

FFT Monthly Summary: September 2025



Pencester Surgery
Code: G82015

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
81	9	1	0	4	0	0	0	0	95	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: 376

Responses: 95

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	81	9	1	0	4	0	95
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	81	9	1	0	4	0	95
Total (%)	85%	9%	1%	0%	4%	0%	100%

Summary Scores

95%

4%

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

Practice Score: 'Recommended' Rank

Your Score: 95%

Percentile Rank: 70TH

0%50%100%

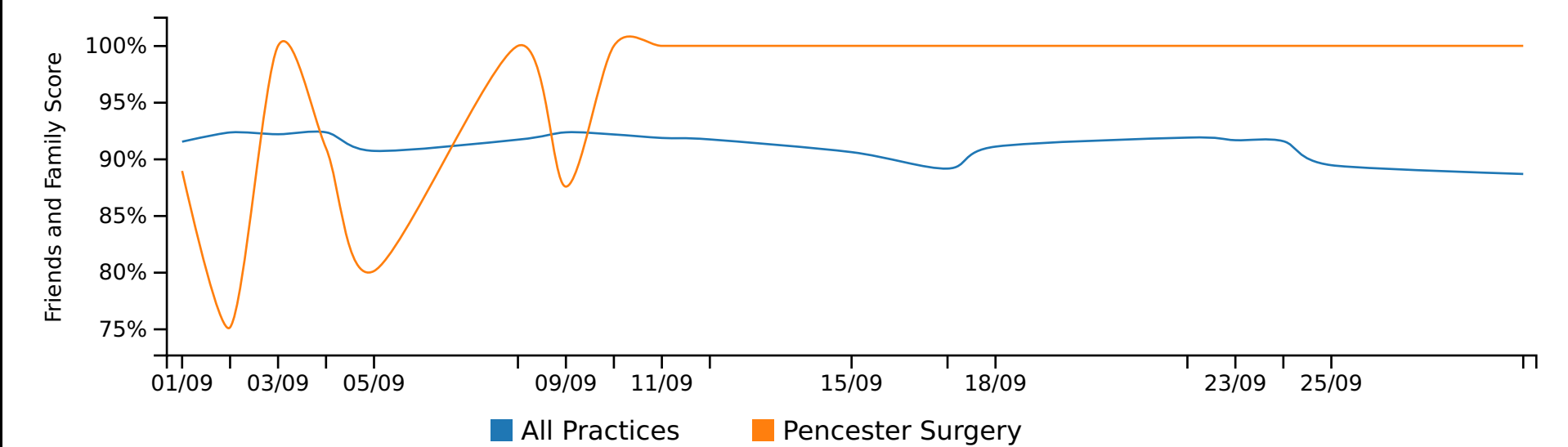
0% Score

LowerMidHigh Score

95%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 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	87%	91%	93%
Pencester Surgery	75%	94%	100%

Gender

All Practices

92%

91%

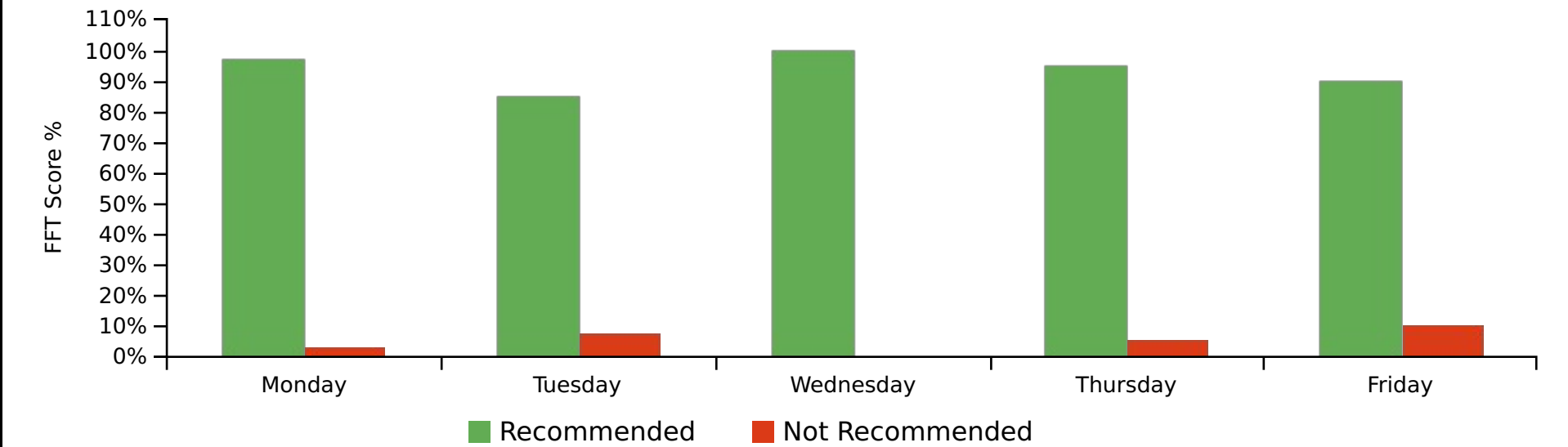
Pencester Surgery

98%

92%

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

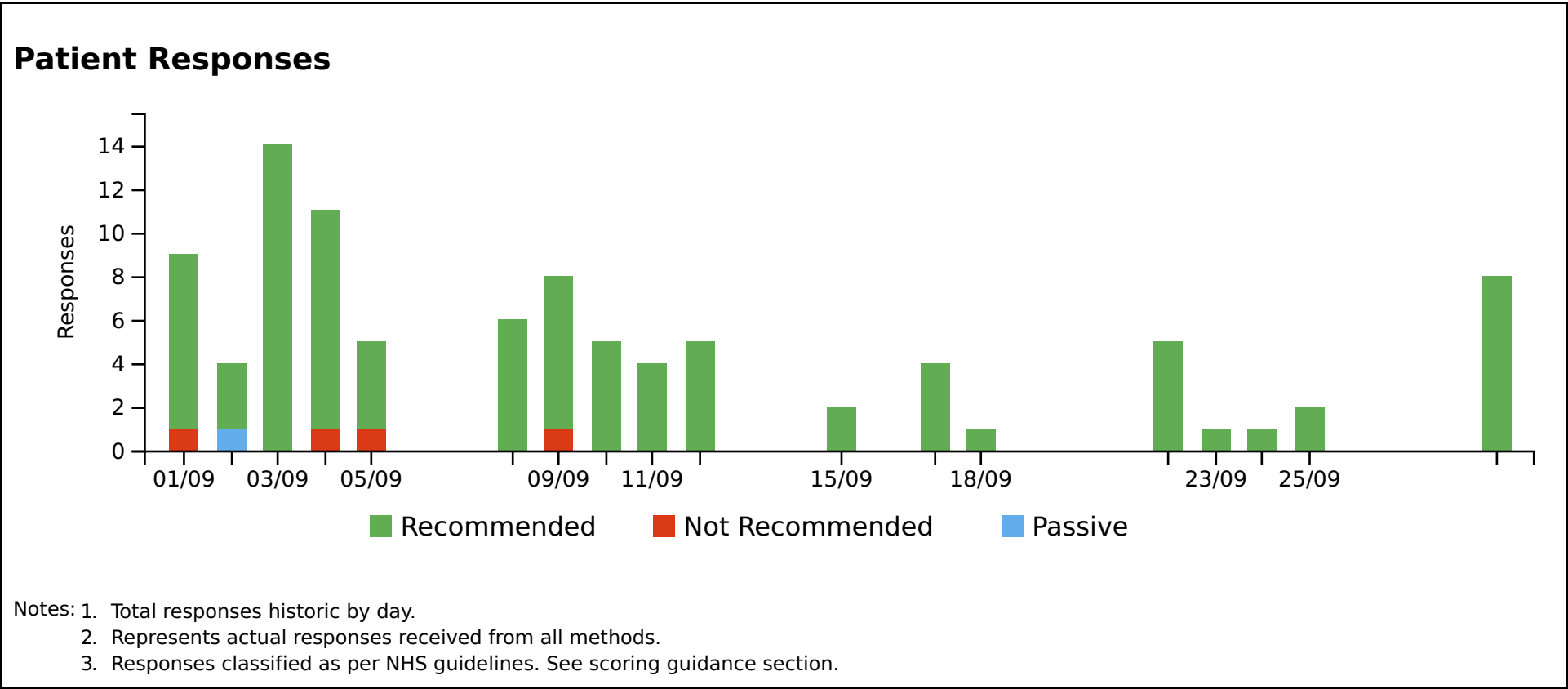
Practice Score: Day of the Week Analysis



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



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	19
Arrangement of Appointment	13
Reference to Clinician	27

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

- ✓ Perfect service
- ✓ *The receptionist was very friendly and helpful . The nurse I saw was also friendly and explained every thing on what I was having test on and explained the results to me*
- ✓ Was very helpful and what she was going to do
- ✓ *Polite, friendly nurse*
- ✓ Because the nurse was nice and I didn't have to wait
- ✓ *Helpful staff, appt on time.*
- ✓ Short wait to go in Very professional friendly nurse ,
- ✓ *Nurse was brilliant*
- ✓ Efficient & cheerful. Thanks
- ✓ *Appointment was on time and the nurse was very good at her job*
- ✓ Always a good service from staff at Pencester surgery. Thankyou
- ✓ *So I have been with the practice for 45 years, really overall this should be a 3, it's so hard to get a face to face appointment with doctor, it's so very hard to get a appointment soon many occasions I ve had to go to my local UTC at buckland. It's got to the point where I'm paying private medical insurance to avoid months on end with waiting lists. Pencester surgery is probably like most others now, the doctors have soo many calks to make and to me it's failing sadly.*
- ✓ 1 very good helpful
- ✓ *Good*
- ✓ Staff and reception are really polite friendly and welcoming the practice is clean and organised and if a problem arises which it did today they are literally very supportive and informative to help your session move forward
- ✓ *I was seen on time, quick discussion and blood samples were taken painlessly, all very swift and efficient.*
- ✓ Very professional and always very friendly, it's always a pleasu
- ✓ *Very helpful and kind*
- ✓ Appointment with Julie Willis always very understanding and explains everything
- ✓ *Friendly and helpful nurse. Polite and patient receptionist. E- consult worked well. Doctor phoned quickly and referral was sent that day. Follow up appointment was quick and doctor helpful and patient. Very thorough. All together I had a good experience and was treated with respect and consideration*
- ✓ Mrs Willis extremely good at explaining everything. Clearly understand what i need to do. Appointments always run on time
- ✓ *Friendly reception, on time and friendly nurse, great service*
- ✓ With the e- consultation, I was able to explain my daughter's health issue, previously by a phone call, and had to wait hours, and it was also difficult to explain the symptoms, and I had the chance to upload some photos. I was surprised by the quick response, and luckily, my daughter, just 3 years old, could have a GP's consultation at the surgery just after a few hours. It was a relief, thank you
- ✓ *Lovely nurse, positive, informative and felt non-judgemental. Answered my questions without making me feel like she was in any way in a rush. Thank you, Donna*
- ✓ Walked into the building receptionist booked me in did not use booking machine straight in for treatment next appointment booked left the building 25mins next appointment sent to me on my phone brilliant service
- ✓ *Because I thought that since I last visited, there seemed to be a more positive and professional atmosphere*
- ✓ The service was excellent!
- ✓ *Booking appointment was easy , nurse was very thorough*
- ✓ Yes the nurse t maxwell was very professional with the recent smear test I had she made me feel at ease
- ✓ *Helpful staff*
- ✓ I have got a Survey how it was this morning at my Surgery and I answered it.
- ✓ *Because you asked*
- ✓ Appointment on time and nurse friendly and efficient.
- ✓ *The people that I spoke to were very helpful*
- ✓ Very friendly staff, receptionist very helpful. Practise nurse listen, very friendly and professional
- ✓ *The doctor/nurse I seen today at 12 noon was so help and explained everything so well to me And the chap at reception was very nice also Top job by both of them*
- ✓ The reception staff were very helpful in booking me an urgent appointment with the nurse and the nurse that I saw was very attentive, caring and showed compassion..
- ✓ *Super friendly, efficient service*
- ✓ Staff very friendly

- ✓ *Very good*
- ✓ Staff / nurse were very good and attentive, I just feel that you have to keep pestering to get a diagnosis, several drugs prescribed. Hopefully they will relieve me of problems I am having. I understand it's difficult dealing with a large number of patients with different symptoms
- ✓ *Good communication relaxed to do test*
- ✓ Very clean professional
- ✓ *Pencester is a lovely surgery. Nathan is a wonderful receptionist always ready to help and with a smile. Practice nurses and nurse practitioners are experienced, kind, and thoughtful, taking the time and care to show compassion and dignity.*
- ✓ Because it was.
- ✓ *Both Doctor McKenzie and Nurse Marsh were extremely polite and helpful with my situation.*
- ✓ Staff are very polite and appointment was on time and very helpful
- ✓ *Orby cuts I see the diabetic nurse who gave me my blood test that I needed and was more helpful and useful to me than any of the doctors have been in the last three years as I still can't get a doctor's appointment now*
- ✓ Nice staff. Willing to give advice and explain clearly.
- ✓ *Staff always friendly and helpful*
- ✓ My visit was on time, to a very competent nurse who showed understanding of my condition .
- ✓ *On time and friendly professional service*
- ✓ Treated so nicely by receptionist & sister
- ✓ *Nurse saw me on time, was helpful and quick.*
- ✓ The nurse was very helpful
- ✓ *Fast and thorough dealing with my son*
- ✓ Julie Willis is a friendly, kind nurse who is very knowledgeable. Makes me feel at ease & always happy to answer Health Qs.
- ✓ *Because very helpful full*
- ✓ Very informative
- ✓ *The service was excellent no waiting and all was explained to Me what was wrong*
- ✓ Very polite and helpful throughout Great service
- ✓ *On time, polite, patient nurse.*
- ✗ Have you nothing better to do with your time. It was a fair response to your question!

Not Recommended

- ✓ *Because you sent me details of a patient's appointment I'm not your patient I live in Edinburgh!!!*
- ✓ *A staff member was very rude on reception*
- ✓ *I wanted to cancel my appointment so someone else can have it by time I did it was past my appointment time*
- ✓ *Because the nurses down there are angels. I try not to see the doctors. Because that when it all seem to go wrong.*

Passive