FFT Monthly Summary: December 2025

Pencester Surgery
Code: G82015

iplato
connecting patients
transforming healthcare

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
75	15	2	2	1	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: 343
Responses: 95

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	75	15	2	2	1	0	95
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	75	15	2	2	1	0	95
Total (%)	*79%*	*16%*	*2%*	*2%*	*1%*	*0%*	*100%*

Summary Scores

👍 95% 👎 3% ☞ 2%

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:

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

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

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:
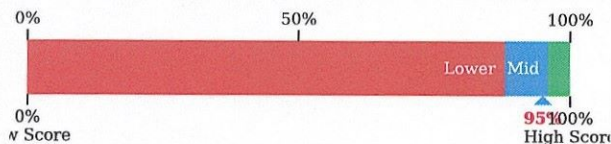
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 95%

Percentile Rank: 70TH

| 0% | 50% | 100% |

Lower Mid

0%
Low Score

95% 100%
High Score

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

■ All Practices ■ Pencester Surgery
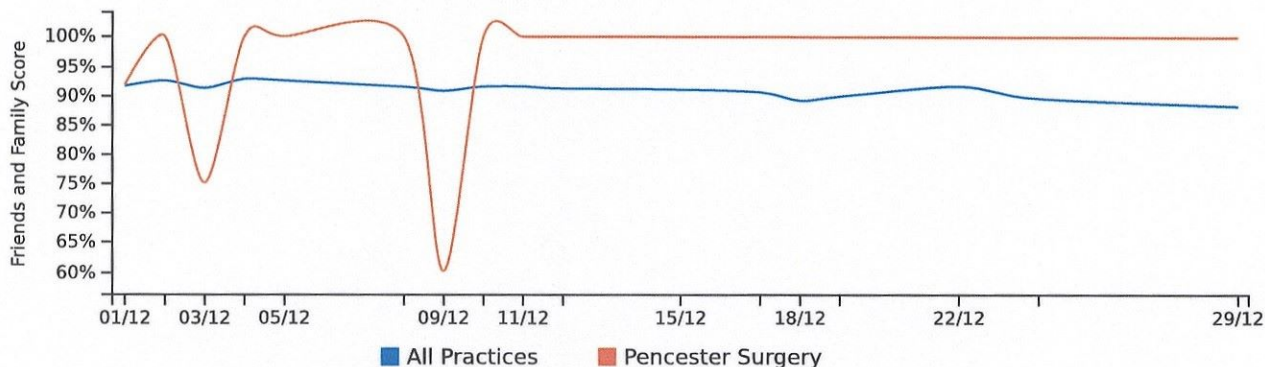
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age
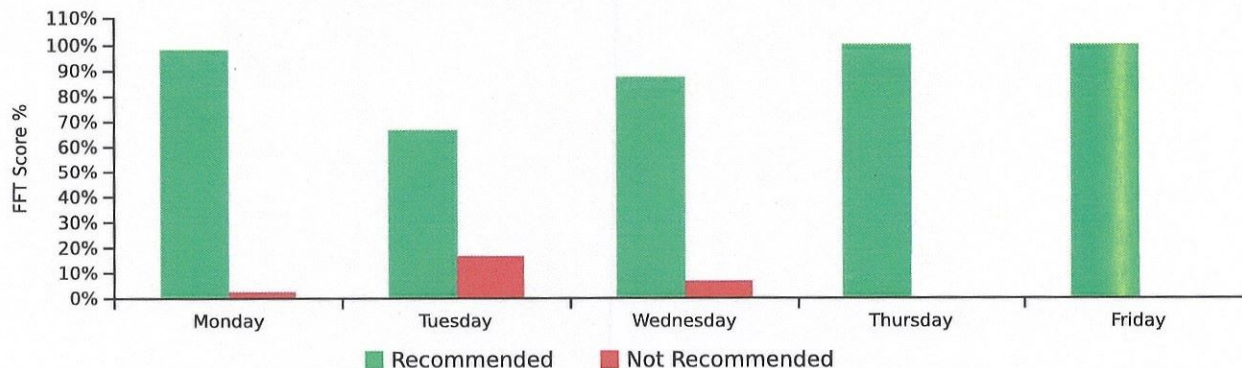
	< 25	25 - 65	65+
All Practices	85%	91%	94%
Pencester Surgery	86%	98%	93%

Gender

All Practices

92% 91%

Pencester Surgery

95% 94%
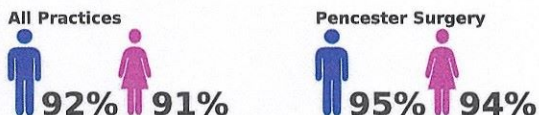
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

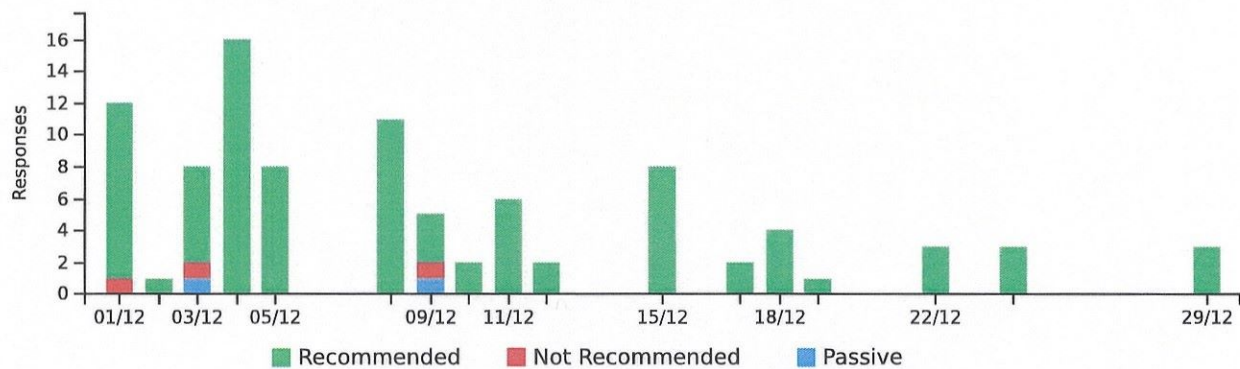### Practice Score: Day of the Week Analysis

■ Recommended ■ Not Recommended

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.

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.

Section 5
Patient Free Text Comments: Summary

Thematic		Tag Cloud
Reception Experience	14	
Arrangement of Appointment	6	
Reference to Clinician	33	

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.

informative actually
past excellent early online going confident
cheerful clearly long taking
actual friendly available
successfully strange extremely fast away human
indeed well nice quick brilliant
allergic happy prior also late just welcoming
supportive fine trying complete unfortunately
straight polite always lovely
comfortable caring never now rude successful
checking great immediately quickly really
encouraging competent confusing
sure thorough

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

✓ Fast and friendly
✓ I've been with the surgery for long time now and it's far better now than what it used to be
✓ Very polite and done what was required efficiency
✓ On time. Efficient.
✓ 1 very good very nice attitude towards patients
✓ All very nice
✓ Always feel confident about the troughness and professionalism of the appointment
✓ They are helpful supportive and they care
✓ Receptionist staff had been extremely helpful in trying to sort out the non- arrival of an email from my audiologist over a period of 10 days! And the nurse, whom I saw today, (Mrs Willis) helped to resolve the problem.
✓ Because the service was good
✓ Quick and efficient
✓ Nurse was good and did well but I didn't a 1. because unfortunately there was one available to analyse the result of my test.
✓ Very friendly helpful service
✓ Professional,On time.Am very happy with the service provided
✓ Good service
✓ Because very well face to face meeting very helpful and polite manner
✓ The nurse practitioner was very prompt and thorough
✓ Very good
✓ Became i was seen almost strange away and donna is very thurer thank you .
✓ Because I don't need to wait long and nurse was nice and prof and very efficient .
✓ Liza managed successfully to get blood out of me. Which is always a challenge.
✓ In and out quickly and with everything ok.
✓ YES!! BECAUSE YOU ASKED ME 2?.
✓ I got an appointment very quickly, and the nurse I saw was very nice. I got given detailed information and referred immediately to the right person.
✓ Nurse was very friendly and was seen at schedule time
✓ Nurse knows what she is doing
✓ Friendly informative staff very helpful.
✓ The sister (Lisa Casley)was so great and she made me feel so comfortable.
✓ Very polite & helpful
✓ Quick, straightforward and made sure i knew what was going on and going to happen.
✓ Very professional treatment & friendly approach by Julie Willis
✓ The nurse was very good & helpful
✓ Nurse WIllis was more than helpful she was polite and cheerful and went through things so that I understood them
✓ Great receptionist, a great nurse practitioner who clearly knew what she was doing.
✓ It was excellent service provided by Julie the nurse pracioner as always
✓ The nurse was very nice spoke to me ok but could not waght me as could not stand on the scails with 1 leg
✓ Was very patient with me lot of things going may well some were now ,made my fell like a human not just a number
✓ Was satisfied appoinment
✓ Helpful and friendly nurse
✓ Brilliant nurse. Very professional and caring. Did a load of tests and too time to explain what it meant. Very good indeed.
✓ The nurse I saw was very nice
✓ It was good service
✓ Came in 8.05 and explained problem, receptionist immediately booked me nurse appointment, and nurse actually listened to chest and sent me for x-ray. Couldn't fault surgery today
✓ Was explained everything i need to know about COPD & advice been given
✓ I feel that I am being looked after well with regards to my age
✓ Response and nurse care was spot on
✓ Thank

✓ *Because I treated straight away and the nurse explained what they taking the blood for.*
✓ Everyone was very good, the receptionist and the nurse were very welcoming
✓ *Excellent quick service arrived early but was out before booked appointment*
✓ Well been with this surgery for years. Find Receptionists very helpful and also the Doctors when you can see them.
✓ *I was seen early, everything done as expected & out within a few minutes - all very professional, thank you*
✓ Very good service and good nurses (professional)
✓ *Receptionist was nice & always have a lovely nurse*
✓ Ease of checking in & how quickly I was seen
✓ *Excellent service from nurse and receptionist. Both were very helpful.*
✓ Very efficient and friendly and was in to see the nurse before my actual appointment time
✓ *All staff are so kind and helpful .*
✓ Received excellent care from Julie Willis and also Nathon on reception
✓ *Nurse was very good*
✓ Friendly and efficient service from all the staff I have been in contact with.
✓ *J Jones has always been very caring, explains what she is doing, ensures I get micropore as allergic to plasters. She really is a wonder member of staff. My thanks to her. Karen weller*
✓ My Asthma Nurse is always kind, patient, welcoming and encouraging.
✓ *Really good and quick*
✗ Reception staff very good. Found nurse bit confusing ...
✗ *The nurse was very kind.*

Not Recommended

✓ Never see a doctor, digitisation of services. No sense of caring.
✓ *Resection staff have in past been rude and referrals have in past not been referred to right places and never get to see my doctor all ways phone calls and I got a lot going on. Late presentations and hate the online sistem and have told I have to use it so I have to wait for my daughter to help me who lives away from me it has been a night mare for me.*

Passive

✓ Appointment was fine a nurse very competent, but prior .... I could not get a Dr Appointment, Pharmacy could not help as sinus infection and referred to Buckland Hospital. Chance conversation advised me that only way to get to Dr at Pencester was via a nurse appointment which worked fine and I had an appointment that was successful, prompt, caring and provided a complete solution.