FFT Monthly Summary: March 2025

Sydenham House Medical Centre

Code: G82050



Section 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
67	22	2	4	2	^	^	^	^	99	^	0
n/	73	/	4	3	()	()	()	()	99	()	()

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: 329

Responses: 99

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	67	23	2	4	3	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	67	23	2	4	3	0	99
Total (%)	<i>68%</i>	23%	2%	4%	3%	0%	100%

Summary Scores

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

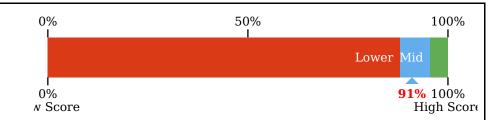
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

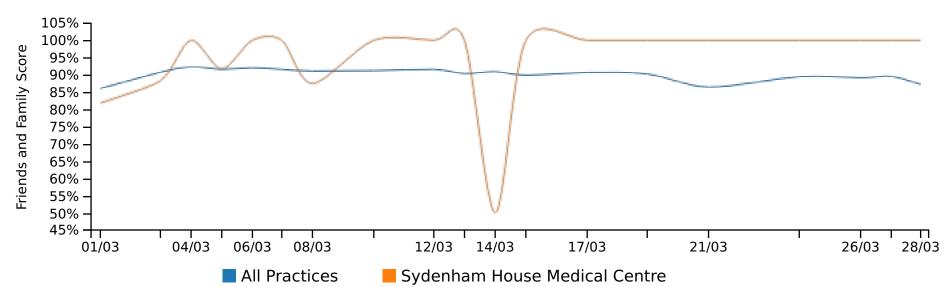
Your Score: 91%
Percentile Rank: 45TH



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 45th percentile means your practice scored above 45% 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.

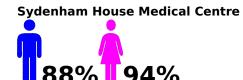
Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	86%	90%	93%
Sydenham House Medical Centre	100%	88%	95%

Gender

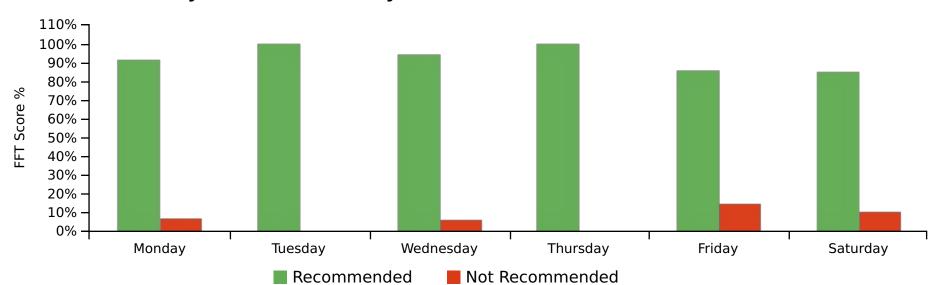




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

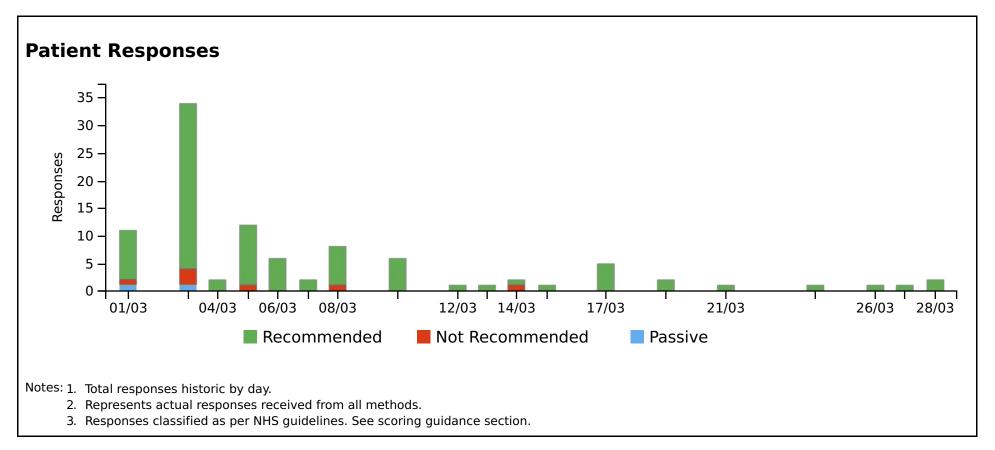
Practice Score: Day of the Week Analysis



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



Thematic Tag Cloud Reception Experience 11 Arrangement of Appointment 8 Reference to Clinician 26 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. forward 3. Tag cloud is rendered using the welcoming most used present participle verbs, instantly gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

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

- ✓ The person we saw was running 20 mins late otherwise he listened and answered all my questions enabling me to make an informed decision
- ✓ Doctor was very thorough with his assessment of the situation and proposed workable solutions.
- ✓ Always a good service
- ✓ The nurse I saw was very kind, explained why I had been called. And the explained that I need to check my blood pressure each morning and evening for 1 week. Then send the recording to the surgery.
- ✓ Long waiting time with a dementia clinic is not a good idea. When we arrived the clinic was showing to be running 33 minutes over.
- ✓ once I got appointment staff were freindly and polite
- ✓ Because I am more than pleased with the treatment I get every week .
- ✓ Very nice lady, put me at ease, reassured if it doesn't work I will be invited back again so had no worries going in there
- ✓ Because the nurse was very thorough and friendly
- ✓ Good and helpful conversation with Doctor
- ✓ Really nice nurse professional and efficient
- ✓ Excellent Mr Andrew James so helpful
- ✓ The nurses were polite helpful and gentle
- ✓ Everything was well done no problems
- \checkmark Because the service was good
- ✓ He listened, he understood, he was understanding. I would definitely bring my mum again if her circumstances change. Good experience all round.
- ✓ My recent experiences with the staff and medical professionals at Sydenham house have been very positive. I have been referred in a timely manner to additional support and the staff have been very friendly and knowledgeable. The care I have received has been excellent!
- ✓ Good customer care and friendly staff (sent with Gentle Effect)
- ✓ Treated politely and quickly but no rush
- ✓ Excellent discussion with the audiologist
- ✓ The reception staff are very helpful and the doctor was listened to what I had to say and I didn't feel rushed
- ✓ I feel it's about time Musgrove was brought back to being a surgery
- ✓ Receptionist and the nurse were helpful
- ✓ Nurse was really nice and helpful
- ✓ Excellent HCA
- **✓** On time appointment. Very professional staff taking bloods
- \checkmark Because it was straight forward
- ✓ I was early and they were able to let me in early as no one else was there and there were very helpful
- ✓ Friendly and caring staff, nurses and our doctor answered my questions carefully and explained in detail what needed to be done. Thanks for all
- ✓ Very attentive Doctor and rapid diagnosis and service
- ✓ You need to find my records on your computer system.
- ✓ They have well explanation to me
- ✓ Tanya, the nurse is amazing.
- ✓ I was not happy with the receptionist who served me on Saturday as she was repeating loudly my reasons for wanting to see the doctor. Surely I have a right to confidentiality.
- ✓ The nurse was spot on
- ✓ The appointment time was spot on and self check in was very good
- ✓ My appointment this morning was at 08.30Before 08.30 I'd been seen by the nurse and on my way to work.
- √ Very good service
- ✓ Good service, the doctors are good and listen to my health concerns.
- ✓ My daughter is special needs and barbora put her at ease , cause she's not good with needles. But had to have a tanya nurse come in to help to find a blood vein and support barbora . They were very understanding of my daughters needs.
- \checkmark Having been with the practice since I was just a few months old now aged 82 should answer the question .
- ✓ Friendly and informative replies to my questions.
- ✓ Appointment on time met with a smile made to feel comfortable treatment as expected
- ✓ First class response from E- consult and first class doctor with thorough examination
- ✓ Because you helped me to understand what could possibly be going on with my body the staff was really grateful and welcoming

- ✓ Nurse pleasant and in at appointment time
- ✓I was treated with respect, and the dr explained things to me very well.
- ✓ Organizez and fast
- ✓ Good explain
- ✓ Very quick appointment . Was seen on time
- ✓ Very professional and caring, felt at ease instantly
- ✓ The nurse was very friendly and helpful
- ✓ Doctor listened to me. And I thought he came over very well new. What is talking about
- ✓ I've been trying to get my repeat prescriptions so I can order them all at the same time. So far I've had no luck getting it done
- ✓ Tanna does a very good job of dressing my leg and always polite and respectful
- ✓ Very polite receptionist and excellent clinician!
- ✓I got to see one of my favourite Nurse's The Nurse practitioners are very professional, friendly, helpful and great listeners. The reception team are very efficient and friendly and also helpful.
- ✓ Have always found the practice helpful
- ✓ Cause the service was most efficient.
- ✓ Excellent service
- ✓ Didn't have any problems
- ✓ I was running slightly late for my appnt but I was still accommo

Not Recommended

- √They lost my repeat prescription then gave me the wrong dosage
- ✓ I felt like the person just wanted me out of the room, wasn't very helpful at all
- ✓ The nurse today was excellent but the surgery overall is not good, you can only phone at 8am to get any type of appointment, the e consults go by 8:01, you can't even go in there to book an appointment at any time. The drs rely on diagnosing over the phone, no follow up, no personal input just we the patients are only. It closed over COVID (even though the majority of us worked all the way through) you opened your doors after all other businesses and still have not resumed pre 2020 services
- ✓ Because I experienced and that my feeling anything wrong?

Passive

✓ It was just for a blood test