

FFT Monthly Summary: October 2025

Pencester Surgery
Code: G82015

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
90	7	1	1	1	0	0	0	0	100	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 cqrs servicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 305

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	90	7	1	1	1	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	90	7	1	1	1	0	100
Total (%)	90%	7%	1%	1%	1%	0%	100%

Summary Scores

👍 97% 👎 2% ➡ 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:

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

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

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

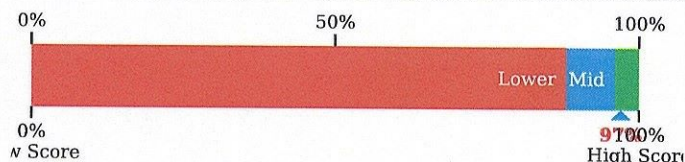
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

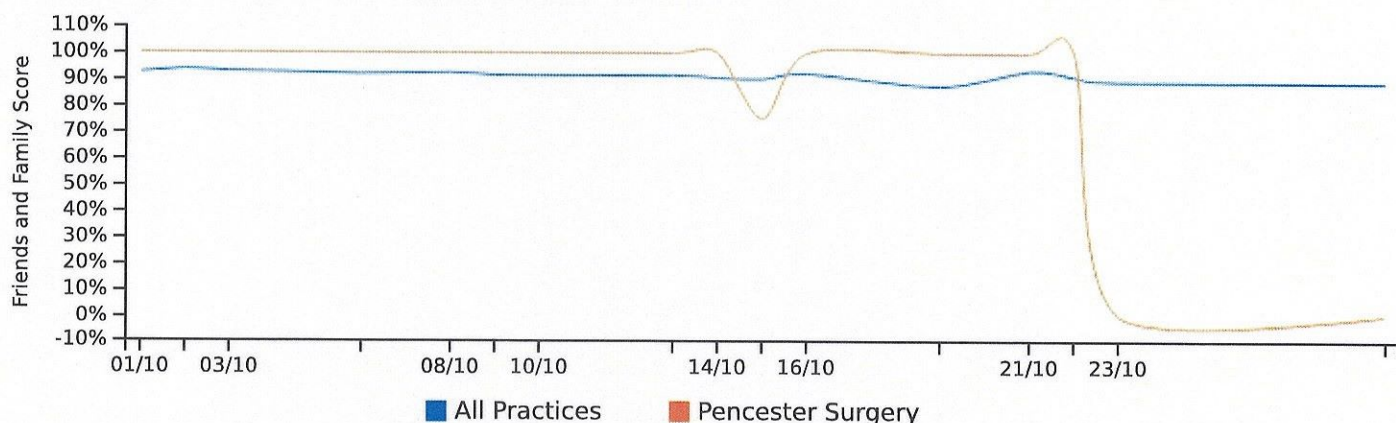
Your Score: 97%

Percentile Rank: 80TH



- 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 80th percentile means your practice scored above 80% 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	86%	91%	94%
Pencester Surgery	100%	98%	98%

Gender

All Practices

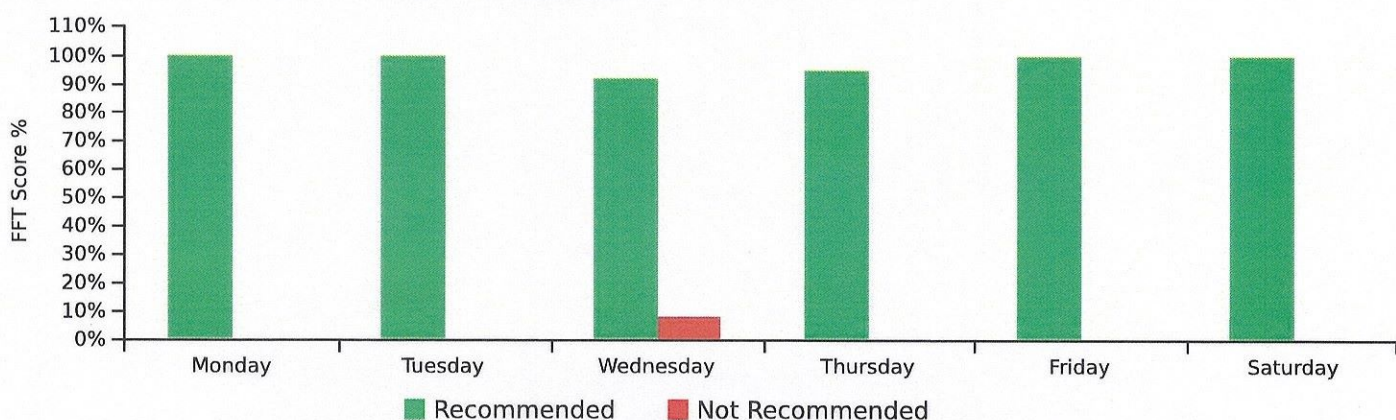


Pencester Surgery



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

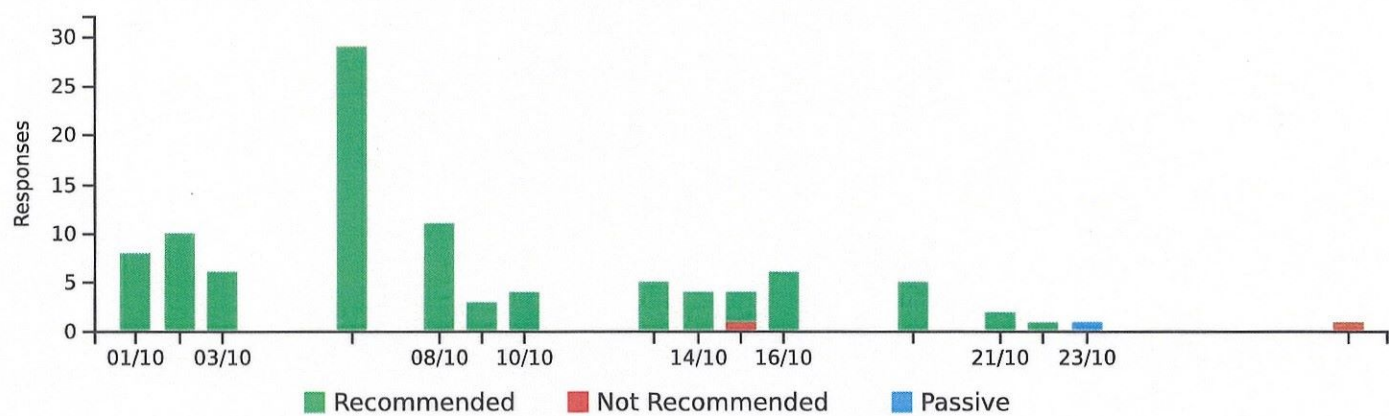
Practice Score: Day of the Week Analysis



- 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.

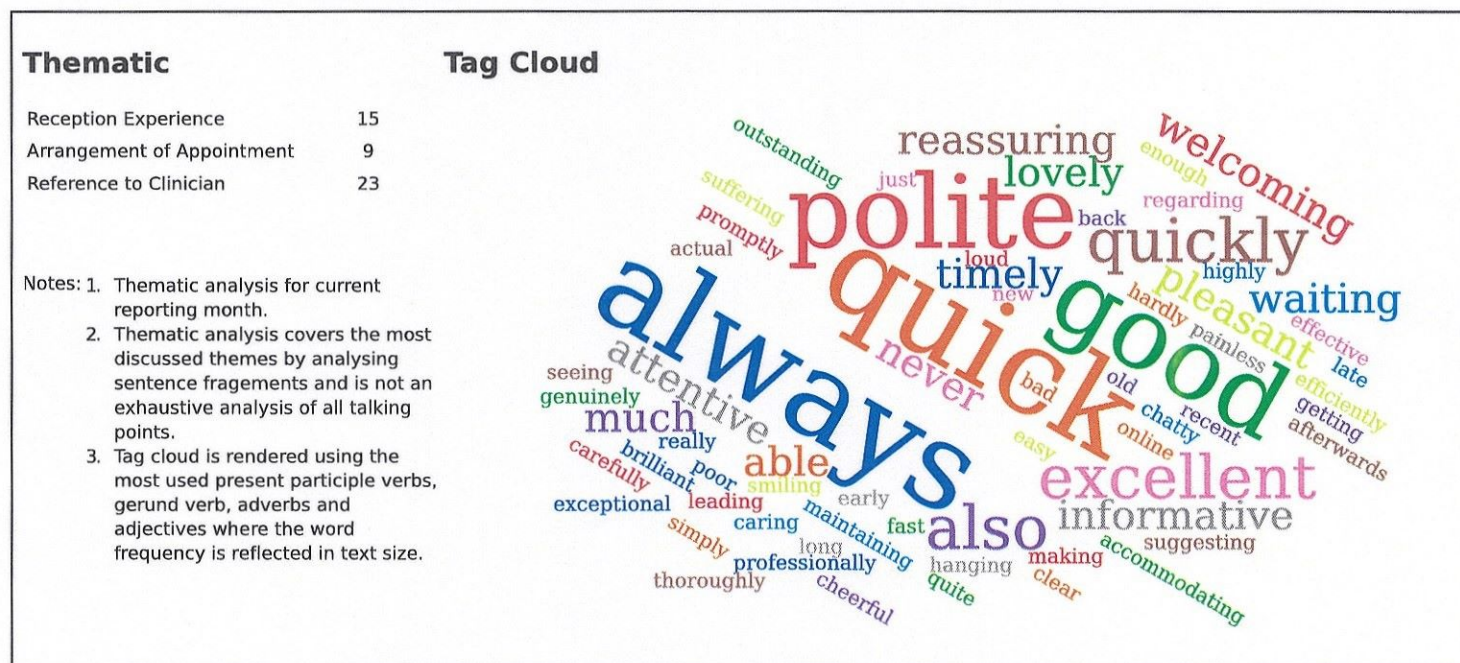
SECTION 4
Patient Response Analysis

Patient Responses



Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

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

- ✓ Also a pleasure when i visit the nurse. Always smiling and chatty. Explains everything well. Thank you.
- ✓ Juil
- ✓ My appointment was on time, my asthma nurse is brilliant, very attentive, very helpful and very kind.
- ✓ *Friendly staff and well looked after in appointment*
- ✓ I've had no issues
- ✓ *IMHO, Poucester Surgery is the best ?*
- ✓ Because the service was very good from the nurse and receptionist
- ✓ *Appointment on time, very helpful staff.*
- ✓ Because staff were pleasant and efficient
- ✓ *Kind, friendly & understanding staff, hardly any waiting & very good service.*
- ✓ Dr Mckenzie explained very well and was kind and genuinely concerned about my condition.
- ✓ *Because it was well organised and well run.*
- ✓ You excelled in all the issues leading up to my recent knee replacement and afterwards in a timely and effective manner
- ✓ *Took pains to show me on internet which muscle was involved. Always good to be able to visualise the problem. And to discuss without pressure of time*
- ✓ Very quick all done and dusted in no time, and painless
- ✓ *Lovely staff, prompt appointment ?*
- ✓ The nurse was very welcoming kind and Professional.
- ✓ *Prompt service & lovely Nurse nothing too much trouble*
- ✓ I saw pharmacist. She has done more for me in a few weeks than the doctor's have done in 7 or 8 years."
- ✓ *Friendly & on time, thank you.*
- ✓ I gave this answer because I have always been treated very well whenever I've had to go to the surgery
- ✓ *Very well organised and helpful. Staff worked quickly and efficiently maintaining a professional manner.*
- ✓ Diane was so helpful, quick to reply to e-consult and really made me feel looked after.
- ✓ *I find the econsult online so much better to access. I have always had a same day or only within a few hours response. No issues at all from me very accommodating staff*
- ✓ Helpful.
- ✓ *I was seen very promptly, and was back out before my actual appointment time*
- ✓ Friendly quick service
- ✓ *Excellent friendly service from the nurse that treated me and gave me my new appointment date for 3 months time*
- ✓ Was in early and out in 5 minutes
- ✓ *Was very quickly seen and friendly nurses*
- ✓ Quick and easy, the nurse was polite and caring
- ✓ *Because that's the only place that treats me with respect.*
- ✓ Diabetes nurse is excellent at her job.
- ✓ *On time. Polite and reassuring*
- ✓ Because I was seen on time and had all my questions answered and was treated professionally and with care
- ✓ *I quick efficient and polite staff*
- ✓ Yes. I wasn't kept waiting. The nurse was friendly and I didn't feel a thing.
- ✓ *Yes, simply a good well run well staffed surgery*
- ✓ All my questions were answered
- ✓ *Flu vaccination system was efficient and timely*
- ✓ Staff were very understanding
- ✓ *Seen on time and nurse was very professional*
- ✓ Fast and efficient service

- ✓ Everything from making appointments to getting blood done and seeing Dona went without a problem and everything was explained well
- ✓ *It was on time and carried out with friendly staff*
- ✓ I came for my flu jab And there was just 2 stuff doing them And I never had to wait long I can not thank them enough for all they do
- ✓ *Nurse was very informative and put me at ease. Appointment was on time too.*
- ✓ I was able to speak to the receptionist in person who was polite and helpful and got me a quick appointment to see the doctor. The doctor was attentive and helpful and I left feeling that my issue was being dealt with
- ✓ *Cos you ask me*
- ✓ Because you asked me my opinion, so I gave it
- ✓ *Attended surgery this morning for flu jab. It was well organised and in and out in no time*
- ✓ Seen to very quickly plus didn't feel a thing having my vac!
- ✓ *The nurse Pamela, was informative and reassuring spending time and effort on my case. Thank you.*
- ✓ Because the service was exceptional from the person on reception who was so helpful and welcoming to the lady who did the injection.
- ✓ *You got me in the same day I phoned*
- ✓ Called at appointed time. Clear instruction's & information given. Friendly, polite & efficient. Thank you.
- ✓ *Very helpful and professional*
- ✓ Very friendly, listened well. Spoke quite loud .
- ✓ *On time and efficient nurse*
- ✓ The nurses are always helpful and pleasant and also go's for reception staff . My only problem is the e consulte, as my hands very shakey.
- ✓ *We were seen on time. The nurse was cheerful and efficient. We were thoroughly satisfied ? with service and treatment*
- ✓ Very prompt and professional
- X *Nurse is very accomodating*
- X Friendly and reassuring nurses both of them
- X *Lydia discussed carefully with my 92 year old mother what she was suggesting and reasons regarding her tablets. She also listened to my mothers queries and took time to let her explain her concerns*
- X Very friendly staff, and highly efficient and professional.

Not Recommended

- ✓ Because I didn't get seen to my answer never got answered I'm suffering and got left
- ✓ *Always late, poor facilities, bad service*

Passive