

FFT Monthly Summary: May 2026

Penchester Surgery
Code: G82015



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
77	16	0	0	1	0	0	0	0	94	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:	306						
Responses:	94						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	77	16	0	0	1	0	94
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	77	16	0	0	1	0	94
Total (%)	82%	17%	0%	0%	1%	0%	100%

Summary Scores

👍 99% 👎 1% 🙋 0%

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:

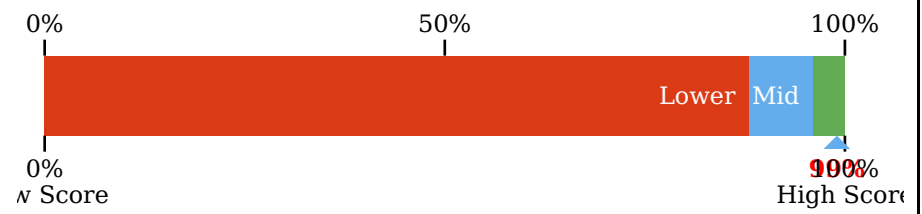
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

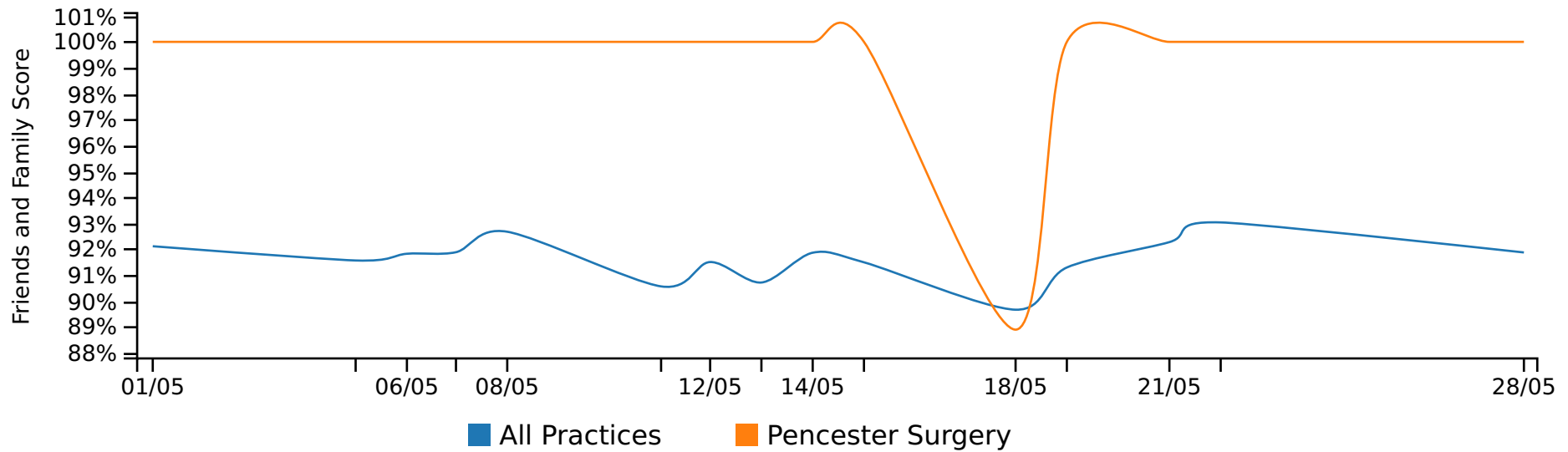
Your Score: 99%

Percentile Rank: 95TH



- 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 95th percentile means your practice scored above 95% of all practices.

Practice Score: 'Recommended' Comparison



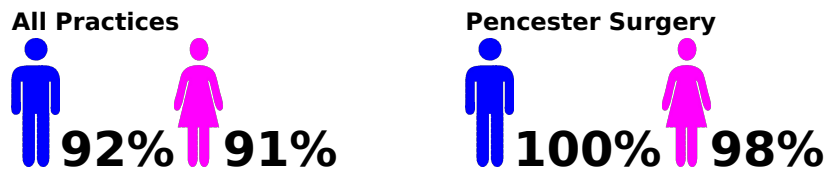
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

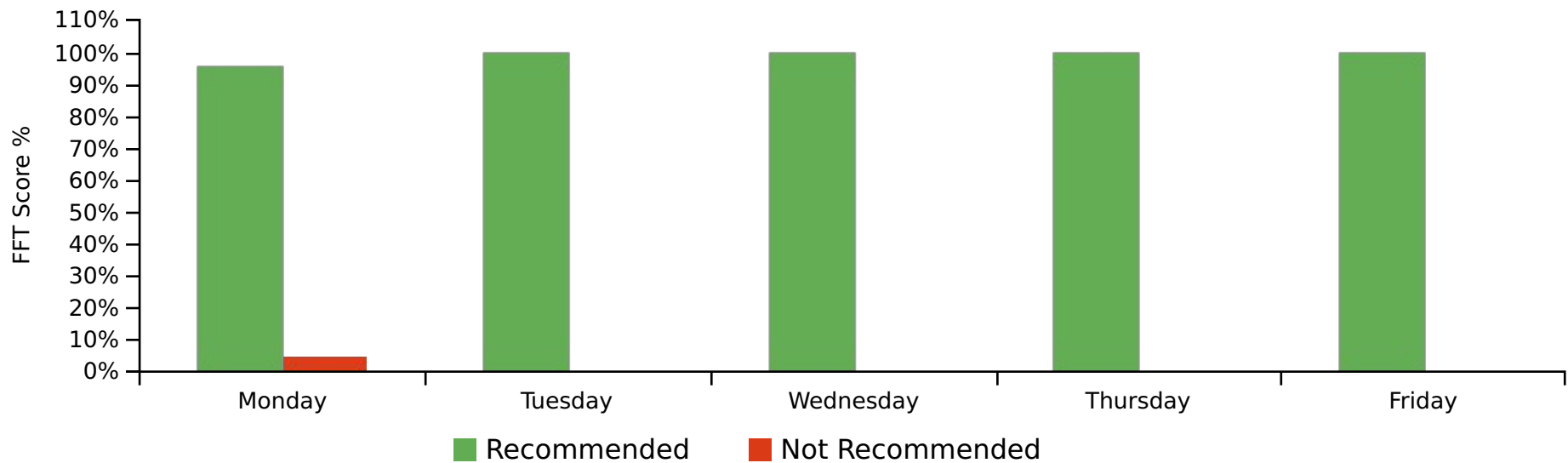
	< 25	25 - 65	65+
All Practices	86%	91%	94%
Pencester Surgery	100%	98%	100%

Gender



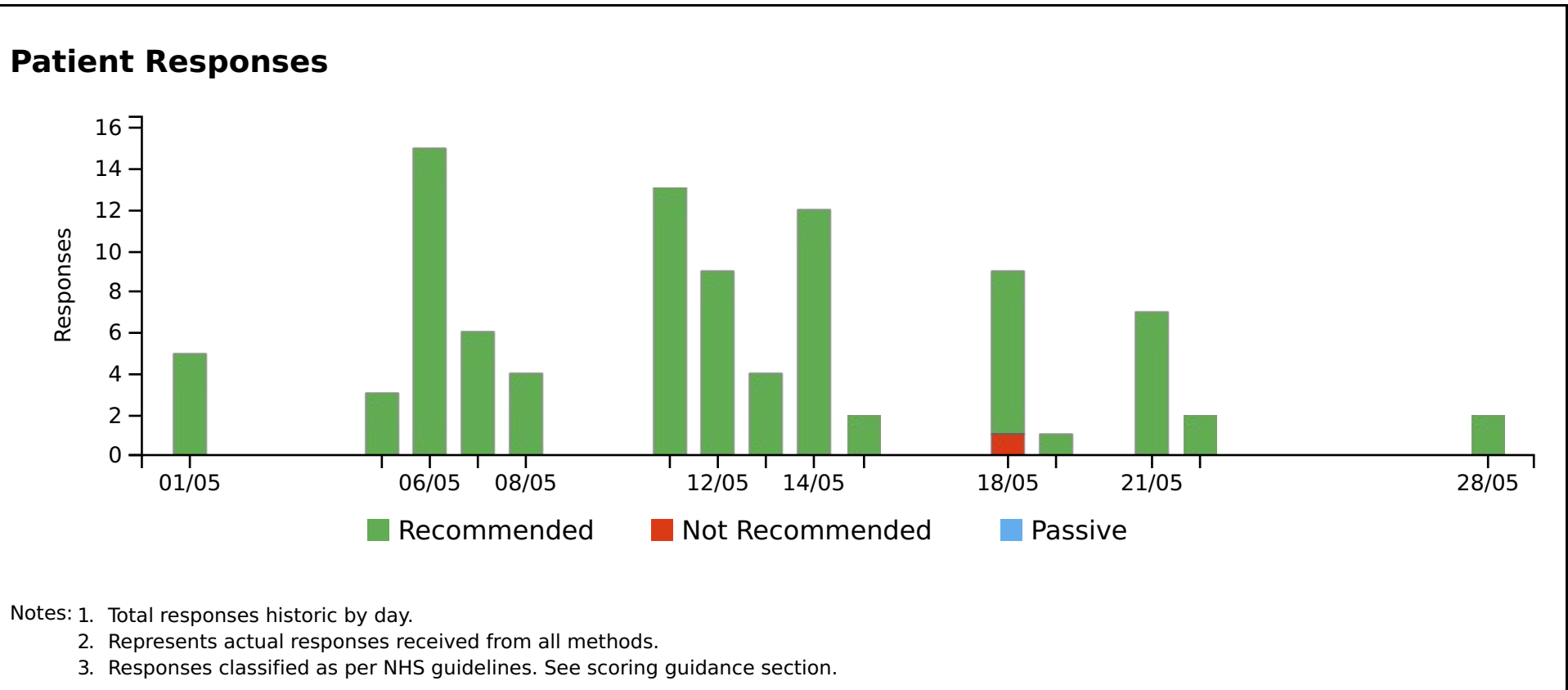
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓ Easy to make appointment with practice nurse, appointment was on time, nurse very pleasant and explained how I would receive the results of my blood test.
- ✓ *Very efficient nurse*
- ✓ Overall from entering the door I was treated with friendliness & Respect Lydia is very good at her work
- ✓ *Good to have a face-to-face appointment that you can book in advance and was running to time*
- ✓ Well very good 1
- ✓ *Seen on time and friendly staff*
- ✓ You asked
- ✓ *Very good professional.*
- ✓ Helpful receptionist very nice diabetic nurse Donna always listens and friendly and you can tell her any worry you have
- ✓ *My appointment was on time, my nurse was lovely, efficient and kind.*
- ✓ My service today was no.1, excellent!! Otherwise, a-while back, I had mixed feelings about your weight loss system.
- ✓ *The nurse was very kind and informative*
- ✓ Very pleasant, approachable and efficient nurse, reassured and referred for a further appointment.
- ✓ *I rang on Monday to make a appointment and was offered one for the same day, incredible service.*
- ✓ Lovely nurse. Seen quickly and welcoming reception.
- ✓ *Polite professional staff. Thank you*
- ✓ Because to morning my appointment with senior nurse.?
- ✓ *Very helpful and friendly*
- ✓ The nurses are fantastic at the surgery
- ✓ *Good nurse*
- ✓ Appointment on time, helpful nurse no complications
- ✓ *Very professional, on time, good listener and good advice .*
- ✓ Professional and very kind attitude
- ✓ *Appointment was on time , and Donna was very attentive of what I was there for, and made me feel reassured with everything.*
- ✓ Cannot fault my all round experience with surgery today. From start to finish it only took 4 hours to resolve my issue. Appreciate being seen so quickly. Lovely staff.
- ✓ *The nurse I saw was very friendly and explained why I had been called in for a BP reading. She put my mind at ease and let me know everything was OK.*
- ✓ Efficient service
- ✓ *Polite, staff, always helpful.*
- ✓ Seen early, nurse was EXTREMELY efficient and pleasant.
- ✗ *Lydia was very good. She listened to my questions and took time to answer them so I understood.*

Not Recommended

- ✓ **Dr. Richards was rude and insulting**

Passive