

FFT Monthly Summary: July 2026

Pencester Surgery
Code: G82015



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
73	14	3	2	1	0	0	0	0	93	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: 320
Responses: 93

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	73	14	3	2	1	0	93
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	73	14	3	2	1	0	93
Total (%)	78%	15%	3%	2%	1%	0%	100%

Summary Scores

👍 94% 👎 3% ➡ 3%

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:

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

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

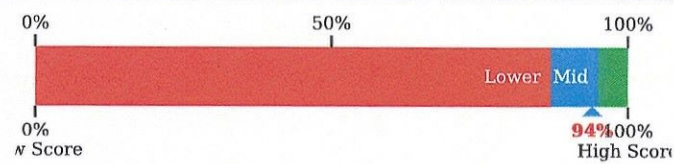
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3
Practice Scoring

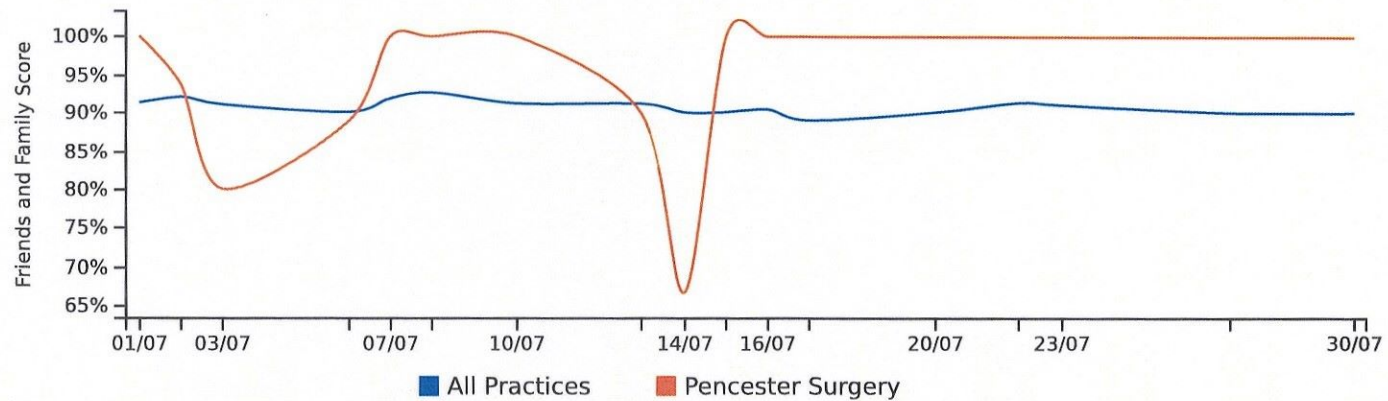
Practice Score: 'Recommended' Rank

Your Score: 94%
Percentile Rank: 70TH



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 70th percentile means your practice scored above 70% 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

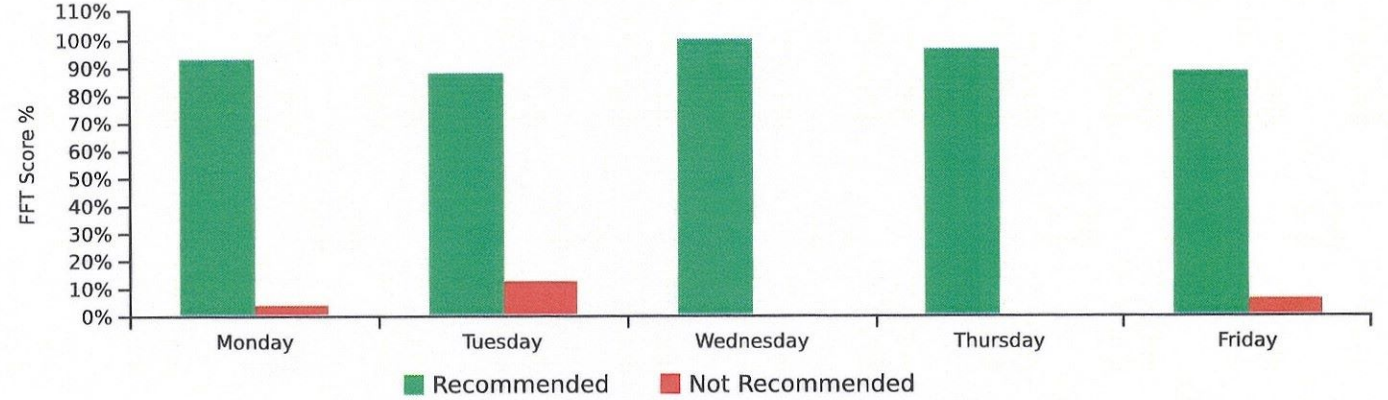
	< 25	25 - 65	65+
All Practices	85%	90%	94%
Pencester Surgery	100%	89%	98%

Gender



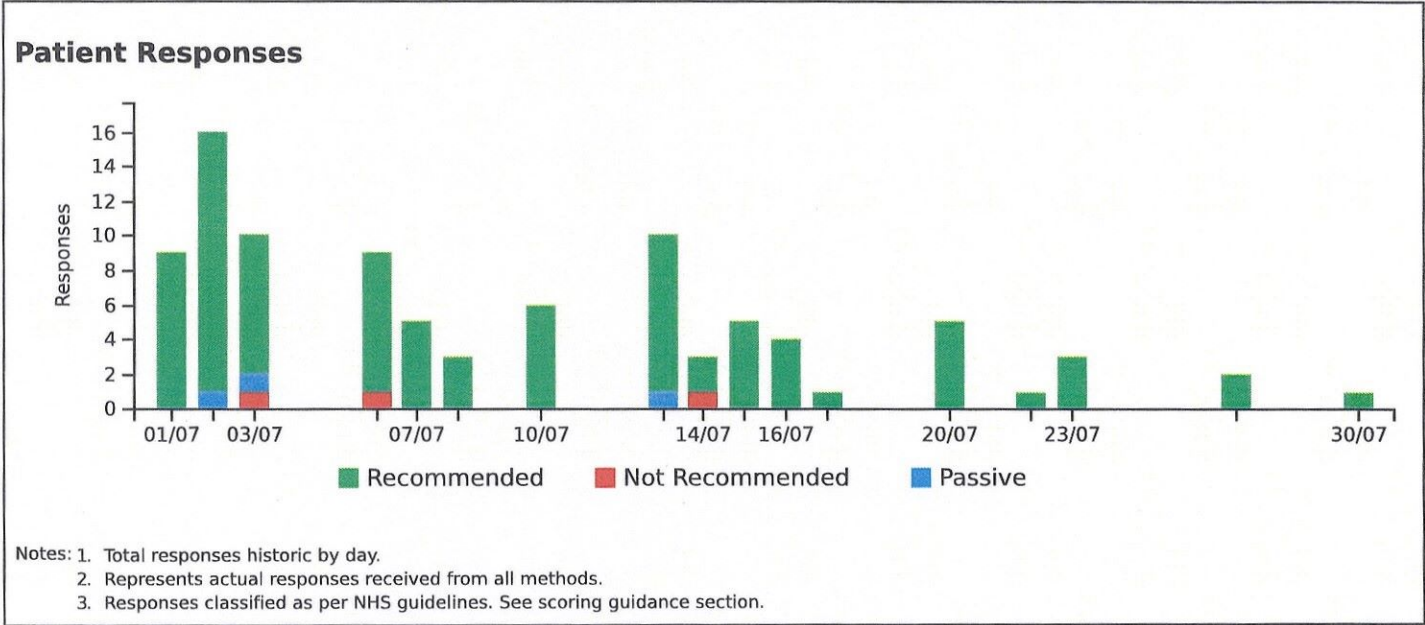
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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 Free Text Comments: Summary

Tag Cloud

Reception Experience	11
Arrangement of Appointment	11
Reference to Clinician	28

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.



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

- ✓ I was seen by a lovely nurse, who was very patient when my son kept giggling whilst having his blood pressure and pulse done.
- ✓ Professional friend practical service
- ✓ The nurse was very good, explained everything and made me feel very relaxed, very nice lady.
- ✓ Quick and efficient
- ✓ Everything went well
- ✓ Staff are friendly and very helpful
- ✓ Tara was very understanding and I could easily talk to her .
- ✓ The nurse practitioner was really reassuring to my son and made him feel really comfortable
- ✓ The nurse was superb, explained everything perfectly with a sense of humour, felt completely at ease for procedure, happy to recommend surgery to anyone
- ✓ Yes. All requested appointments are performed on time. The nurses are diligent, polite and do everything with high professionalism. Heartiest thanks.
- ✓ Excellent service. Nurse extremely helpful.
- ✓ Julie Willis was lovely and kind to my daughter. All the information provided was understandable and delivered in a way my daughter could understand. Very kind and caring person
- ✓ Very efficient and pleasant service
- ✓ Gp misread the blood pressure 24hr readings, taking the threshold figure as the actual reading. Luckily I already knew the results.
- ✓ So quick and efficient
- ✓ To many patients they need to not take anymore on and concentrate on the patients they have.
- ✓ Appointment was on time and the nurse went through and answered all my questions
- ✓ On time. Nurse was friendly and efficient. Did a second test that I was down to have done in 10 days to save me another trip down.Receptionist kindly sorted out a problem I had with a repeat prescription.A good afternoon!!
- ✓ Good service at my surgery had to wait a little while but didn't mind nurse was great and doctor Who phoned me this morning was good as well. All in all call from the doctor was good and surgery.
- ✓ Mrs Willis extremely professional and thorough explaining everything in a down to earth manner an absolute credit to the surgery and the nhs
- ✓ Reception and the nurse were both very nice ?
- ✓ Appointment on time, nurse very friendly
- ✓ The information was provided in a clear way and check up was swift, whilst attentive.
- ✓ Receptionist was very helpful and the nurse I saw explained the procedures that I received I am afraid I cannot remember their names
- ✓ Vaccination was on time and efficiently managed.
- ✓ Spent the time explaining everything
- ✓ I didn't have a long wait, I was well cared for, the nurse explained the procedure to me and all of the staff were pleasant and friendly. It has been some years since I have had a bad experience at my practice, I feel lucky to be a patient at Pencerster Surgery.
- ✓ Ive been with the surgery for many years never had any real issues I was straight in and straight out this morning
- ✓ Staff are lovey and helpful
- ✓ I was seen on time and was treated well by nurse.i wasn't rushed and felt like she cared about my problems. very professional.
- ✓ On time appointment, professional I, friendly nurse.
- ✓ Everything good except running a little late
- ✓ My diabetic nurse Donna gave me sound advise
- ✓ I was treated by a nurse who was professional
- ✓ The service was perfectly adequate.
- ✓ Turned up got done great
- ✓ Great friendly professional service thanks
- ✓ Very quick and very helpful
- ✓ The nurse was well informed about my situation
- ✓ Appointment was on time and Pamela is very professional, explaining all the things that I needed to know about the injection I was having.
- ✓ because apart from a a
- ✓ Lovely friendly receptionist and nurse that gave me my injection. She also checked my blood pressure. Thank you both.

beyond helpful.

- ✓ *Made me aware that my heart rate very low (not as some said, I was feeling bad due to the weather) meditation modified and expecting call from doctor on Thursday. Note I've been sick three times since returning from appointment*
- ✓ Always get an appointment with the nurses very quickly but never been able to get an appointment with a doctor when needed
- ✓ *The nurse practitioner was very thorough, she explained things clearly and took the time to answer my questions.*
- ✓ Because the person who treated me was a first class practitioner who acted swiftly and with dignity.
- ✓ *I felt quite relaxed following the nurse advice, she helped me to follow the procedure with no issue.*
- ✓ I've always liked the service in the clinic since I first registered when I left the Army in 1978.
- ✓ *I love the check-in computer. My appointment was bang on time. The receptionist was very kind and understanding to the people of the community who came in. Unfortunately the receptionist was not wearing her yellow name badge. So I can't namedrop her, but I think it was Helen.*
- ✓ Miss Harding is ever so lovely
- ✓ *Patient waiting area clean and tidy. Nurse listened and gave me advice as to my next step to help me also treatment was informative and done without any problems.*
- ✓ Because I managed to cope with triage and Dr Tippu answered same day.
- ✓ *Friendly, caring, and informative*
- ✓ You hadn't appointment when I needed one, after the surgery cancelled my blood tests, another was found and a follow up phone call happened.
- ✓ *Supportive and warm staff*
- ✓ Initially when I contacted surgery for an appointment, I got one for when I needed it & today I was looked after very well
- ✓ *Courteous and professional and helpful*
- ✓ You always try to help me out when I need it
- ✓ *Always very efficient and friendly staff, 10/10*
- ✓ Because the lady who did the blood test and Doppler was very nice, she explained everything to me.
- ✓ *Dealt with in a kind respectful manner my questions answered*
- ✓ The nurse who took care of me was very nice and friendly. The whole examination took place in a pleasant atmosphere, so I highly recommend them.
- ✓ *Good service*

Not Recommended

- ✓ *Because I didn't have the service I should have had.*
- ✓ *Not a very happy nurse. She wasn't interested in testing my BP monitor that I was asked to bring "I'm not a technician". It's not a difficult thing to solve. All I wanted to do was take another reading, but from my monitor and see if the results were similar to the surgery monitor, but it was just an in and out service.*
- ✓ *Never never get my blood I always have to go to the hospital for them to take it*

Passive

- ✓ This visit was for a vaccination only. In - out.