

FFT Monthly Summary: May 2025



Pencester Surgery
Code: G82015

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
74	18	1	1	4	0	0	0	0	98	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: 289

Responses: 98

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	74	18	1	1	4	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	74	18	1	1	4	0	98
Total (%)	76%	18%	1%	1%	4%	0%	100%

Summary Scores

94%

5%

1%

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:

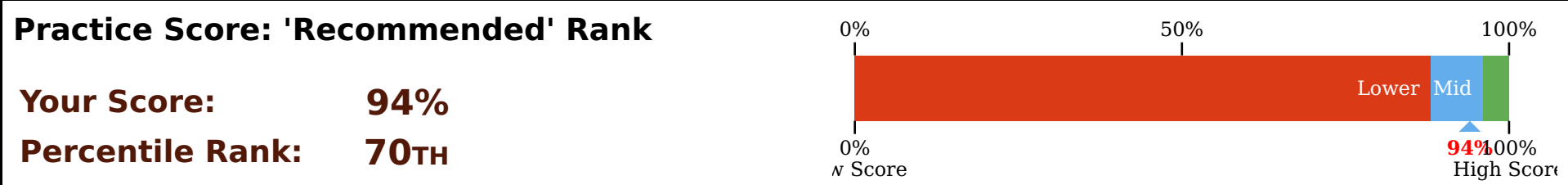
Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

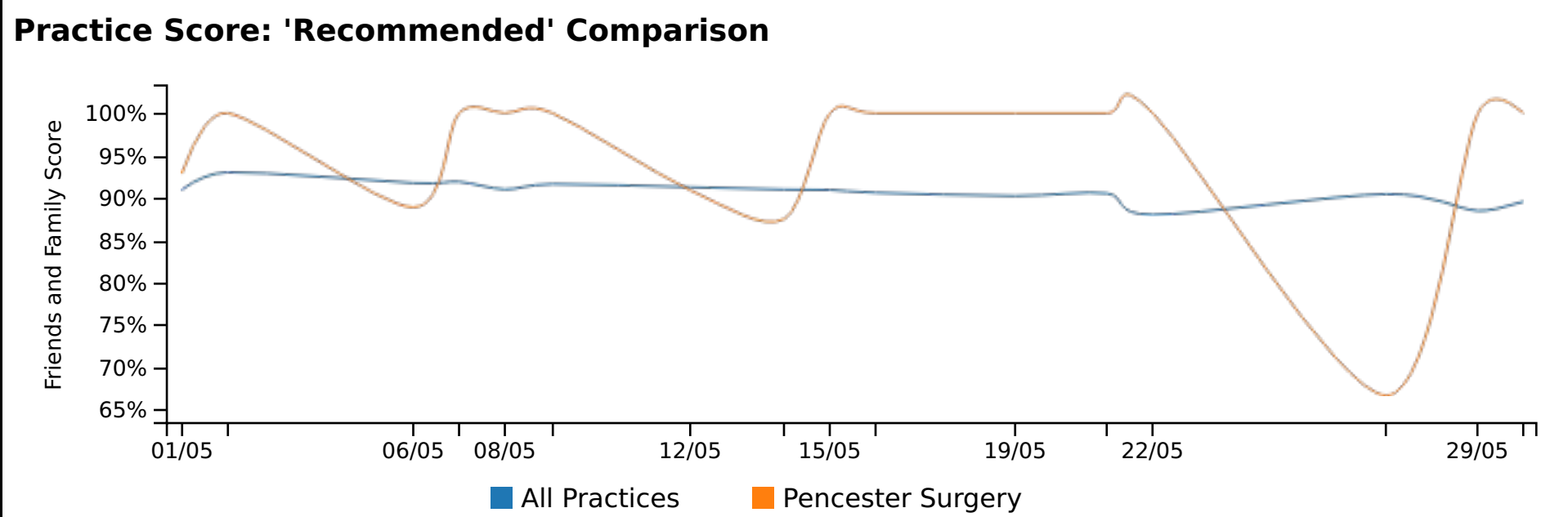
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3
Practice Scoring

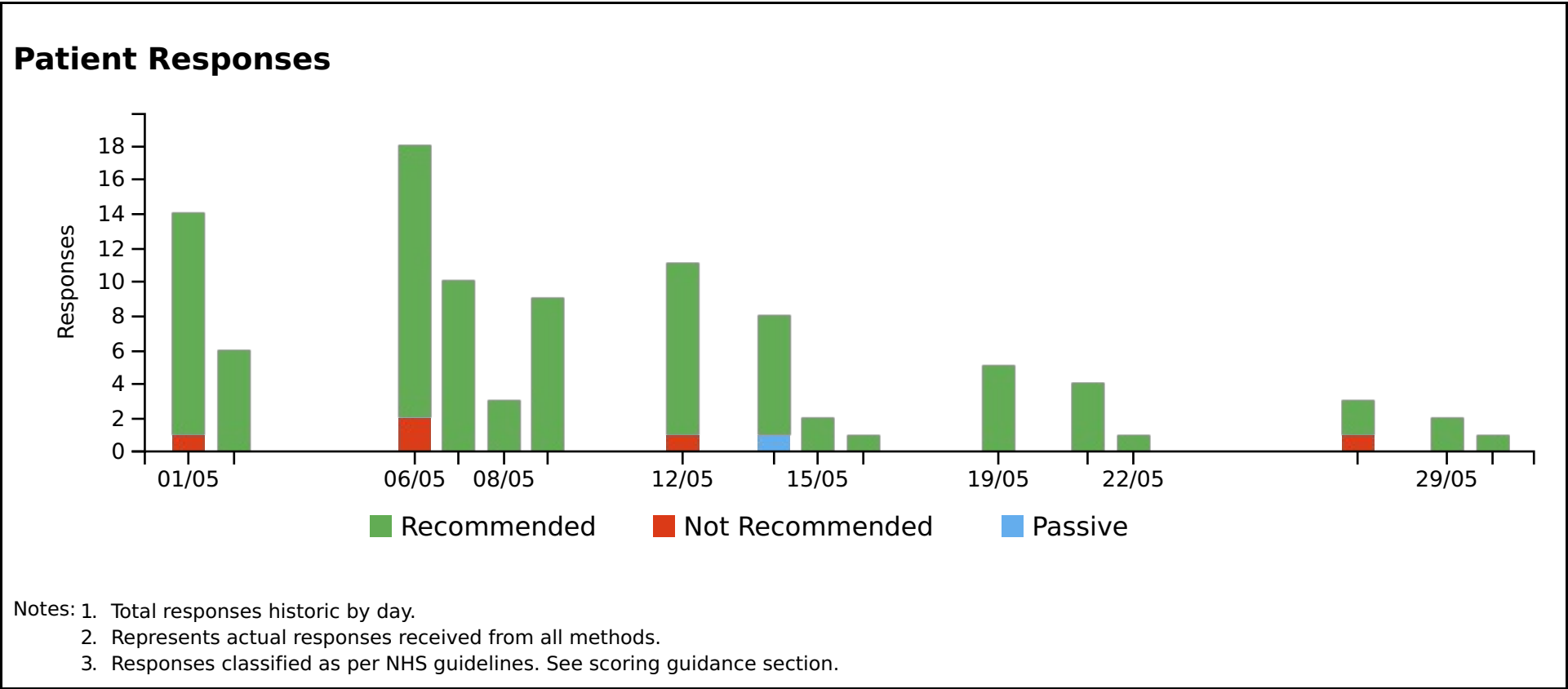


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means your practice scored above 70% of all practices.



SECTION 4

Patient Response Analysis



SECTION 5

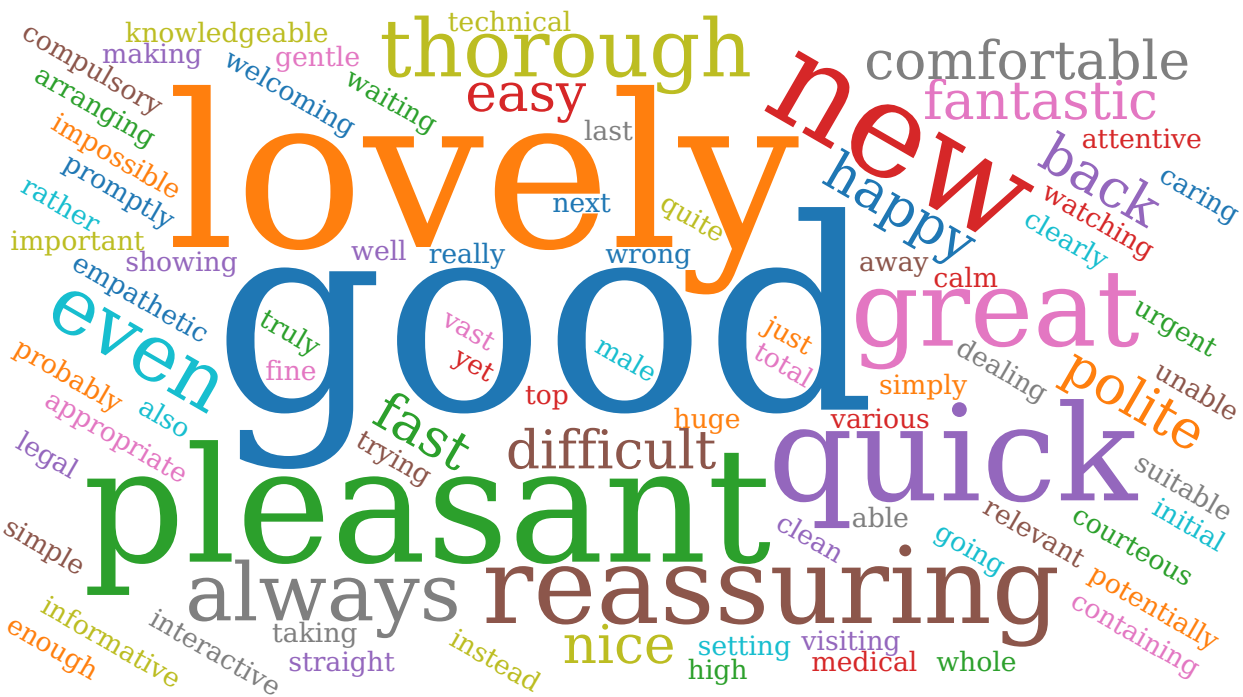
Patient Free Text Comments: Summary

Thematic

Reception Experience	16
Arrangement of Appointment	11
Reference to Clinician	34

- 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.

Tag Cloud



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

- ✓ Receptionist very pleasant and helpful appointment on time and nurse lovely and good listener too
- ✓ *Because they care about their patients*
- ✓ The male receptionist really helped with a problem my wife is having with her medication and Donna Culpin is always helpful and thorough at my diabetes appointments.
- ✓ *EVERYTHING WAS EXCELLENT THANKS*
- ✓ I simply followed your instructions in your text of yesterday at 5.30pm. In other words I did what you asked me to do and my response was number 1.
- ✓ *I had an appt earlier today for a blood test. While waiting to be seen I was watching Nathan (receptionist) showing kindness, understanding, patience and a sense of humour while trying to explain your new total triage system. Nathan is always pleasant, patient, understanding, helpful and efficient when dealing with people. As a first point of contact this is so very very important. I was then called in by Lisa (nurse) to have my blood test. What a lovely lady. Also very friendly, welcoming, patient, kind and efficient. Makes such a huge difference to people it truly does. On top of this the surgery itself was spotlessly clean and displayed lots of very relevant posters containing information for patients. Thank you.*
- ✓ Seen on time, and the nurse was very happy and interactive with me it was a pleasure
- ✓ *I used e consult and had a reply with an appointment time the same afternoon. The nurse practitioner I saw Diane Harding was friendly, knowledgeable, and dealt with the issue quickly and clearly.*
- ✓ Because I was seen promptly and the nurse explained everything to me
- ✓ *Dona and other staff have been very helpful. I have not seen a GP in four years, even if I wanted to. That is not good.*
- ✓ The lady was lovely and very kind very quick visit
- ✓ *Because I would like an appointment with a doctor but can't go online can't go online can't go online can't have to go through the phone system first which at times is impossible I don't do computers so can't go online*
- ✓ Polite and courteous staff, attentive service from the nurse who took my bloods
- ✓ *Very quick, professional and reassuring*
- ✓ Friendly staff. Very punctual and reassuring. The man on reception is very good
- ✓ *Lovely nurse. Very understanding. Helpful and not rushed*
- ✓ Excellent service from nurses and when chemist unable to prescribe appropriate cream I phoned surgery and a new prescription was issued within minutes and I was able to collect. Great service
- ✓ *Fast efficient service*
- ✓ On time. everything explained to me. Very polite and friendly
- ✓ *Excellent and knowlegable service*
- ✓ Great receptionist support and quick appointment
- ✓ *The nurse I saw MS RACHEL THORP was lovely. Very informative regards setting up and on line account.*
- ✓ Excellent receptionist who helped me book my appointment a few days earlier and greeted me today Appointment was on time seen by an empathetic Nurse who explained what my problem probably was and is arranging a hospital consultation for me
- ✓ *Easy to book an appointment, check in on the computer was simple, seen within 10 mins of my appointment time, nurse was friendly and reassuring and gave good advice*
- ✓ Rachel helped me feel at ease and was very gentle taking my blood
- ✓ *It was on time and managed to get my blood test done instead of going to hospital next week*
- ✓ It was for the nurse
- ✓ *The receptionist was pleasant and helpful and the nurse was fast and efficient and explained in understanding terminology.*
- ✓ Very helpful kind nurse
- ✓ *The e-consulting form just added a layer as at the end I was told I needed to seek urgent medical treatment. I called the surgery and was given an automated call back option straight away which is a vast improvement on last week when I couldn't even get in the call queue. I was called back quite quickly and dealt with efficiently. I had an appointment with the nurse at 11:15 and the appointment was very thorough. I received a prescription, a container for a sputum sample and was referred for a chest Xray*
- ✓ Happy with the service
- ✓ *I was seen on time, the nurse put my mind at rest despite having a difficult procedure, the veins on my arms we difficult access and had to use the area where yesterday I had a cannula she had a pleasant manner .*
- ✓ Receptionist who took my initial call was caring and friendly. Doctor was the same.
- ✓ *Great online triage, appt within minutes and seen by Mrs Willis that morning and all excellent !!!*
- ✓ Receptionist was fantastic on the phone then the appointment itself was on time and quick and efficient. Reception staff and nurses were kind and professional.
- ✓ *The staff are so vevy helpful and will trv to help where they can*

- ✓Very helpful, professional and friendly
- ✓*Timing excellent. Had blood test, but not given enough tape to hold cotton wool in place!*
- ✓I was given good advice on your new triage account & got an appointment quickly
- ✓*My diabetic nurse, Donna he's always very helpful and thorough when I go to see her about my diabetes.*
- ✓The nurse was very helpful and explained everything
- ✓*I selected 1 for very good!*
- ✓Appointment was on time. Very friendly nurse.
- ✓*julie was so lovely, professional and made me feel comfortable and supported*
- ✓Lisa was fantastic. Made the whole experience a joy
- ✓*Greeted with a smile and very helpful*
- ✓Nurse was professional while being friendly. Easy to talk to. Took time to listen. Actually a pleasure to meet her.
- ✓*The nurses all made me feel at ease and comfortable in not a nice situation. Have all been amazing*
- ✓Service was pleasant and professional by reception and Nurse
- ✓*Friendly efficient staff*
- ✓Good service and quickly
- ✓*The nurse was very good and efficient*
- ✓Great physio put me through it and arranged x ray same day
- ✓*Lovely nurse, calm, reassuring and non-judgemental. Seen on time and answered my questions without making me feel like she was in any way in a rush. Thank you, Julie*
- ✓Came to see Lydia. She went through all my medication with me and blood test results explaining everything to me that I understood.
- ✓*Everyone is so helpful and friendly*
- ✓My visit went without a hitch, the nurse was professional and pleasant
- ✓*Because they treat me with politeness n respect.*
- ✓Because I got my problem dealt with and very helpful
- ✓*The nurse Lisa is very good*
- ✓Quick service lovely staff
- ✓*Prompt and efficient service*
- ✓The nurse that I saw this morning was very nice and knew everything about me

Not Recommended

- ✓*Because Mrs J Jones is friendly and she knows her job. She works well and talks to the patient so that the patient understands what is wanted from him.*
- ✓*very good*
- ✓Reception and Nurse were excellent - BUT various patients were visiting the Surgery enquiring about the new compulsory on- line consultation system from the end of April. Fine for people with suitable technical knowledge, the money for the technology required, and the skills to deal with machines rather than a receptionist. It is wrong to potentially EXCLUDE a high proportion of the patients! There is not yet a legal requirement to do everything on line! And when there is a computer shutdown we will all suffer!
- ✓*The new e consult system is horrendous. Missed diagnosis, left and no reply.*
- ✓Unhelpful, can't see a doctor, decline medication even if it's prescribed, practice manager lies, need I go on?

Passive

- ✓Confusing admin processes, electronic sign in not working