

FFT Monthly Summary: August 2026



Pencester Surgery
Code: G82015

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
52	5	5	0	0	0	0	0	0	62	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: 387

Responses: 62

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	52	5	5	0	0	0	62
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	52	5	5	0	0	0	62
Total (%)	84%	8%	8%	0%	0%	0%	100%

Summary Scores

92%

0%

8%

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:

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

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:50TH

0%50%100%

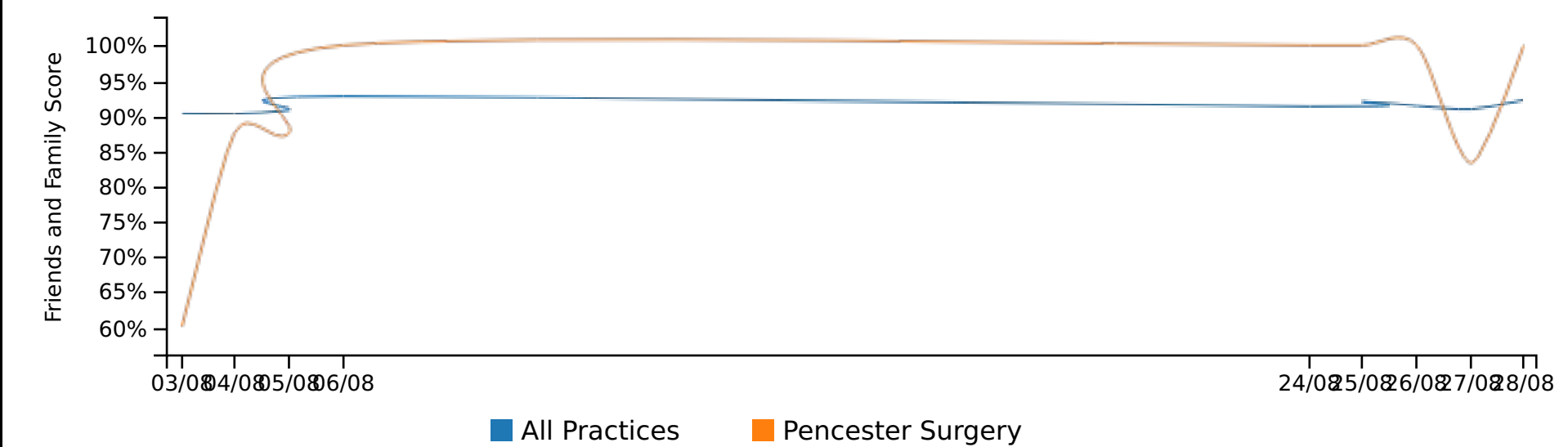
0%Score

LowerMid

92%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 50th percentile means your practice scored above 50% 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%	90%	94%
Pencester Surgery	100%	100%	83%

Gender

All Practices

91%

91%

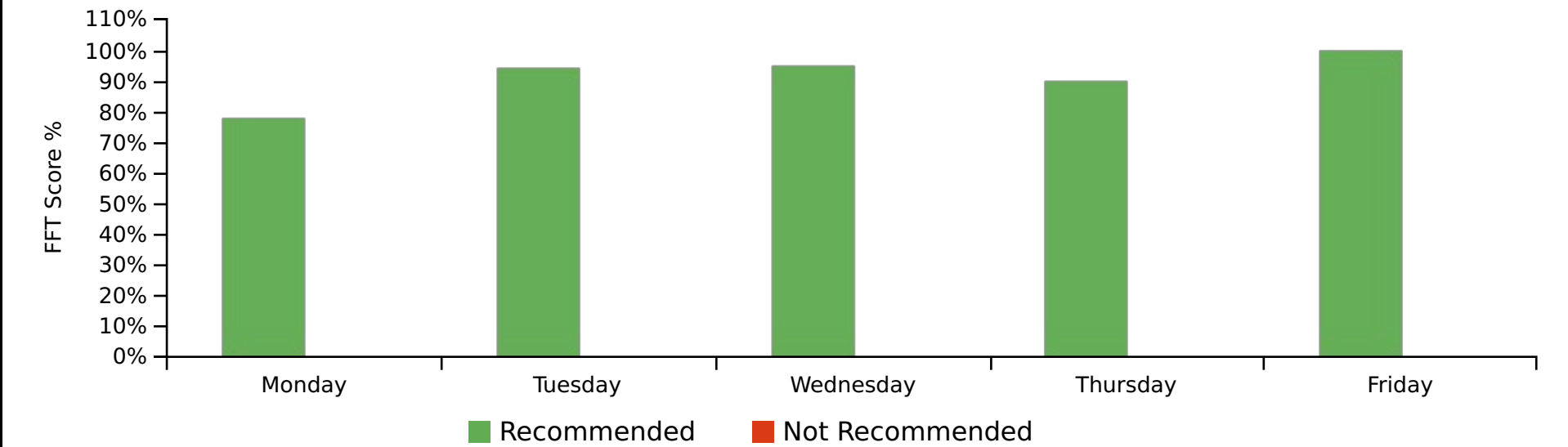
Pencester Surgery

90%

94%

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

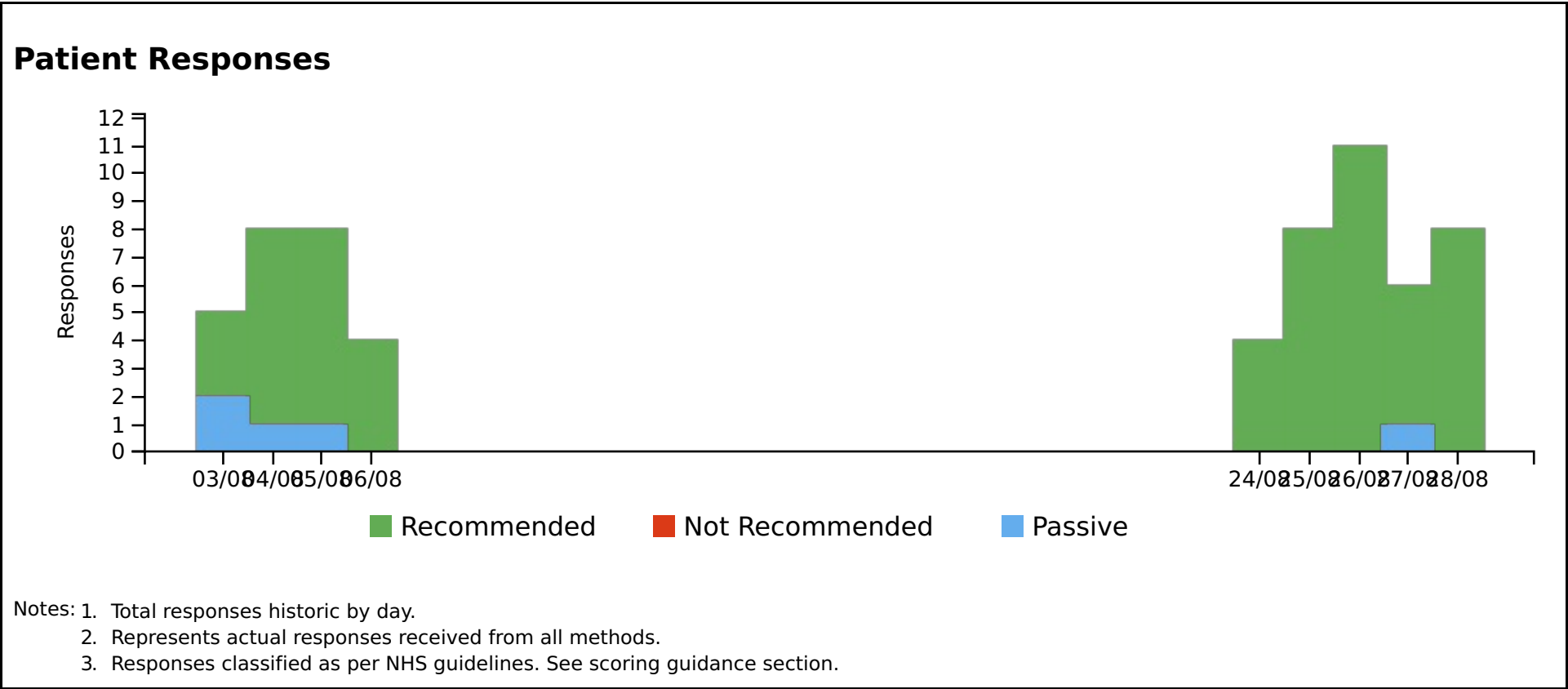
Practice Score: Day of the Week Analysis



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



SECTION 5
Patient Free Text Comments: Summary

Thematic

Tag Cloud

Reception Experience 10
Arrangement of Appointment 8
Reference to Clinician 14

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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.

Word cloud containing terms like: nice, friendly, good, quick, always, efficient, polite, well, amazing, lovely, etc.

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

- ✓Was quick and efficient with my blood test and exactly at my appointment time.
- ✓Amazing staff, always very helpful.
- ✓Because the lady sorted me out with what I asked
- ✓The surgery is both friendly and efficient
- ✓Kind ,caring ,understanding and very professional.
- ✓Very pleased with my appointment. Appointment on time.
- ✓The nurse was very friendly and competitive, made me feel comfortable
- ✓Rachel was very efficient and professional and the timing was good
- ✓Appointment on time, all staff very good and helpful, felt at ease throughout .
- ✓Excellent service
- ✓I had an appointment with a Mrs J Willis, she was exceptionally helpfull, friendly & professional.
- ✓It's isn't easy to see anyone ? when your in pain, not everyone has access to e-consult. Other options to call but that takes time, last resort is minor Injuries
- ✓I chose Very good because I have been happy with the service I have received from the practice. The staff are friendly, helpful and professional, and I feel listened to and supported when I need medical care.
- ✓Excellent communication
- ✓All good staff.Service provided always good.Regards
- ✓Excellent service.
- ✓Very patient and thorough
- ✓Went in before time and the nurse was very nice ??
- ✓Nurse Julie was excellent, made time
- ✓Oh God, very good service quick and re
- ✓The service your surgery gives is Marvelous, nothing to change well done
- ✓The nursing team where very attentive and professional
- ✓Appointment was on time and Nurse was very efficient.
- ✓Good response on e- consult today
- ✓Very quick to see the Nurse but not so quick to be able to get a Doctors appointment
- ✓Always in contact with me fully so i know whats going on.
- ✓Arrived before appointment, booked in on screen and had blood test before my time.
- ✓Very nice nurse explaining what the treatment incurred
- ✓Appointment was on time. Nurse very professional and helpful
- ✓Was called in on time, nurse was kind and was understanding
- ✓The receptionists were very friendly and helpful. I did not have to wait to long for the nurse , she made me feel at ease and she explained what she thought was the problem and then she referred me to the dermatologist.
- ✓Was very helpful and did not take to long?
- ✓Service was brilliant
- ✓Gentlemen on reception was very helpful, friendly manner and whilst waiting I found it thoughtful how he was able to Greet people and seemed invested in their care and just offering a little chat. Lovely people skills and professional manner. Quick to resolve any issues too.
- ✓The nurse very nice and sorted me quickly.
- ✓Always positive and pleasant experience ?
- ✓Staff were very polite and helpful. Very informative. In and out in no time at all
- ✓On time,polite at reception,calm nurse, explained what she was doing
- ✓The service I was given was good and advised
- ✓Staff smiled , very helpful ,
- ✓Saw Pam who does my dressings and Lisa who took my blood .They looked after me very well.
- ✓Prompt response to my e-consult
- ✓The appointment reminders are great, staff are always helpful and kind.
- ✓The nurse was reasureing
- ✗Because you asked

Not Recommended

Passive