

FFT Monthly Summary: January 2026

Pencester Surgery
Code: G82015

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
75	12	3	3	2	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: 313

Responses: 95

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	75	12	3	3	2	0	95
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	75	12	3	3	2	0	95
Total (%)	79%	13%	3%	3%	2%	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:

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

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

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/>

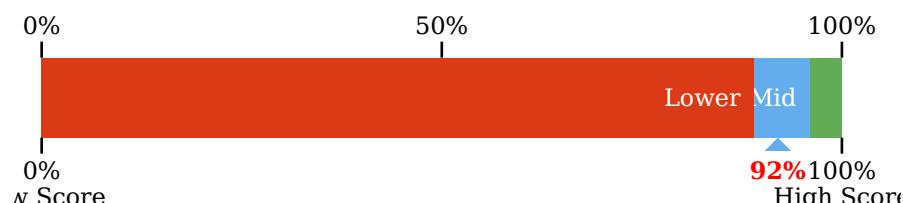
SECTION 3

Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **92%**

Percentile Rank: **45TH**

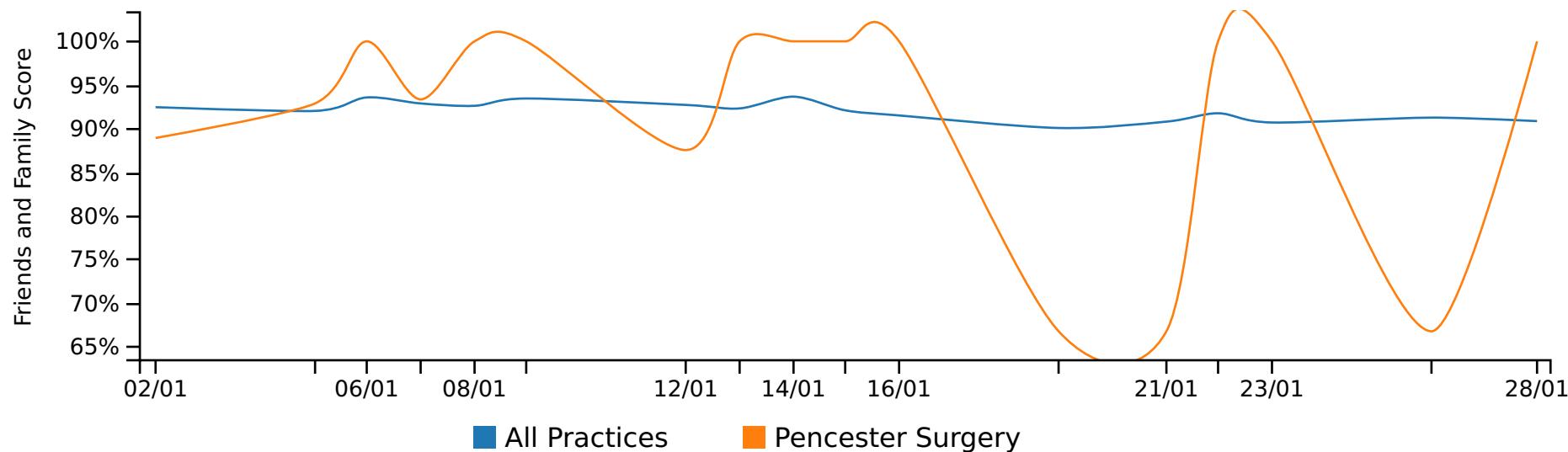


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

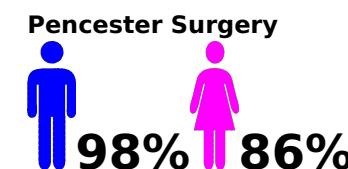
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	88%	91%	94%
Pencester Surgery	75%	90%	97%

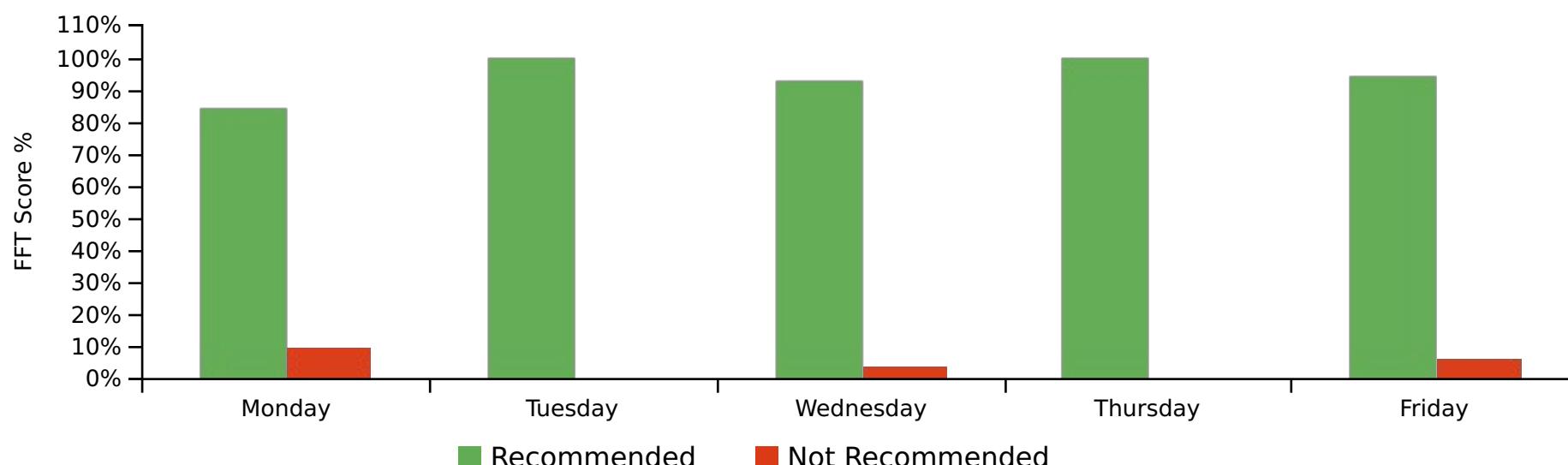
Gender



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



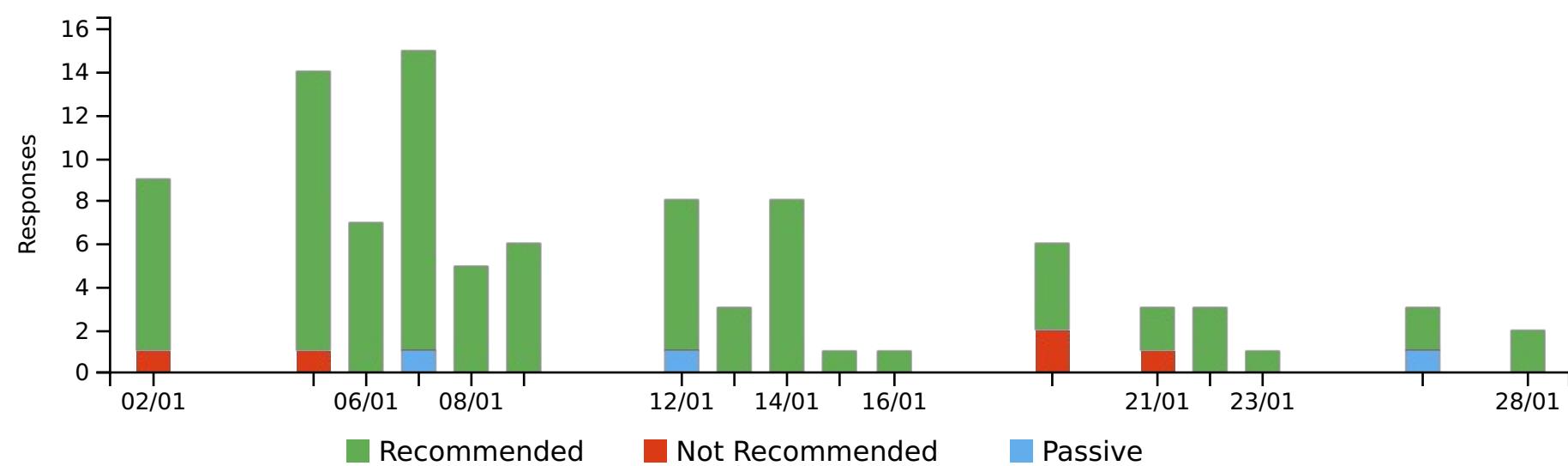
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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.

SECTION 5

Patient Free Text Comments: Summary

Thematic	
Reception Experience	20
Arrangement of Appointment	21
Reference to Clinician	30

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

- ✓ In all the years I've been at your surgery I've never had reason to complain. All staff are to be congratulated on the service they provide despite these trying times. A big thankyou
- ✓ *The doctor was excellent and dealt with my illness effectively and with kindness*
- ✓ Great service
- ✓ *Nurse Julie is wonderful. She is so kind and caring. Most receptionist are very helpful when dealing with issues/appointments. The only down side is A lady on reception this morning (6/1/26) can come across quite rude when talking to some people and whispering to colleagues clearly about people sat in the waiting area.*
- ✓ Lisa was lovely and made me feel at ease. She also took my blood fairly painlessly
- ✓ *The online questionnaire from the GP was really helpful to get my concerns across. 10 minutes after I did the questionnaire I had a text message asking me to book an appointment ! Plus whenever I call the GP service the receptionist is always very helpful, kind and thorough with answering with questions. There was one time when I missed my appointment by 10 minutes and the team was considerate enough to fit me in. I'm so grateful for the service at Pencester Surgery. Special thanks to Lisa, Donna and Tara.*
- ✓ Didn't wait to long diabetic nurse gave me great advice and information
- ✓ *Was very helpful and answered my questions, got an ultrasound being scheduled*
- ✓ Appointment was on time and staff were so kind
- ✓ *It was ok, I feel let down by pencester surgery at the moment and I have made a formal complaint about they way one of the doctors spoke to me yesterday*
- ✓ Always polite quick service, never been kept waiting more than 10 minutes, staff, especially Lydia and Donna, have done a lot for me.
- ✓ *Didn't have to wait long and always very caring Big thank you*
- ✓ Everything ran as expected, the nurse was excellent and friendly.
- ✓ *Cause you ask in a text*
- ✓ Lovely nurse, helpful and friendly
- ✓ *Phoned for blood taking appointment done on same day and nurse made my next appointment. Thanks*
- ✓ Reception staff nice, nurse treated me well, and not hurring me through the appointment
- ✓ *Helpful, time to discuss the complete issue and hopefully a way forward . Excellent service on today's visit*
- ✓ Nice friendly staff
- ✓ *Registered with this surgery last year and this is my first time that have had to consult a gp about problem and they have been so good at trying to sort out problem and all the staff are so friendly and helpful*
- ✓ Excellent staff and always seen promptly...
- ✓ *Because I'm always satisfied with the diabetic nurse. I've seen her for 4 years now.*
- ✓ I was offered a same day appointment with a nurse Practitioner.
- ✓ *Appointment was on time, friendly, professional and helpful*
- ✓ Friendly.Professional.
- ✓ *I managed to get an appointment the same day as asking*
- ✓ Miss Marsh has been very good in helping with my current condition
- ✓ *Good service by Lindsay*
- ✓ Excellent service and although running slightly late an explanation was given
- ✓ *Prompt and appropriate help offered by kindly staff*
- ✓ Can't get a appointment with the Dr
- ✓ *Service was very quick and staff were pleasant and helpful*
- ✓ Every one and every thing ran smoothly
- ✓ *The nurse was very good and patient when giving me my injection*
- ✓ Excellent staff
- ✓ *The last visit to your surgery today was excellent. To get in touch with a Dr is like asking for a appointment with the pope.*
- ✓ Nurses at the surgery are always really good, very informative.
- ✓ *There always so helpful*
- ✓ On time. Polite and efficient..helpful. no complaints at all
- ✓ *On time. Staff very professional as always. Informed of another vaccine and appointment made.*
- ✓ On time, efficient, thank you
- ✓ *Lots of useful information about new health condition and medication. Friendly and willing to answer questions*
- ✓ Because of being quick and efficient

- ✓ *good*
- ✓ Appointment on timeLovely caring lady
- ✓ *Because the nurse I saw was excellent I felt she listened and reacted appropriately*
- ✓ Because I was only in the surgery about 20 minutes
- ✓ *Because my appointment was on time and the nurse was lovely.*
- ✓ Very professional lovely nurse ???
- ✓ *Nurse checked, advised and prescribed. Just what I needed.*
- ✓ Fantastic and friendly staff
- ✓ *I did an e consult at 8am and was given an appointment at 1045 sorry very pleased*
- ✓ Well looked after / they were very kind
- ✓ *I did an econsult and got an app with the nurse ,who was amazing*
- ✓ Very good service.appointment on time.
- ✓ *Excellent, understanding nurse.*
- ✓ Guy on Reception is always very polite, friendly, professional and helpful. Julie-ann did a good job of blood test and informative.
- ✓ *I was able to book a blood test for the same day. The lady on reception was very helpful and professional. The nurse who did the blood test was brilliant.*
- ✓ Friendly nurse, quick and well explained diagnosis and good information about further treatment
- ✓ *Was very friendly and gave lots of information*
- ✓ Appointment on time. Good clean surgery, with plenty of seating. Nurse taking blood was prompt, friendly , efficient .
- ✓ *Automatic check-in is difficult and can be frustrating.*
- ✓ I saw Julie Willis the nurse and she is such a delight to have an appointment with. She is so friendly and professional at the same time and really made my experience a nice one.
- ✓ *The staff nurse at the surgery was nice and she well explained everything to us*
- ✓ Communication is good. Appointment was on time
- ✓ *Very professional and caring*
- ✓ Everything was excellent as usual, very professional and friendly service.

Not Recommended

- ✓ Because the staff on reception are a waste off time and never tell the truth
- ✓ *Yes,it's has be come a total shambles, because nothing is followed through, writen lettegr (emils)not acted on, re guarding complaints. Lettes address with Private & confidential,(to doctors) opened by the staff that surgery is in need an overhaul. Please don't contact me again .what I've said it's*
- ✓ I have found it impossible to get an appointment with a GP and have been dealt with by econsult forms, emails and telephone calls. During the last call, the doctor spoke over me the whole time and wasn't interested in anything I had to say. I have now had to turn to paid support outside of the NHS
- ✓ *Because she couldn't get blood n when she took needle out blood went everywhere*
- ✓ I was not called to let me know that my appointment was cancelled so I git there at that is when they told me to just call up tomorrow morning to re book my appointment

Passive

- ✓ Appointment was fine, booking was a nightmare. It says on your phone message to book online on your website, but doesn't say what your web address. Online search takes you to a generic NHS site that just takes you round in circles.
- ✓ *Little or no follow up of problems, especially if your elderly. Some rude and unfeeling doctors & staff. Like winning the lottery if you get someone who gives a poo*