

FFT Monthly Summary: April 2025



Pencester Surgery
Code: G82015

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
71	16	4	3	2	0	0	0	0	96	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:
Responses:

335
96

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	71	16	4	3	2	0	96
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	71	16	4	3	2	0	96
Total (%)	74%	17%	4%	3%	2%	0%	100%

Summary Scores

91%

5%

4%

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:

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

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:91%

Percentile Rank:45TH

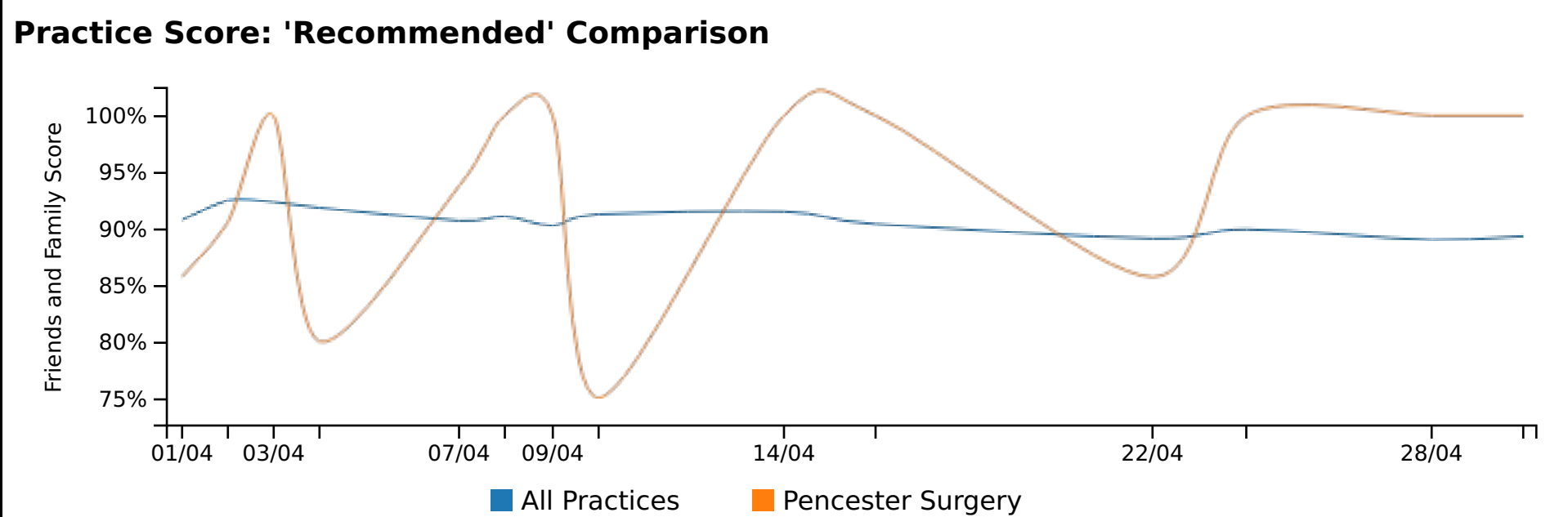
0%50%100%

0%Score

LowerMidHigh Score

91%100%

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 45th percentile means your practice scored above 45% of all practices.



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%	93%
Pencester Surgery	100%	89%	90%

Gender

All Practices

91%

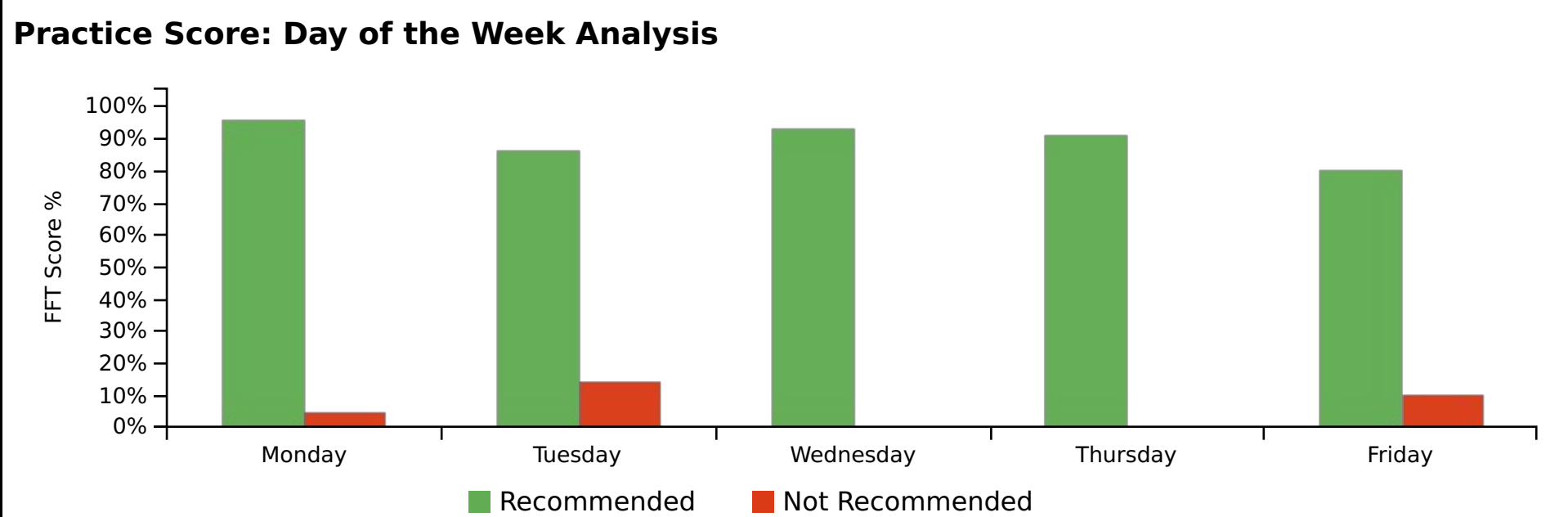
91%

Pencester Surgery

92%

89%

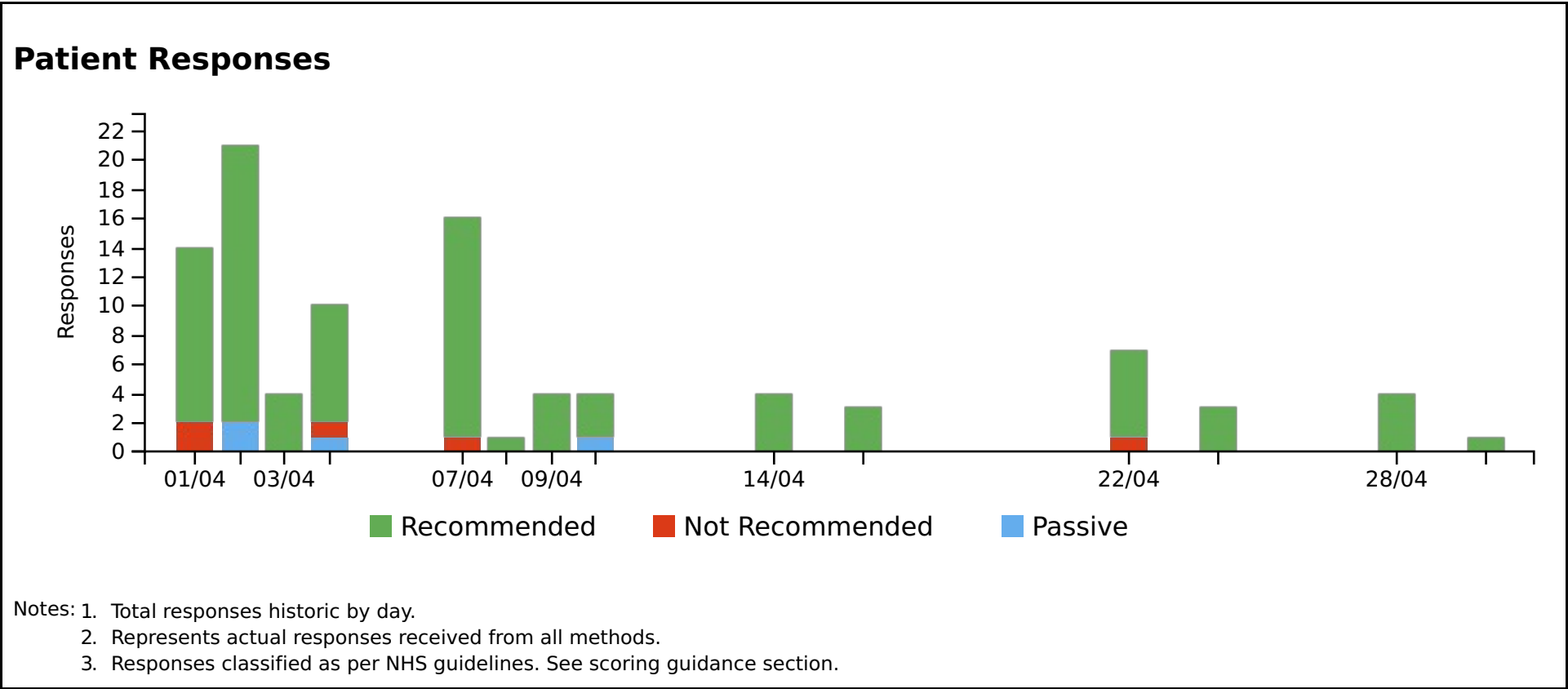
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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



SECTION 5
Patient Free Text Comments: Summary

Thematic

Tag Cloud

Reception Experience 22
Arrangement of Appointment 11
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 adjectives where the word frequency is reflected in text size.

lovely excellent great efficient well quick caring pleasant nice short pleasant

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 / ✗ No consent to publish comment

Recommended

- ✓ Felt at ease.
- ✓ Quick service, friendly staff and nurses
- ✓ Miss Marsh was very nice and explained all scenarios to me. She is looking in to it more thoroughly. I cannot ask for more. Thank You.
- ✓ Clean, professional, well explained and caring
- ✓ The nurse changed my dressing so efficiently
- ✓ Very well handled appointment and fairly on time
- ✓ Good level of care shown to my mother.
- ✓ I had a very short wait and the nurse was very good
- ✓ Easy to talk to about medical problems
- ✓ Donna is a very caring informative person .
- ✓ 1 very good
- ✓ The nurse was very professional
- ✓ Lovely staff.Make me feel good
- ✓ I have always managed to receive an appointment with the GP for my condition and good advice and support from them, Receptionists are always helpful. Nurses are competent with clinical skills. The NHS app is great for seeing results, documents ect.
- ✓ Nurse very kind and infomative
- ✓ Very quick and efficient
- ✓ I had been advised to go to the surgery by the pharmacist who noticed I was wheezing. I was seen by nursing staff within 45 minutes, and referred to Buckland for X-ray, and I was home one hour later. Total exercise 2miles walking, so an eventful and satisfatary experience. I just have to wait for the results !
- ✓ I was seen to quickly.
- ✓ Really good service, polite and quick.
- ✓ Fast efficient and very helpful friendly service
- ✓ Would have preferred to have been seen in person on the day as it was a baby appointment. But been offered one the next day.?
- ✓ I have never had an issue there, staff are always courteous and helpful.
- ✓ Super nurse, friendly, kind and gentle
- ✓ A reminder to book the clinic each year might have been better. But otherwise all good
- ✓ The HCA/Phlebotomist that attended to me was friendly, helpful and she kept her proffesionalism. Also my times was not wasted waiting to be attended to
- ✓ Great service
- ✓ I was seen on the appointment time and the nurse who done my blood test was very pleasant
- ✓ Nurses are very helpful
- ✓ Staff very quick and helpful and knowledgeable
- ✓ Efficient and friendly service, calm and professional atmosphere. Felt looked after.
- ✓ Easy to access and great staff
- ✓ Well long story short I had a left mastectomy on 1st Aug 2024, the wound area kept filling up with fluid so every 2 days I was needing it drained by breast care nurses, after 2 wks my scare opened and I ended up with a large hole at 5cm long and 4cm wide for wks I had been back and forth from Kent & Canterbury hospital and William Harvey hospital seeing the breast care nurses to be told by surgeon that it was normal, I was sent to my doctors surgery for the nurses to dress and clean my wound daily then weekly to today being told it's all healed just needs to finish closing. Your nurses have been more helpful to me than the breast care nurses had if it wasn't for nurses Julie Anne Jones deciding to try the medi honey I think I would still have a hole so I am very thankful to the nurses that helped me and my wound heal thank you
- ✓ Appointment on time, very efficient and friendly staff, I was kept informed about my treatment.
- ✓ Direct experience with nurse was excellent, but other aspects of the practice are not always very efficient
- ✓ I have always found Doctors Nurses and Receptionist very helpful kind and unfortunately I have to spend time at the surgery so I m glad I chose this surgery
- ✓ On time
- ✓ The Nurse who attended me today was very comforting.
- ✓ I had telephoned on Friday, and got seen by a nurse this morning. She was very efficient and personable. She listened to me. She gave me a prescription for bp medication.She advised me to call for a GP consultation regarding some other health concerns. I was allocated a time this afternoon for the Dr to call me. Receptionist was good too.
- ✓ I always find your-staff very helpful and polite they bend over backwards to help you
- ✓ Becuase the logging in system failed to complete after 3 attempts at entering my data, but when checked by the receptionist I had actually been checked

in! The staff were very good seemed to be struggling with the entire operating system.

- ✓ Brilliant staff and always on time with appointments
- ✓ *Nurse I had was very caring*
- ✓ Excellent service received
- ✓ *Friendly, helpful, professional, easy to communicate, very good approach*
- ✓ As always very professional service from yourselves and Donna
- ✓ *Because I got the service I received*
- ✓ Pleasant nurse who I saw and explained every thing well
- ✓ *The receptionist was very helpful and the nurse was excellent.*
- ✓ Was given advice and listened to what I was saying
- ✓ *The nurse did a excellent job on leg ulcer dressings today*
- ✓ I got there early and was called in straight away by Donna who checked everything recording it. Thorough information given to me. I did not have to sit amongst other sick people in the waiting room.
- ✓ *Very friendly team. Always providing me with a great service.*
- ✓ On time Donna is very polite and full of knowledge good service
- ✓ *Very quick, efficient. 8am appointment meant that I could get to work on time.*
- ✓ Reception was very helpful in arranging a same day meeting with Ms Harding. Her diagnosis was very promising. She was to arrange a follow up surgery.
Thank you
- ✓ *Friendly staff very helpful*
- ✓ I gave this answer too the wonderful reception staff who get insulted by folk who don't get there own way !! They are forever polite bless them
- ✓ *There was a delay today*
- ✓ Pleasant staff on time explains ever thing as she goes
- ✓ *The receptionist was very helpful. And the nurse I saw today was so lovely , explained things and took the time to read through my record . She made time for me a lovely person and in my opinion an asset to our practice .*
- ✓ Lady on reception excellent
- ✓ *The person I saw was very understanding and welcoming and done what I needed from there. Left very happy.*
- ✓ Prompt and back up service
- ✓ *Seen within 10 minutes of appointment time, nurse was very friendly*
- ✓ Very good
- ✓ *Happy with smooth and efficient service*
- ✓ Had no issues
- ✓ *My appointment was on time, and Ms Lisa casley was so nice and efficient as always*

Not Recommended

- ✓ Impossible to see a doctor. Impossible to make contact on the phone. Ridiculous long wait times to be palmed off by rude reception staff. Receptionists that think they are doctors. But mostly, o haven't seen a doctor in many years and still I am sick.
- ✓ *Waited 5 weeks to have fluid on knee drained and all the Doctor originally forgot to book me in for it also!*
- ✓ My appointment was 11am and id still not been at 11.35
- ✓ *Simply because Julie Willis is amaxing*

Passive

- ✓ It's a doctor's surgery - it did the job it's supposed to
- ✓ *Because I was asked.*
- ✓ Nursing staff are excellent, appointment system doesn't work well enough and you don't offer appointment booking online despite advertising it is available, doctor service is patchy in terms of depending upon who you get depends upon the level of care and support you get. You are not currently supporting me sufficiently in ensuring that blood test results get sent to my consultants and I am having to chase each and every time.