

# FFT Monthly Summary: September 2026



Pencester Surgery  
Code: G82015

## SECTION 1 CQRS Reporting

**CQRS Reporting**

|        |        |        |        |        |        |        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
| 66     | 7      | 3      | 2      | 1      | 0      | 0      | 0      | 0      | 79     | 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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients:**  
**Responses:**

**317**  
**79**

|                      | Very good  | Good      | Neither good nor poor | Poor      | Very poor | Don't know | Total       |
|----------------------|------------|-----------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll       | 66         | 7         | 3                     | 2         | 1         | 0          | <b>79</b>   |
| SMS - User Initiated |            |           |                       |           |           |            |             |
| Tablet/App           |            |           |                       |           |           |            |             |
| Web/E-mail           |            |           |                       |           |           |            |             |
| Manual Upload        |            |           |                       |           |           |            |             |
| <b>Total</b>         | <b>66</b>  | <b>7</b>  | <b>3</b>              | <b>2</b>  | <b>1</b>  | <b>0</b>   | <b>79</b>   |
| <b>Total (%)</b>     | <b>84%</b> | <b>9%</b> | <b>4%</b>             | <b>3%</b> | <b>1%</b> | <b>0%</b>  | <b>100%</b> |

**Summary Scores**  

92% 4% 4%

## 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: 55TH

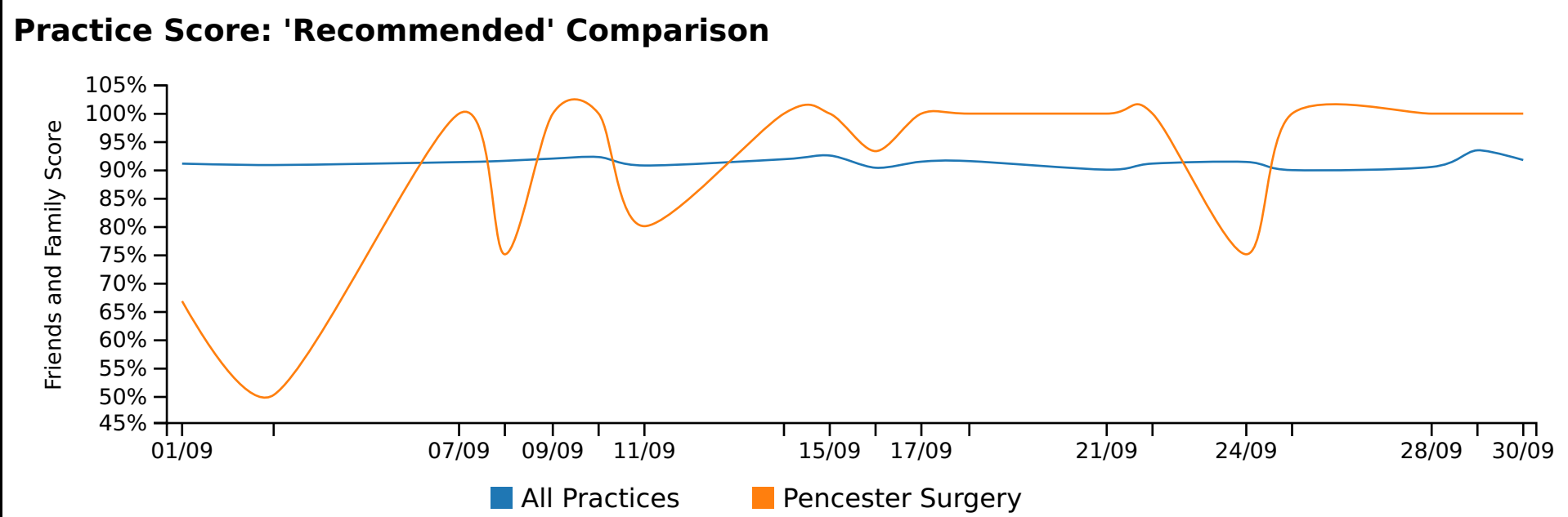
0%50%100%

0% Score

LowerMidHigh Score

92%100%

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 55th percentile means your practice scored above 55% of all practices.



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%  | 90%     | 93% |
| Pencester Surgery | 67%  | 90%     | 97% |

Gender

All Practices

92%

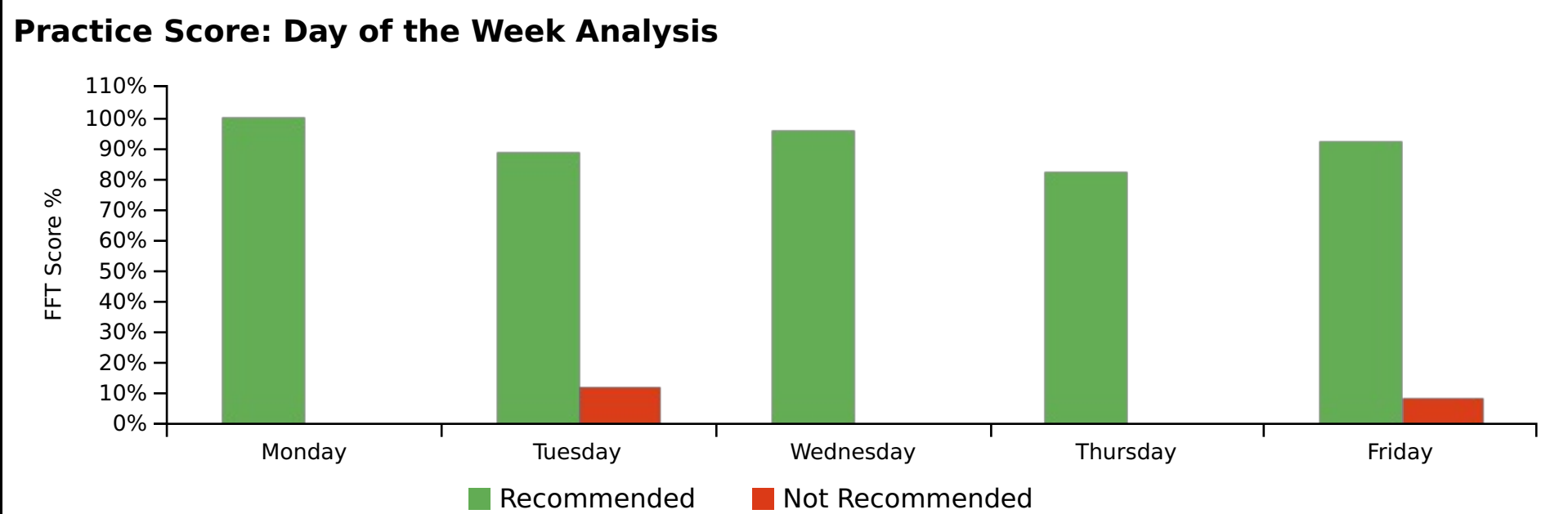
91%

Pencester Surgery

97%

88%

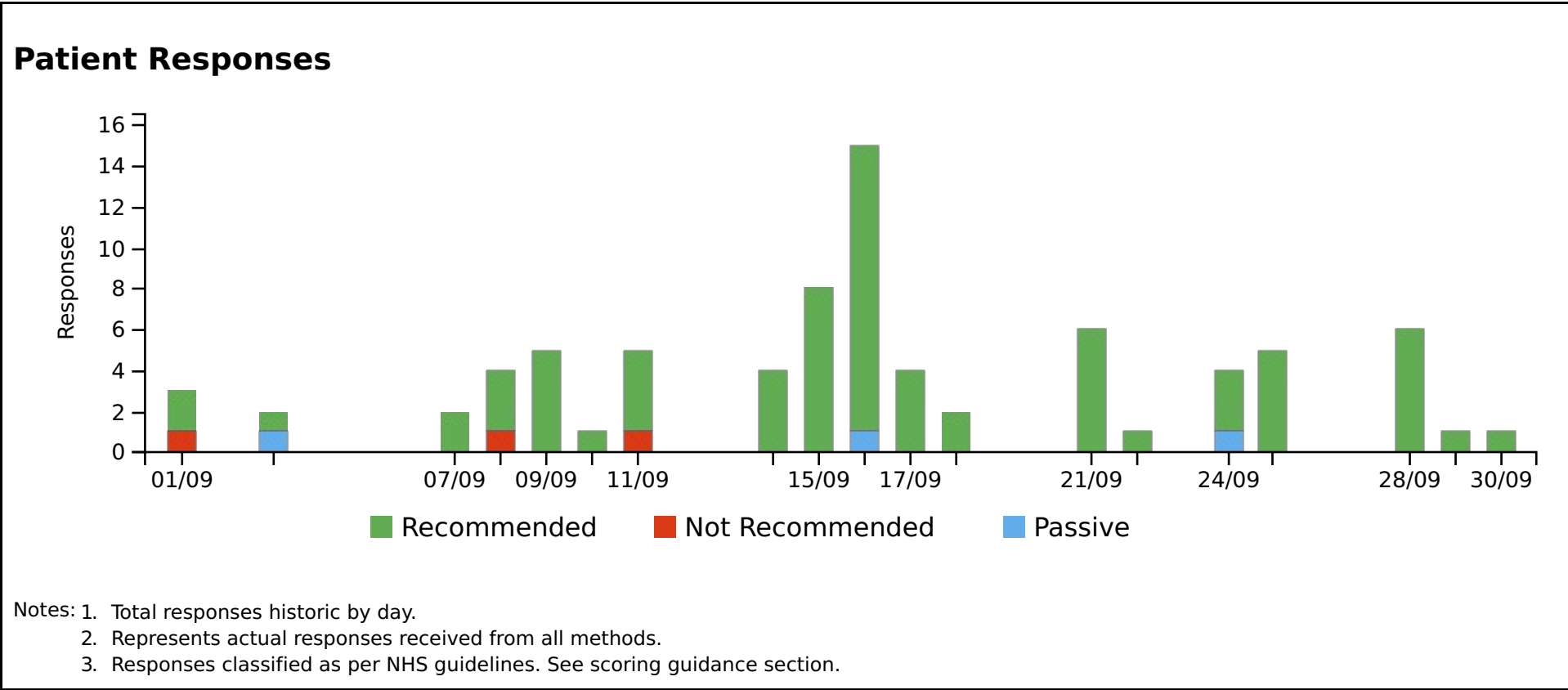
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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

|                            |    |
|----------------------------|----|
| Reception Experience       | 10 |
| Arrangement of Appointment | 12 |
| Reference to Clinician     | 19 |

- 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

- ✓ Seen quickly, receptionist and nurse were nice. It didn't seem like the mad chaos it can be and am thinking maybe the e referral system has helped with that
- ✓ *The staff are really slow and the screen where you book on needs indating*
- ✓ Very punctual and polite good service
- ✓ *Speedy test results and a very good communication sets thank you to Donna*
- ✓ The Puffer nurse (Diane) was easy to talk to, made me feel comfortable and I thought she was very professional.
- ✓ *Appointment with knowledgeable and friendly practice nurse Julie. Timekeeping excellent, clear discussion of my needs and informative outcome.*
- ✓ All was helpful
- ✓ *Because they help me doing blood tests for the royal marsden hospital and urine tests for my wife and myself with no problem*
- ✓ I understood everything that was said and I was glad the nurse helped
- ✓ *Everything went ok*
- ✓ Nurse was polite and information given i fully understood and reassuring.
- ✓ *Everything was as it should be , turned up logged in got seen .*
- ✓ Because found nurses So good.
- ✓ *Very nice people...very professional and courteous..ten out of ten from me ...!*
- ✓ I was seen by the nurse in very quick time and she was friendly and professional
- ✓ *All the staff are friendly and helpful. The waiting room was clean and comfortable to wait. The checking in was made easy by using the tablet on the wall, the ladies at reception are very friendly and happy. Thank you*
- ✓ Lovely doctor and good service ?
- ✓ *Because it was ok*
- ✓ Nurse was outstanding.
- ✓ *Very impressed with prompt and dedicated service given.*
- ✓ Pleasant staff when arrived very helpful
- ✓ *I have got a Survey from Pancester Surgery and I answered*
- ✓ I was called early this morning following my econsult and had an appointment this afternoon
- ✓ *Very helpful and friendly staff, didn't have to wait either*
- ✓ The doctor listened to my concerns.She was very helpful and respectful.I felt reassured after the appointment.
- ✓ *Because it was clear and precise what I was told no problems.*
- ✓ Well I always feel the respect and the smile on their face and the way they treat me and my baby and the others are very kind , plus the medical treatment is always perfect
- ✓ *Appointment was banging on time, and the service I recieved was excellent.*
- ✓ Service was good. Thank you
- ✓ *I see Donna the diabetic nurse abd she is always very helpful.*
- ✓ I was treated with respect, I had a physical examination and the nurse gave me privacy, made me feel comfortable and listened properly to what I was telling her.
- ✓ *The receptionist was helpful to rebook my appointment and gave information about my query. Thank you*
- ✓ Answer as above
- ✓ *Efficient, effective, friendly, and helpful.*
- ✓ The np listened to our concerns and gave my son a good look at to see what was wrong .
- ✓ *The service I received today was excellent I am being revered for spot on my ear and was able to make drs appointments by phone while I was there*
- ✓ Great service
- ✓ *Staff were polite and I was seen on time*
- ✓ Donna is always friendly & helpful
- ✓ *I was really empress with dona*
- ✓ Consultants and subsequent advice always very good. Unfortunately there is always problems in making contact for appointments.
- ✓ *Nurse was very good*
- ✓ Mrs Julie Willis was very good and made me feel at ease
- ✓ *My appointment was at the intended time and it ran smoothly*
- ✓ I got an appointment after completing an e-consult this morning. The nurse was friendly and very efficient.

- ✓ *Promptly seen*
- ✓ Very professional and polite.
- X *Being seen promptly & polite staff*
- X Appointment was on time, the nurse was polite, quick and efficient.
- X *They saw me early and quite polite and helpful*
- X With a challenging F.N.D condition the gentleman receptionist on duty, regularly check on me, whilst I was laying down awaiting Doplar test

**Not Recommended**

- ✓ The surgery treats the doctors like a protected species. Hidden away from the public. Impossible to get near! It's appalling! I'm considering changing surgeries, as is my family
- ✓ *Because Wen I want to see a doctor I get sent to buckland Hospital*
- ✓ i saw the loveliest lady and she made me feel extremely comfortable and heard everything i had to say respectfully. The receptionist was a diamond too!

**Passive**

- ✓ I think anything to do with the NHS is neither good or bad ?
- ✓ *Had first appointment of the day and still had to wait ten minutes after my appointment time before I was seen by nurse. Therefore I lost 15 minutes pay at work as I start 8.30 and was unable to arrive on time due to the delay in being seen*
- ✓ Booked two in advance appointments. Only got confirmation of one. So now need to call surgery to confirm day/time. Nurse was spot on tho.