

FFT Monthly Summary: June 2026

Pencester Surgery
Code: G82015



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
79	10	5	1	1	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: 348

Responses: 96

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	79	10	5	1	1	0	96
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	79	10	5	1	1	0	96
Total (%)	82%	10%	5%	1%	1%	0%	100%

Summary Scores

👍 93% 👎 2% ➡ 5%

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:

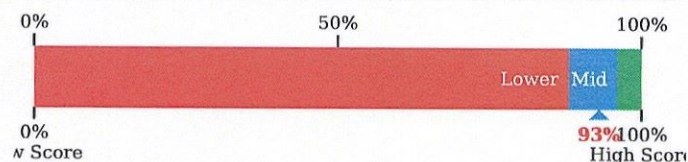
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

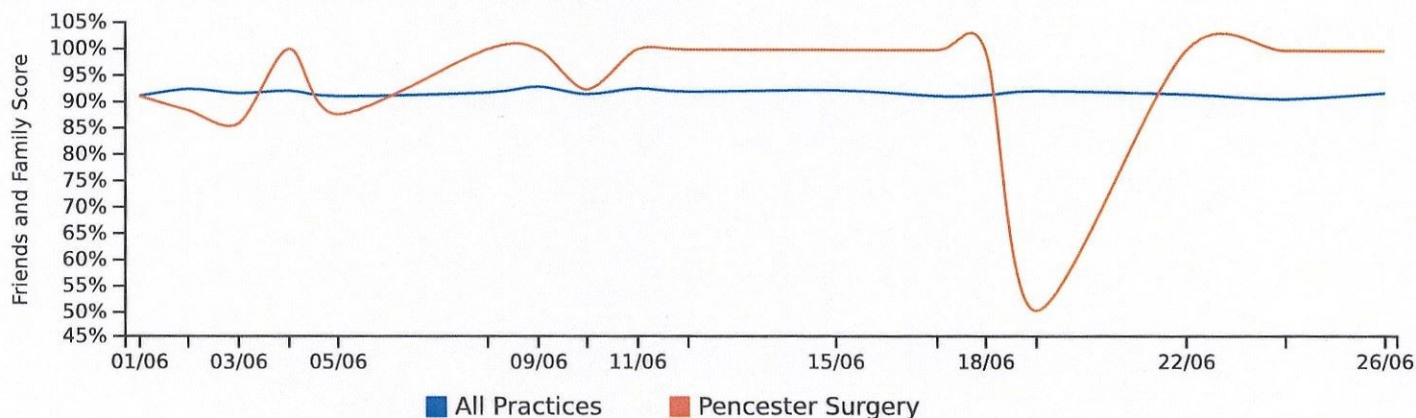
Your Score: 93%

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	85%	91%	94%
Pencester Surgery	88%	96%	90%

Gender

All Practices

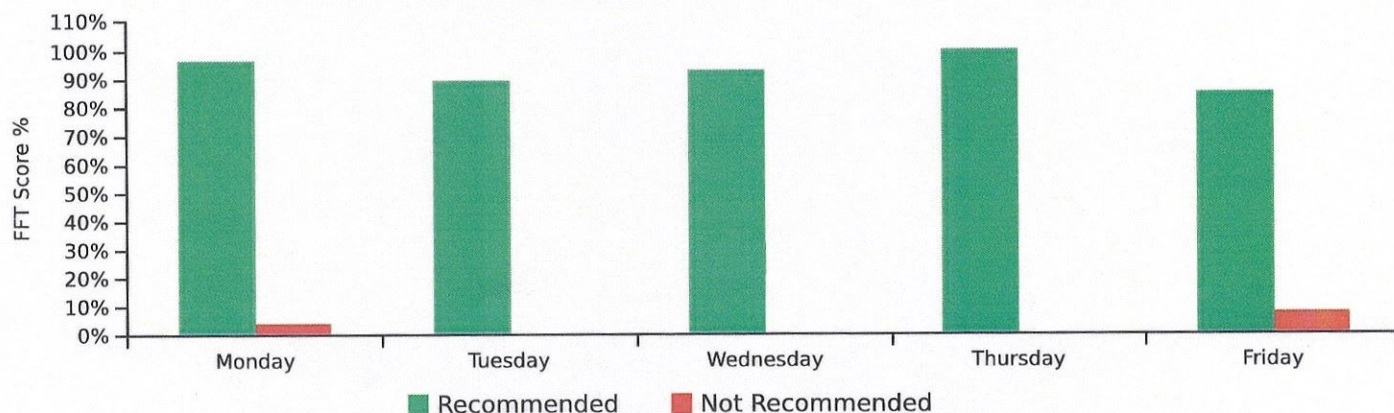


Pencester Surgery



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

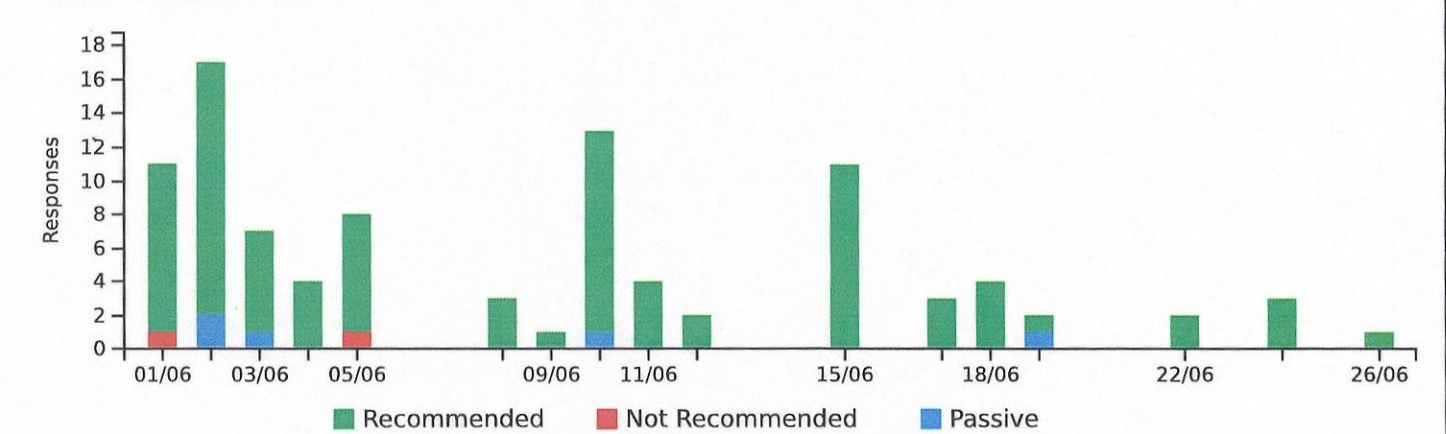
Practice Score: Day of the Week Analysis



- 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.

- ✓ *Rachel Thorpe was very lovely and reassuring and helpful.*
- ✓ *Always helpful and friendly*
- ✓ *Helping u how I feel u service*
- ✓ *The staff helpful and friendly when ever I have been in.*
- ✓ *Lovely staff*
- ✓ *Donna my diabetic nurse is always making sure I understand what I need to do and how to do it. She is excellent at what she does*
- ✓ *Emailed first thing & had appointment at 11am same day. Treatment received.*
- ✓ *Friendly reception staff, lovely nurse, she explained everything thoroughly and was extremely kind and caring*
- ✓ *I found all staff at the practice today caring, knowledgeable and my concerns are managed well.*
- ✓ *Seen promptly nurse was quick and efficient*
- ✓ *Cause receptions was polite and Julie was very good and kind she listens to you*
- ✓ *I contacted the surgery this morning via e consult and have already seen the nurse and been for my blood test, great service*
- ✓ *Because they are so good, so kindly and they take care of everything very good and too quick thank you for that*
- ✓ *Because it was on time n lady very courteous*
- ✓ *Review*
- ✗ *Efficient great staff & helpful*
- ✗ *Appointment on time, nurse was friendly, only negative observation was there was no receptionist when there were people wanting assistance, FYI I didn't need the receptionist as I self checked in*

Not Recommended

- ✓ *As stated: the nurse refused to carry out the agreed procedure.*
- ✓ *As a surgery I think its trouble*

Passive

- ✓ *Not feeling well pressure wrong. Button*
- ✓ *Because its alright*
- ✓ *This should read 2 not 3 . The experience today was good bordering very good referring to the nurse and receptionist. Appointment on time some results in quickly and medication issued very stress free and efficient*
- ✓ *Because I only needed a blood test and they could not get any so now I have to go to hospital to get it done.*