

FFT Monthly Summary: April 2026



Penchester Surgery
Code: G82015

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
70	15	5	1	4	0	0	0	0	95	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:	316						
Responses:	95						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	70	15	5	1	4	0	95
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	70	15	5	1	4	0	95
Total (%)	74%	16%	5%	1%	4%	0%	100%

Summary Scores

89% 5% 6%

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:

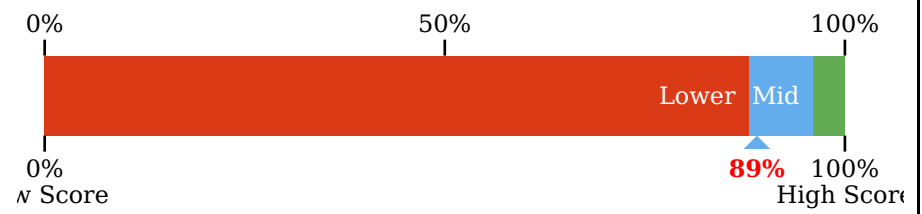
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

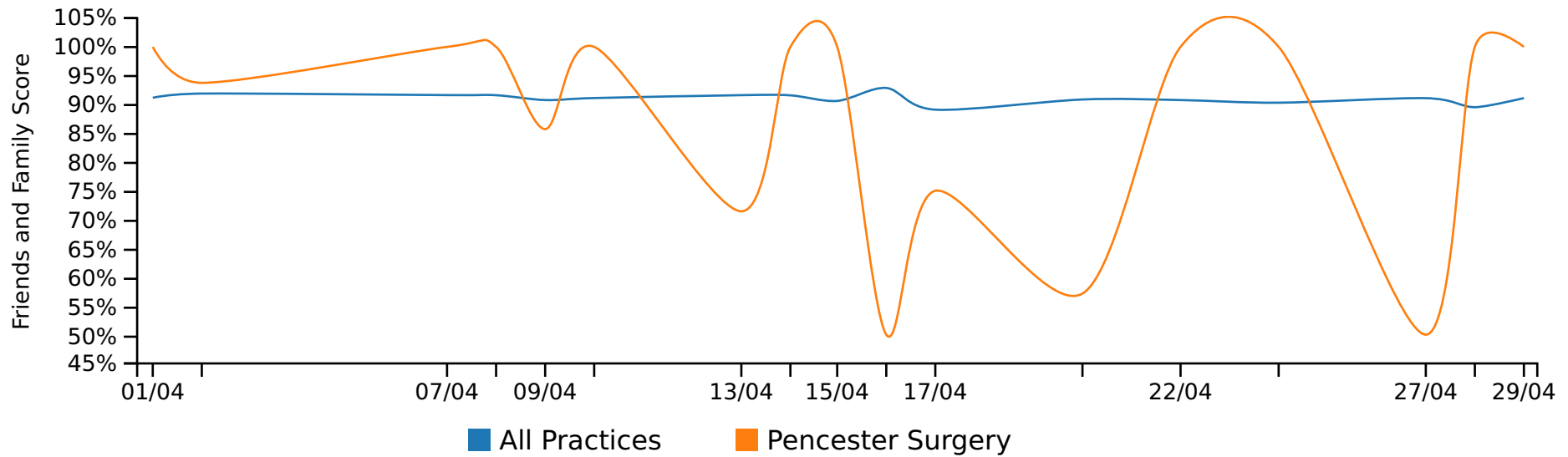
Your Score: 89%

Percentile Rank: 35TH



- 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 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison



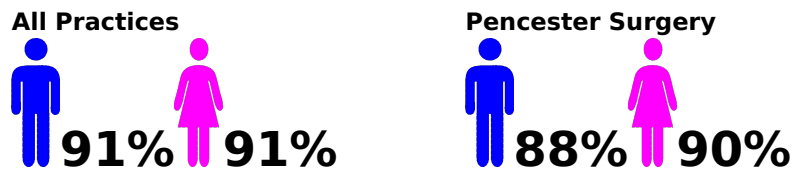
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

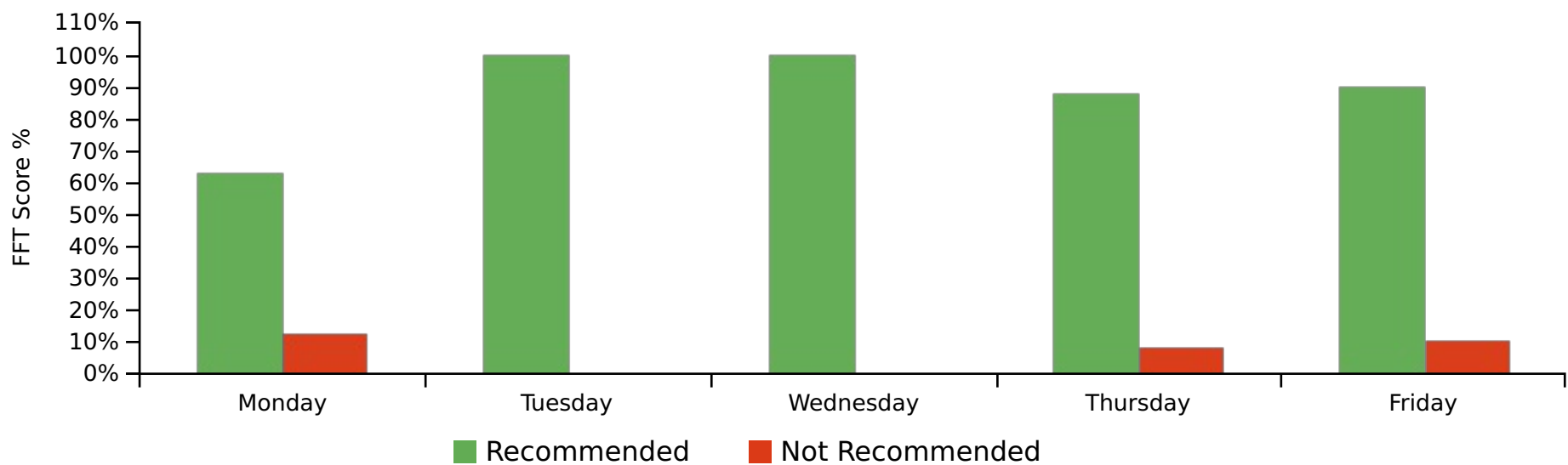
	< 25	25 - 65	65+
All Practices	87%	90%	93%
Pencester Surgery	100%	85%	95%

Gender



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

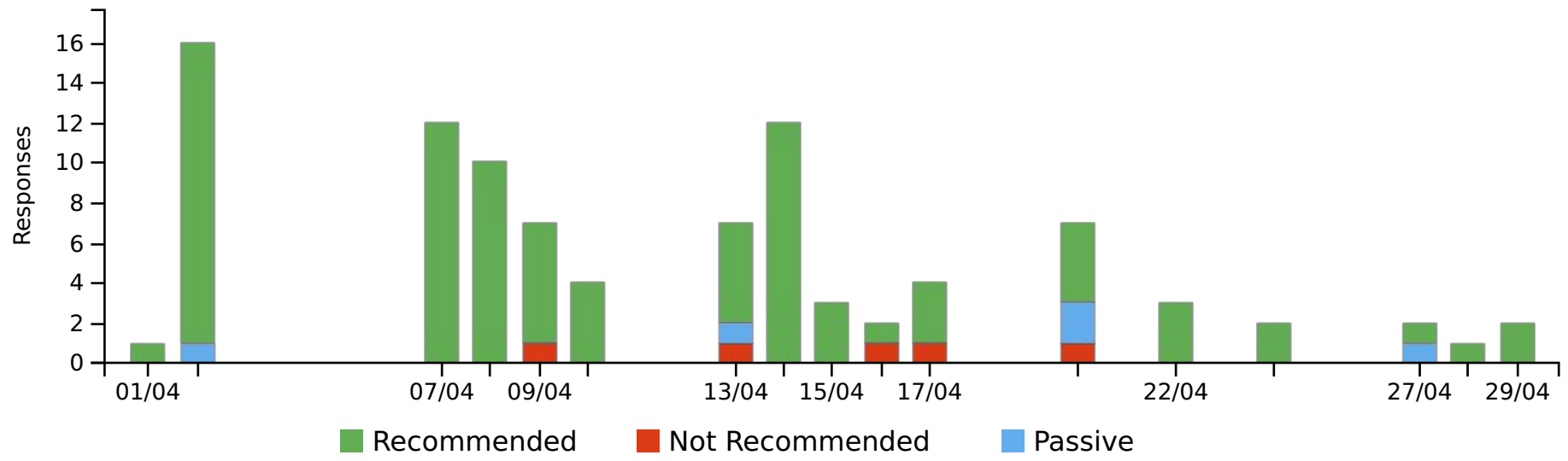
Practice Score: Day of the Week Analysis



- 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.

- ✓ *Prompt and caring*
- ✓ Donna is a very professional nurse, who does her job very well and is an asset to the NHS
- ✓ *2 weeks ago I had a fall RACHEAL the nurse dressed it Unfortunately it was turning septic so I went to buckland hospital On Easter Friday who dressed it and gave me antibiotics and again tended buckland hospital on Easter Monday for dressing as you were closed I emailed the surgery as hospital said I needed an appointment with you on Thursday so I was grateful the surgery phoned me on Tuesday and I was seen my Rachael today come back next Tuesday for check up excellent service very grateful*
- ✓ Nurse had no idea why I was there despite the surgery having sent me a message to go for an appointment.
- ✓ *It's the first time I've seen someone from the surgery*
- ✓ Excellent care provided and a thorough course of action planned.
- ✓ *The nurse was very good and explained all i needed to know*
- ✓ Doctor said thinks it a wart, so made me appointment, to have a photo taken, to make sure.
- ✓ *Friendly, professional nurse. Painless blood test. Had need to see the receptionist too and again, she was very polite, friendly and helpful. Shame the same can't be said for Doctor Richards!!!*
- ✓ Very efficient friendly service. On time
- ✓ *Running to time , nice people*
- ✓ On time and great service
- ✓ *Reception very helpful*
- ✓ Donna is very helpful and explains things well
- ✓ *My appointment was a blood pressure check was only in there a few minutes*
- ✓ 8am appointment greeted by courteous receptionist and very very capable Ms D Harding who was very positive and knowledgeable
- ✓ *It was a good experience*
- ✓ Donna was helpful, listened And treated me with kindness And care
- ✓ *She gave me a smile when I entered and opened the door for me in my way out*
- ✓ I was early for my appointment and i was seen before my time
- ✓ *Kind, professional nurse, who listened and provided a lovely service*
- ✓ Because Julie is always pleasant helpful and understanding very lovely lady
- ✓ *Appointment was on time and nurse friendly*
- ✓ Very good and understanding dr I saw
- ✓ *The receptionist was helpful and the nurse was friendly.*
- ✓ Efficiency and helpfulness
- ✓ *Response time after initial contact (via online form) was (by phone) very quick (about 18hrs later) and friendly. My request for an in person consultation was fulfilled very quickly too (about 6hrs later). My appointment was punctual, effective, friendly and quick. I had negative expectations and very rarely seek medical attention but they have been completely reversed.*
- ✓ Felt at ease Mrs Culpin was professional and advised me the way forward to support me to achieve my goal
- ✗ *Punctual pleasant practitioner*
- ✗ It was very good
- ✗ *Julie Willis always provides fantastic care and listens to any issues I have and resolves them where she can promptly and efficiently*

Not Recommended

- ✓ *Been waiting since September to get answers as to why I feel the way I do after a LOC, doctors and reception staff always seem dismissive and not very understand and always direct me to the online e consult system even tho using screens a major trigger with the way I feel, been pushed from pillar to post with referrals and not actually been seen by anyone yet and in fact had referrals turned down ! Leading me to spend my money privately, never seen a doctor face to face apart from right at the start back in October so iv never been able to fully get my point across! Turned up for appointments to be told that systems are down, been told that referrals have been done as urgent then when you call the hospital that's in fact not the case. Been given incorrect telephone numbers to chase referrals that directed me to car dealerships, blood tests come back repeatedly with low cortisol readings to the point when I paid to see an endocrinologist he was shocked no one acted on this with such a low reading! At the heart of this matter is the fact that I am attempting to manage my daily life while experiencing significant health issues I could keep going and going I'm no future to getting answers than I was in October 2025 as the GP surgery are not chasing my case !*
- ✓ *I am normally extremely pleased with the service I receive at the surgery. On this occasion a blood test. The nurse did not have enough time to take a blood pressure reading. But she did offer to spend additional time to make me another appointment to have my blood pressure taken. Let's hope we can all get back to the usual good services.*
- ✓ I have made a formal complaint giving the reason why. Doctor refused to listen to hospital discharge notes, didn't appear to have any understanding of what he was meant to do and told me i can do what I want. Receptionist was extremely rude and disrespectful. I was left feeling unheard and less than.
- ✓ *They need to close their books to many patients*

Passive

- ✓ The nurse was unable to get blood from me, so I went to Buckland
- ✓ *Some things are very good, some are not so great and some are very bad*
- ✓ I was disappointed that i could not be seen this morning i was 10 minutes late getting to the surgery due to traffic hold up. Been given another appointment in a weeks time.
- ✓ *Hi. Don t know !?? .*
- ✓ Problems with not seeing a doctor only by telephone not good enough for me