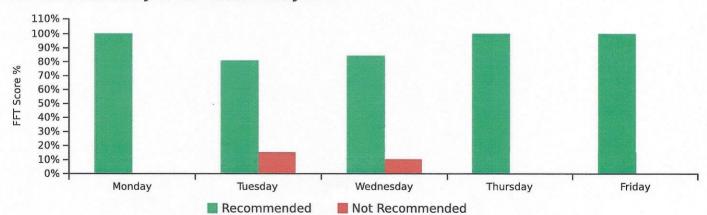




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

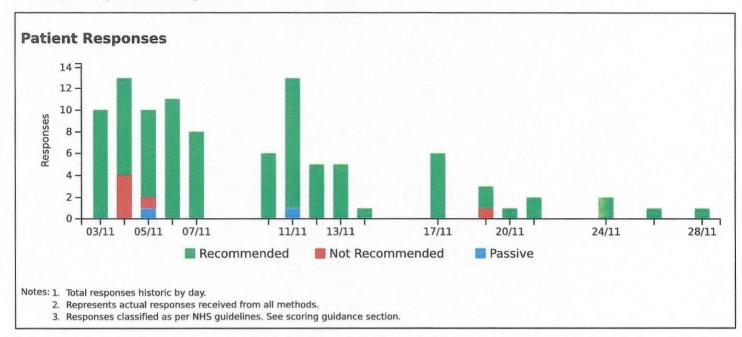
Practice Score: Day of the Week Analysis



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



Thematic Tag Cloud Reception Experience 14 Arrangement of Appointment 10 Reference to Clinician 25 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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 supportive adjectives where the word female overall overall faultless cheerful frequency is reflected in text size. brilliant

extremely

immediately

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 / X No consent to publish comment

Recommended

- Julie is very professional and so easy to talk to I could not praise her enough.
- 🗸 Receptionist gentleman was very helpful and supportive. Nurse was very helpful and explained information clearly.
- ✓ On time found what was wrong
- √ I saw Julie regarding my asthma she is always so kind and friendly and very thorough.
- ✓ The surgery was clean and tidy, the nurse was very helpful and reassuring.
- ✓ She answered all the questions I asked her thank you
- ✓ Very helpful and pleasant
- 🗸 Yes I can , i had a face to face appointment mrs Julie Jones, she is very good and professional in her job and I would highly recommend anyone to visit her , she allows you to talk and describe the problem with ease and helps to sort the problem. ?
- √ Very efficient, Andrea assuring friendly
- √ Saw someone and they followed up symptoms xx still waiting for results xx
- √ Very helpful and professional staff
- ✓ A much better process than trying to get an appointment at 8am Via a phone call.
- ✓ Donna is always caring and listens to any concerns. And happy to help and give advice.
- ✓ Appointment on time. Very pleasant, professional nurse. Full explanation of procedure.
- ✓ On time thanks
- ✓ Polite and professional
- ✓ Very efficient gave me lots of information, made me feel my fears were not silly and proceeded with treatment.
- ✓ Efficent, pleasant, quick n on time
- √ Very friendly and professional staff. Pleasant experience overall.
- √ She dealt with my problem very efficiently & made me feel at ease straight away.
- ✓ Lovely polite gentleman receptionist, and excellent treatment from nurse practitioner Julie Willis
- ✓ Helpful and efficient service
- ✓ Because the man on reception was a lovely man and the nurse
- ✓ On time and great staff
- √ Very understanding
- ✓ Came in this morning and got appointment for this afternoon.
- ✓ The team are polite, friendly & caring
- ✓ It was a thorough examination from Julie who is always kind and caring. An excellent and professional service.
- ✓ Quick and efficient Julie was very calm helpful and reassuring
- ✓ Very helpful and put my mind at rest.
- ✓ Good, fast and efficient this morning
- √ I had an excellent and professional service from my Doctor today
- √The nurse practitioner is brilliant. Really knows her stuff.
- ✓ Excellent very quick service
- √ 1-very good
- √ The appointment was quick and easy
- ✓ Treated with care and empathy.
- ✓ Nurse very good and on time could not fault treatment.
- ✓ No problem s
- √ The nurse did a 100 perfect job
- √ The staff are always polite and friendly and helpful
- ✓ No waiting, seen, jabbed and out
- ✓ Receptionist very helpful has always, nurse kind and very professional?
- ✓ Nurse was very good and receptionist very helpful

- ✓ 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 surgury
- √ 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.
- XOn 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.
- XIt 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