

FFT Monthly Summary: March 2026



Pencester Surgery
Code: G82015

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
78	12	5	1	0	1	0	0	0	97	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: 319
Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	78	12	5	1	0	1	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	78	12	5	1	0	1	97
Total (%)	80%	12%	5%	1%	0%	1%	100%

Summary Scores

👍 93% 🗑️ 1% ➡️ 6%

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:

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

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

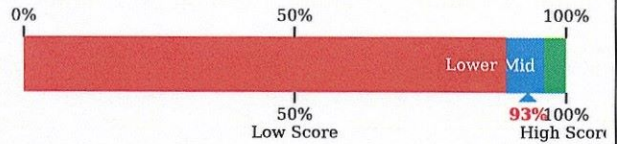
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

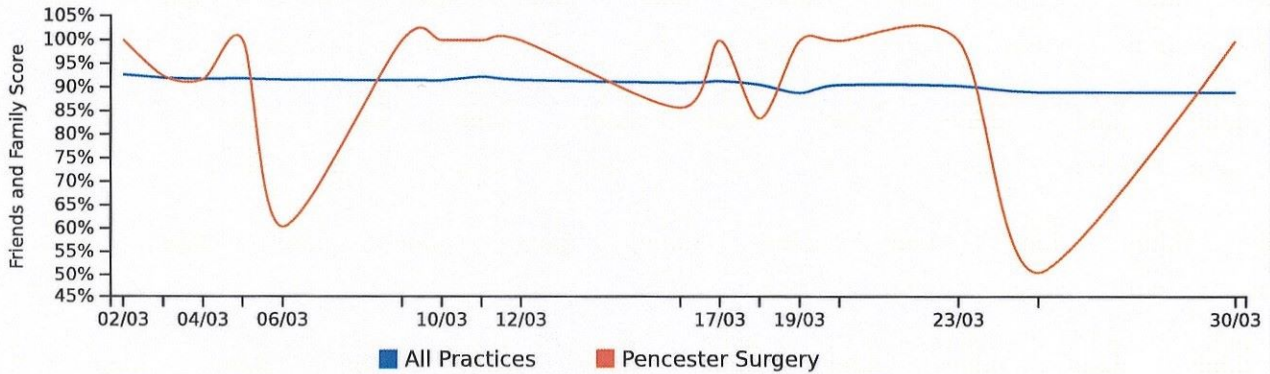
Practice Score: 'Recommended' Rank

Your Score: 93%
Percentile Rank: 60TH



- 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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



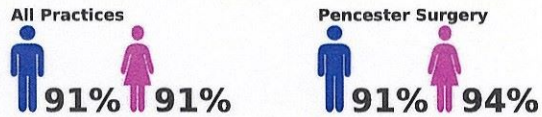
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

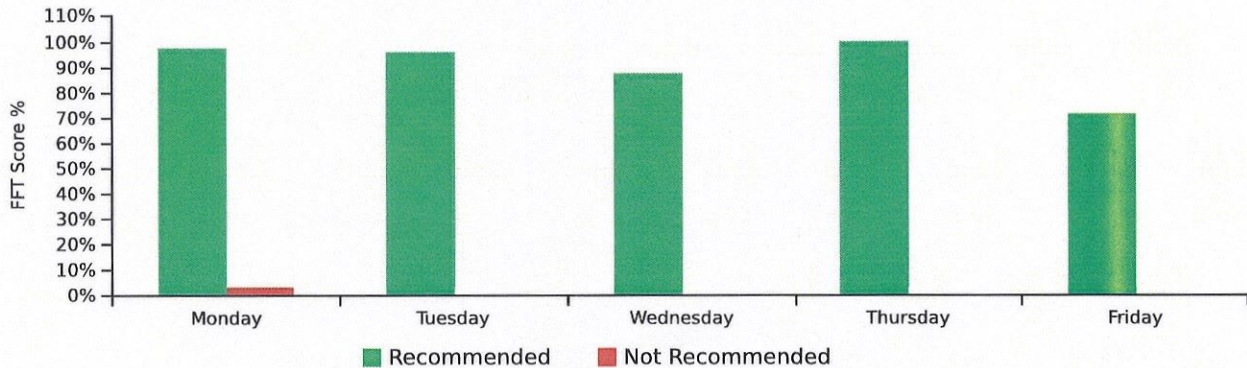
	< 25	25 - 65	65+
All Practices	86%	91%	94%
Pencester Surgery	100%	96%	90%

Gender



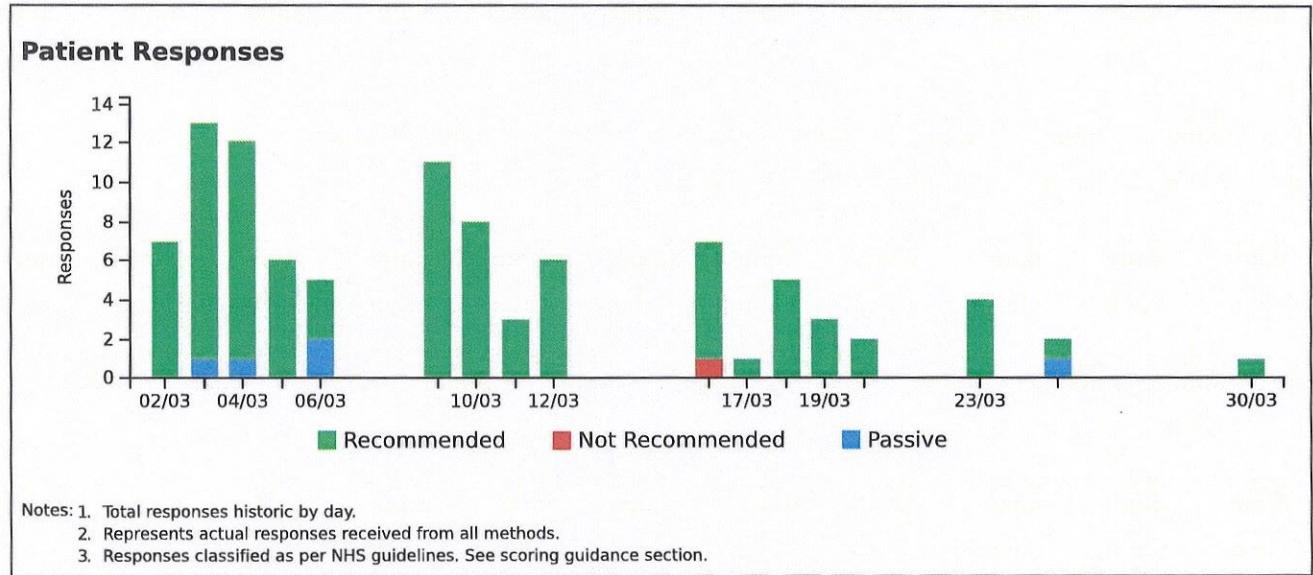
- Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

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



- ✓ *The nurse was very polite friendly and good*
- ✓ *Helpful and pleasant receptionist and Julie, asthma nurse is brilliant.*
- ✓ *Saw nurse Julie, very kind caring nurse. Took time to listen & advise.*
- ✓ *You asked but didn't have an appointment in the end as unwell, I did inform the practice*
- ✓ *Didn't have to wait long waiting room clean and bright lots of information on the walls and lady who took our blood was very cheerful*
- ✓ *The nurse I saw was friendly, helpful and she made me feel very comfortable and relaxed when she did the examination. She explained everything she was doing.*
- ✓ *Although Tara couldn't do my COPD/asthma review she was able to do my blood pressure so I was able to cancel my appointment on Wednesday and make a new appointment with the correct nurse practitioner.*
- ✓ *Of course. Treated on time all queries answered sympathetic session follow-up booked excellent use of the practice nurse facility. Reception staff efficient and sympathetic in dealing with separate query and annual assessment blood test booked. Doctor's time saved satisfied patient. Hope that will do ?*
- ✓ *There's was no one on reception but nurse came out and got me, she was very polite*
- ✓ *Reception very helpful booking in and nurse very patient getting blood out of me!!*
- ✓ *The receptionist was very helpful. The nurse was very kind and supportive.*
- ✓ *When I done an e consultation this morning I was able to get a same day appointment with the nurse the I asked for, as she knew my history from last week having a serious case of cellulitis, I went in for a check this afternoon and she re took my bloods to check I was all OK, which I didn't expect to have done, she was extremely thorough and I am very grateful*
- ✓ *I have been with pencester surgery for many years and I have always had no problems with any of the doctors or nurses I am always listened to and advised on what to do and what to take when ever I am not well*
- ✓ *The service was prompt and we were given an appointment straight away. The nurse was helpful and kind, she put my daughter at ease and gave her good advice and support.*
- ✓ *Today's experience*
- ✓ *The appointment reminders are great, staff are always helpful and kind.*
- ✓ *Friendly and efficient staff.*
- ✓ *Good service punctual and informative*
- ✓ *I arrived. They said my name. Service was excellent. Watching the receptionist who was on. She was so very helpful to everyone. Getting things, advice etc. I was very impressed. It was the receptionist who was on at 8am today*
- ✓ *On time, pleasant, polite, competent.*
- ✓ *You are kind caring and helpful*
- ✓ *Everything explained clearly and to the point.*
- ✓ *Because it was very good.*
- ✓ *Everyone is very helpful*
- ✓ *My ulcer dressings and treatment were done to a high standard by the nurse today*
- ✓ *Very helpful and a quick appointment*
- ✓ *Julie Willis was very friendly and welcoming. The appointment was on time and very helpful.*
- ✓ *My appointment was in time and Julie was as nice and helpful as always, very informative and professional, keep up the good work*
- ✓ *Always on time and happy faces.*
- X *All went well staff were good*
- X *I have got an anonymous survey from surgery and a*

Not Recommended

- ✓ *The staff*

Passive

- ✓ *I made an appointment for a blood test that I need once a year, at the blood test I was told you wanted a urine specimen as it was on the system, and I could have a shingles vaccination. If I hadn't remembered to book a blood test I doubt I would have been informed.*