

FFT Monthly Summary: February 2026



Pencester Surgery
Code: G82015

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
79	11	1	2	3	0	0	0	0	96	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: 312
Responses: 96

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	79	11	1	2	3	0	96
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	79	11	1	2	3	0	96
Total (%)	82%	11%	1%	2%	3%	0%	100%

Summary Scores

👍 94% 🗑️ 5% 🗋️ 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:

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

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

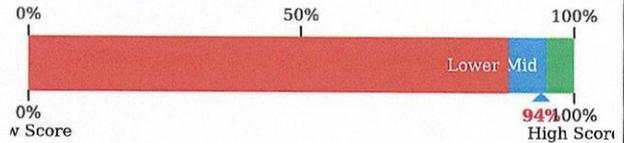
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

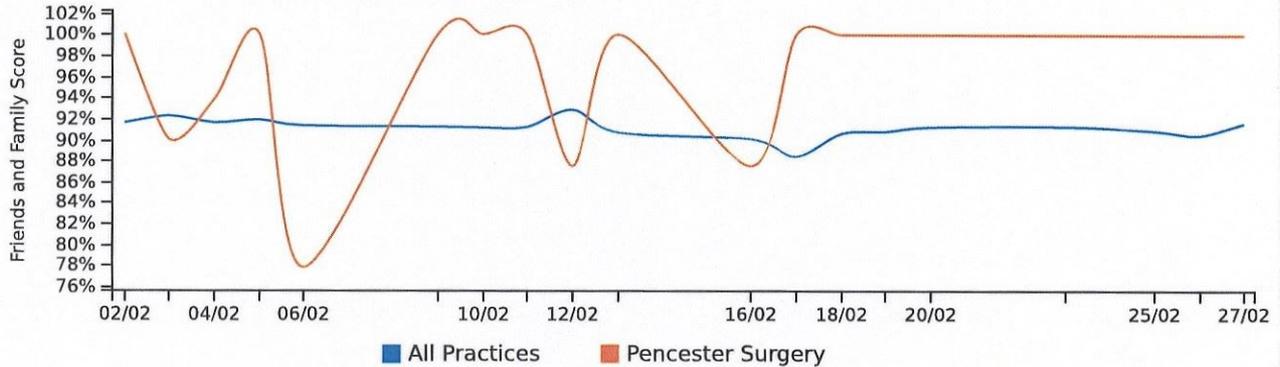
Practice Score: 'Recommended' Rank

Your Score: 94%
Percentile Rank: 70TH



- 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



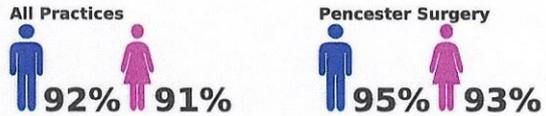
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

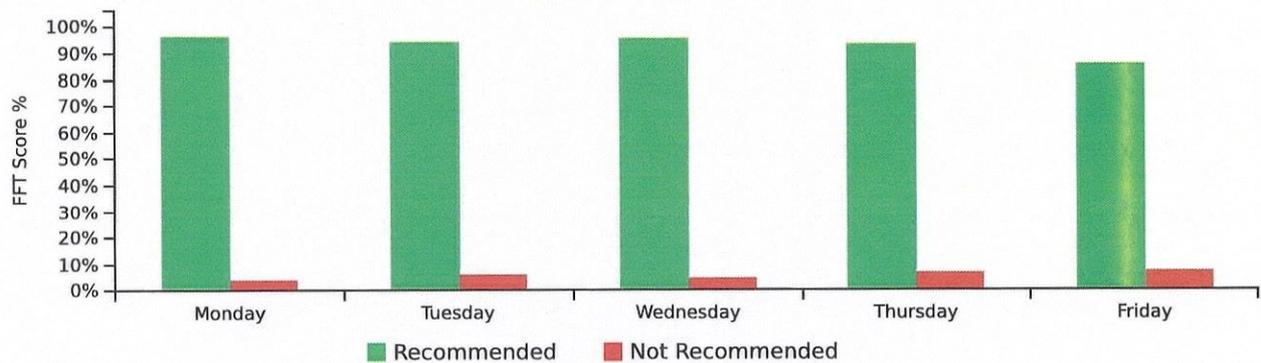
	< 25	25 - 65	65+
All Practices	87%	91%	94%
Pencester Surgery	83%	93%	96%

Gender



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

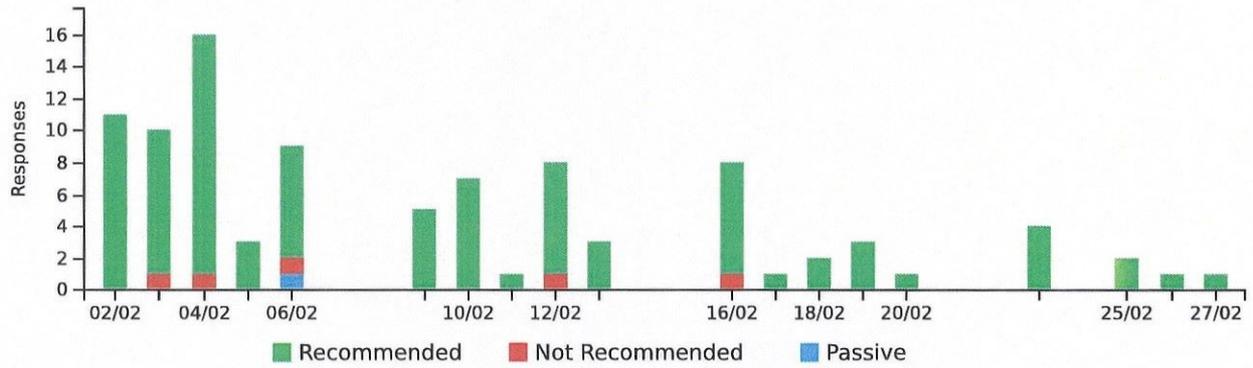
Practice Score: Day of the Week Analysis



- 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.

- ✓ *I gave this answer because I was grateful for a call from the doctor who arrange a blood tests & physio appointments & today I was seen by a lovely nurse who was very nice nothing was to much bother was on time answered my questions so thank you ?*
- ✓ *It was very good*
- ✓ *The lady was quick on time lovely and explained everything and willing to listen*
- ✓ *My reason for attendance was dealt with satisfactorily and a further problem was identified diagnosed and treated.*
- ✓ *reconsult was straightforward to use, fast reply with follow up actions and appointments booked easily, as I was having a specific blood test I was given the option to have an additional full blood works test aswell, all staff I dealt with were pleasant and professional*
- ✓ *I have been seeing Donna, diabetic nurse for 2 years now and she is amazing. Speaking to a GP is not always easy but they always call when they say they will*
- ✓ *Appointment on time & nurse able to take my blood*
- ✓ *Everytime I had dealings with reception or doctor had nothing but respect everytime*
- ✓ *There was no problem. It all went well hence the mark*
- ✓ *Dr Keeling and the Nurses I've seen have been wonderful. A special mention to the ladies on reception, always warm and welcoming.*
- ✓ *I appreciate the proactive care and practical guidance in helping me manage my asthma condition . Julie Willis my asthma nurse deserves particular praise in helping me decide the best course regarding my treatment and medication .*
- ✓ *The nurse nes jones very nice tells u as it is nicely puts u at ease need more if her. Thank u*
- ✓ *Very thoughtful very professional and gives answers to all of my questions very well done*
- ✓ *Ease of communication Nurse was absolutely wonderful. She was honest but kind and realistic. I felt listened to and seen.*
- ✓ *Efficient nurse checked things and history*
- ✓ *Grait service and always prepared to help you out*
- ✓ *Always efficient, polite and helpful*
- ✗ *The practice has responded very well to my health issues, and the concerns the hospital has raised. I am very pleased it looks like its all going to be sorted.*

Not Recommended

- ✓ *I have tried to ring the surgery to ensure a private way of asking but havent been able to get the calls answered*
- ✓ *I booked my appointment for child pre school immunisation- took day off from work - appointment was 11.30 was called in 11.38 to be told there was not enough time. Poor*
- ✓ *Because u asked for one*
- ✓ *They gave me an appointment that wasn't even for me so I had a wasted trip there with my anxiety*

Passive

- ✓ *Yes. I was kept waiting twenty minutes. Only when I complained at reception did I get seen to.*