

FFT Monthly Summary: August 2025



Pencester Surgery
Code: G82015

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
75	15	3	2	3	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:
Responses:

269
98

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	75	15	3	2	3	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	75	15	3	2	3	0	98
Total (%)	77%	15%	3%	2%	3%	0%	100%

Summary Scores

92%

5%

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:

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: 92%

Percentile Rank: 55TH

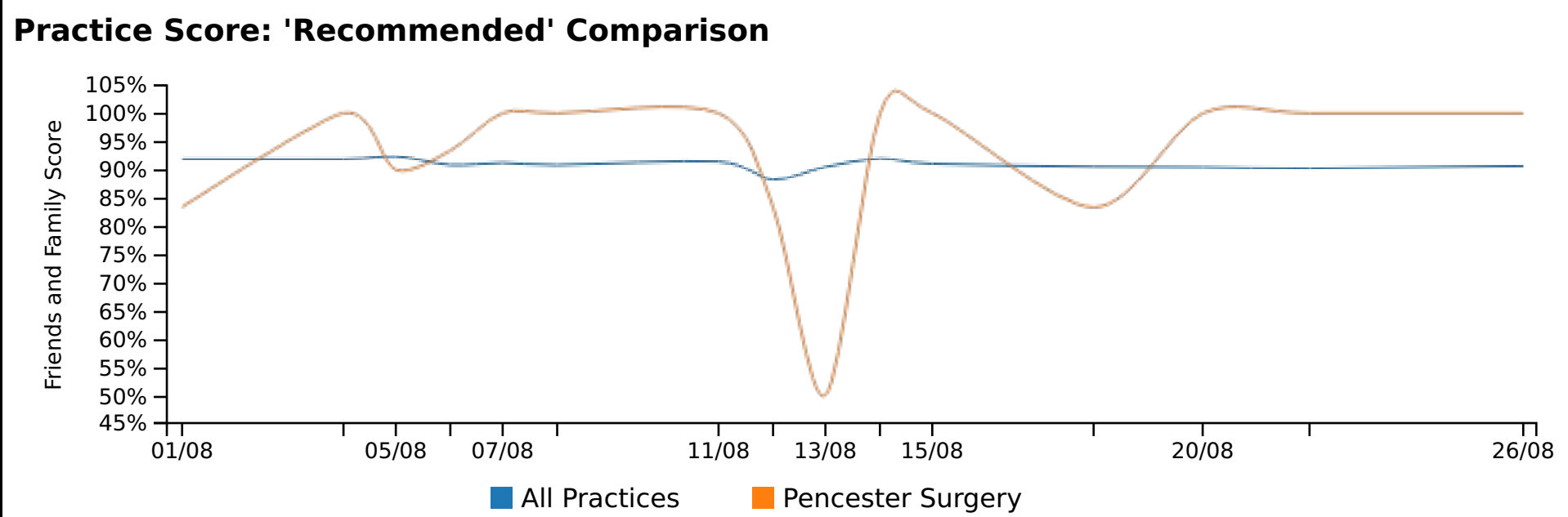
0%50%100%

0% Score

LowerMidHigh Score

92%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 55th percentile means your practice scored above 55% 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%	93%	89%

Gender

All Practices

91%

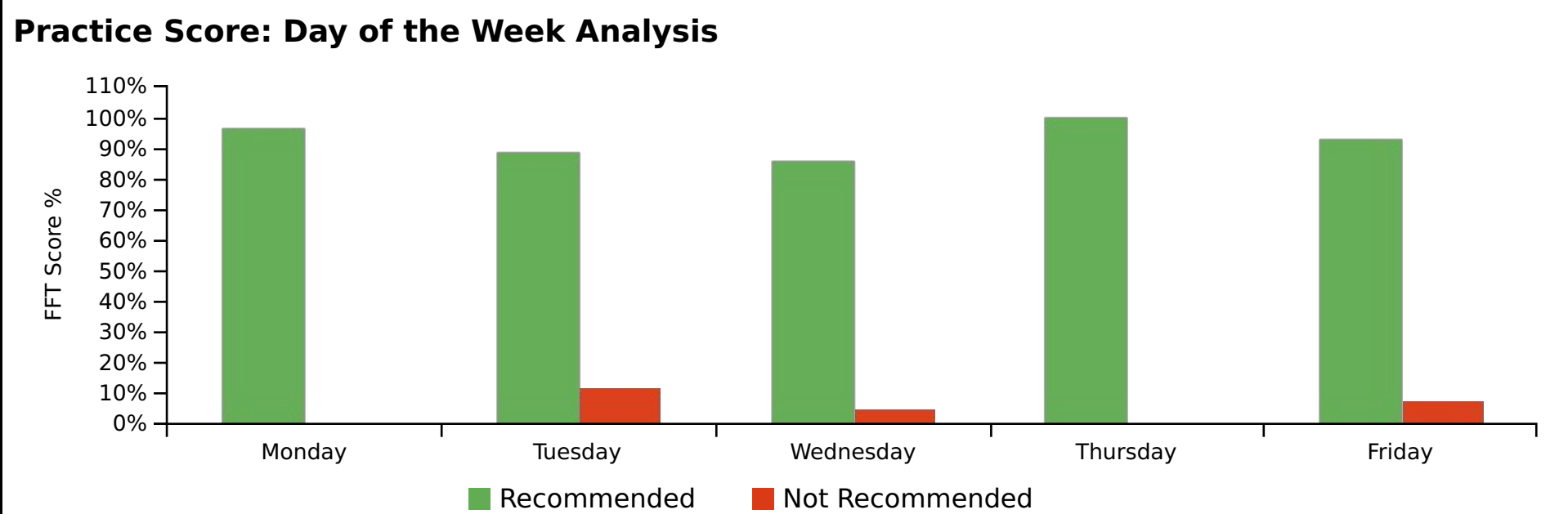
91%

Pencester Surgery

92%

92%

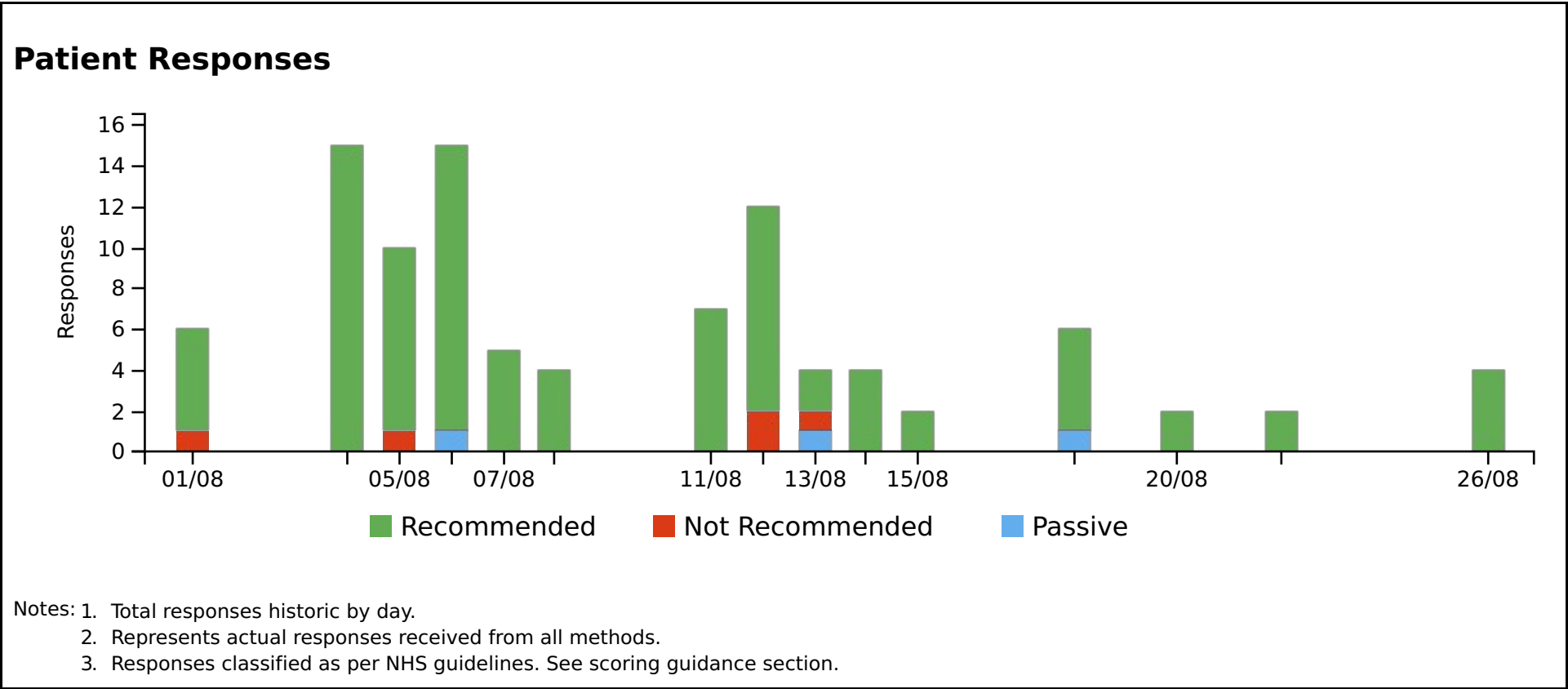
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



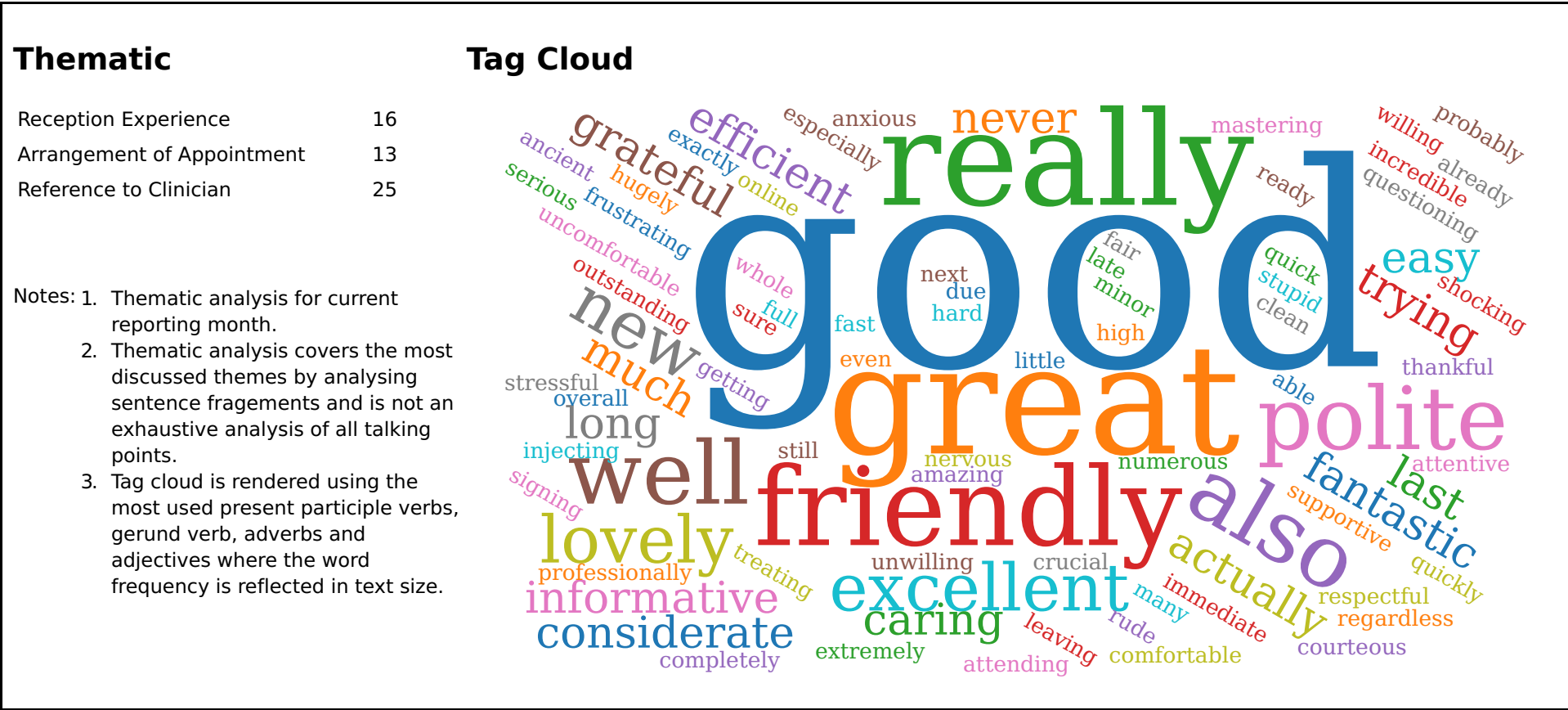
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis



SECTION 5
Patient Free Text Comments: Summary



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

- ✓Because it wasn't outstanding,but it was good.
- ✓One time and the nurse was very pleasant.
- ✓I have always been taken care of above and beyond the gps have been amazing to do all they can for me especially Dr Jackson she has been fantastic and helped me so much I really appreciate all her help
- ✓Lisa Casley was very friendly and efficient and on time.
- ✓I telephoned 8.15 - was 18 in line - opted for 'callback', had phone call within an hour. Able to see Nurse same day at 2.15pm for change to High Blood Pressure meds after trip to Buckland minor injuries and immediate referral by Doctor there to WHH. A&E. Very thankful to have my symptoms considered today and my meds changed. Thank you!! I have still not succeeded in mastering the E-consult so it was crucial for me to contact the surgery by phone!
- ✓My Asthma nurse was very welcoming, as I was feeling nervous and she explained so many things that will help me and she gave me a chance to ask questions also..Grateful.
- ✓Missed my app due to car failure and went down and got new app which was good
- ✓Donna is fantastic, helpful and supportive.
- ✓Seen on time
- ✓Because they was very helpful and asked all my questions
- ✓I felt that things were explained to me well and informative.
- ✓The person was attentive and professionel
- ✓Because there was no long wait and Lisa is always friendly and efficient
- ✓Didn't have to wait long .
- ✓The receptionist are fair and respectful. The practitioners/the surgery is helpful. Whenever I have phone them, they respond with full responsibility and support.That's I most grateful for their support and services.
- ✓I went in on time every thing was explained and was treated good
- ✓Because my appointment was on time, nurse was very helpful & kind
- ✓Professional friendly use staff.please can you improve the self signing machine in reception. It it really stressful to
- ✓Easy to deal with, on time and a good service.
- ✓Professional
- ✓Econsult form took out the stress of trying to get through on the phone and appointments and follow ups were booked very quickly. Staff in the surgery are welcoming and helpful
- ✓Fast service, I feel like I've been looked after. Julie Willis is a great practitioner.
- ✓Two visits in one day - blood test in morning and GP in afternoon. Both on time and very professional.
- ✓The nurse know exactly what I needed to help me
- ✓Because Lydia has a great bedside manner and has helped me hugely- also Mrs Culpin is extremely professional and is always here to help - both are a credit to the practice
- ✓Went in on time and the nurse was lovely. Put me at ease and talked to me all the way through the procedure.
- ✓Appointment punctual. Julie was Incredible helpful during it. Receptionist also very professional
- ✓Excellent, prompt service. Communication good and explained well. Completely satisfied
- ✓The staff are always very helpful
- ✓Nurse Pam done a excellent job with my leg ulcers dressings thankyou
- ✓Doctors, Practice nurses, reception and all staff always welcoming and ready to help. Whole area is clean and comfortable as well as toilet facilities. Any problems are taken care of and illness, injuries, etc treated and information explained.
- ✓Service was on time and as expected
- ✓Sometimes it is hard to get an appointment
- ✓Because the overall service was good and everybody very helpful at the Surgery
- ✓Mrs Julie-Ann jones was lovely explained everything well to me and made me feel at ease during my appointment
- ✓The lady on reception was very helpful and the nurse was good
- ✓Went to see astma nurse. Service always first class
- ✓Very helpful nurse, explains in good detail.
- ✓The truth
- ✓Because all staff were really very helpfull.
- ✓Both ladies were very helpful and kind, and they acted professionally.
- ✓Staff were professional and quick

- ✓ Good morning as it is my APPOINTMENT was 0920 got in around 0945 . Once seen great .
- ✓ *The nurse was very friendly. The doctors are really informative. Only issue is I'm not a fan of the e-consult, but that's the same across the board*
- ✓ Yes because everyone is so willing to help with all advice when you ask
- ✓ *On time*
- ✓ Julie Willis is an asset to Pencester surgery. She is so kind and so considerate and she really gets to know you. She is a great nurse.
- ✓ *The nurse was friendly and my appointment was on time and I was given all the information I needed xxx*
- ✓ The GP didn't listen to me when I asked for an audiology referral and instead, I wasted time attending an appointment this morning for something that I already knew. I'll ask the person that dealt with me was kind and considerate and gave me a referral to Specsavers.
- ✓ *Receptionist was polite and helpful. Got appointment sorted which hadn't been easy with the new online triage system.*
- ✓ I had a app on the 13 and I forgot to say about my b12 phone today a.d had a appto have at 1pm
- ✓ *Never had any problems with surgery*
- ✓ Mrs Taylor was very thorough. And good at injecting me.
- ✓ *The nurse I saw was lovely*
- ✓ The nursing staff are always very good . Very understanding and caring. Reception staff are always polite. It's usually the nursing staff I see . I am a little worried if I request a dr as sometimes feel I am being a nuisance .
- ✓ *I found the nurse very knowledgeable helpful and pleasant...thank you.*
- ✓ Kind polite professional understanding
- ✓ *Because your services are great until you get to the doctor's that is. They seem not to care at all. I've never even met one and considering that I have a serious condition I find that strange. They are not interested in helping me to improve my situation and if it wasn't for a brilliant, caring neurologist I'm not sure where I would be!*
- ✓ Courteous staff, my appointment was dealt with in a pleasant manner and my next appointment was arranged immediately
- ✓ *Excellent staff*
- ✓ All the staff and practice members are first class in their attitude and professionalism.
- ✓ *Great to talk with, always helpful, not to much trouble*
- ✓ Rachel was very understanding and listened to my concerns and was great she new what to say and was very professional
- ✓ *Staff very professional and very polite and welcoming.*
- ✓ I was pleased with the service that I received.

Not Recommended

- ✓ When I saw the nurse she made me feel very uncomfortable and stared at me. This was my face had been paralysed since I last saw her. Also questioning me as to why I had requested my medication not to be changed. It was on the advice of the hospital who had been treating me for the last 3 weeks while I was in hospital. It was as though she was trying to blame another person but so she didn't look stupid.
- ✓ *My appointment was 25 minutes late*
- ✓ Shocking service, messed around appointments, rude staff, doctors who're unwilling to read or listen. The ONLY good thing about the surgery is Dr Mackenzie
- ✓ *I have not heard from them!!!*

Passive

- ✓ I find it very frustrating that you can not actually see a GP, I have not actually seen any GP in the surgery for 3 years, this is regardless of the fact I have been admitted to hospital on numerous occasions and on leaving hospital they always state you need to see your GP for follow up checks. Phone consultation does not work for all patients .I feel that as a patient, I should have the right to be seen, you cannot see a problem from a telephone call, some patients are not very good at getting across their problems. Are patients really anxious inconvenience?
- ✓ *I would have liked to have discussed the reason why I didn't want to be weighed on the ancient (probably uncalibrated) scales. I use my own scales to monitor my weight. I gave my weight in stones, and was asked if I knew in kilos... I didn't!..*
- ✓ The Surgery is not patient orientated but is operated for the convenience of the doctors. We were promised face to face appointments by this government if you wanted it, which is impossible!