FFT Monthly Summary: April 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
71	18	3	5	3	0	0	0	0	100	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: **289**

Responses: **100**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	71	18	3	5	3	0	**100**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**71**	**18**	**3**	**5**	**3**	**0**	**100**
Total (%)	*71%*	*18%*	*3%*	*5%*	*3%*	*0%*	*100%*

Summary Scores

👍 89%   👎 8%   👈 3%

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:

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

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

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:
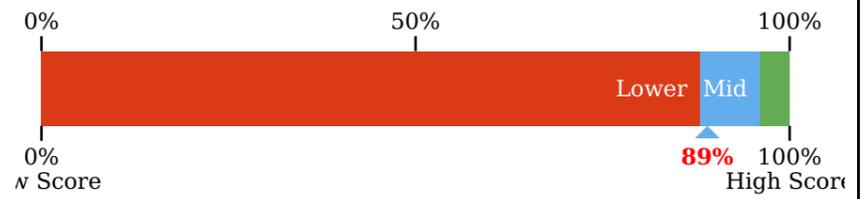
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Practice Score: 'Recommended' Rank

Your Score: 89%

Percentile Rank: 35TH

0%   50%   100%

Lower | Mid

0%   89%   100%

Low Score   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 35th percentile means your practice scored above 35% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score (y-axis: -10% to 110%)

x-axis: 01/04, 03/04, 07/04, 09/04, 11/04, 14/04, 16/04

■ All Practices   ■ Sydenham House Medical Centre
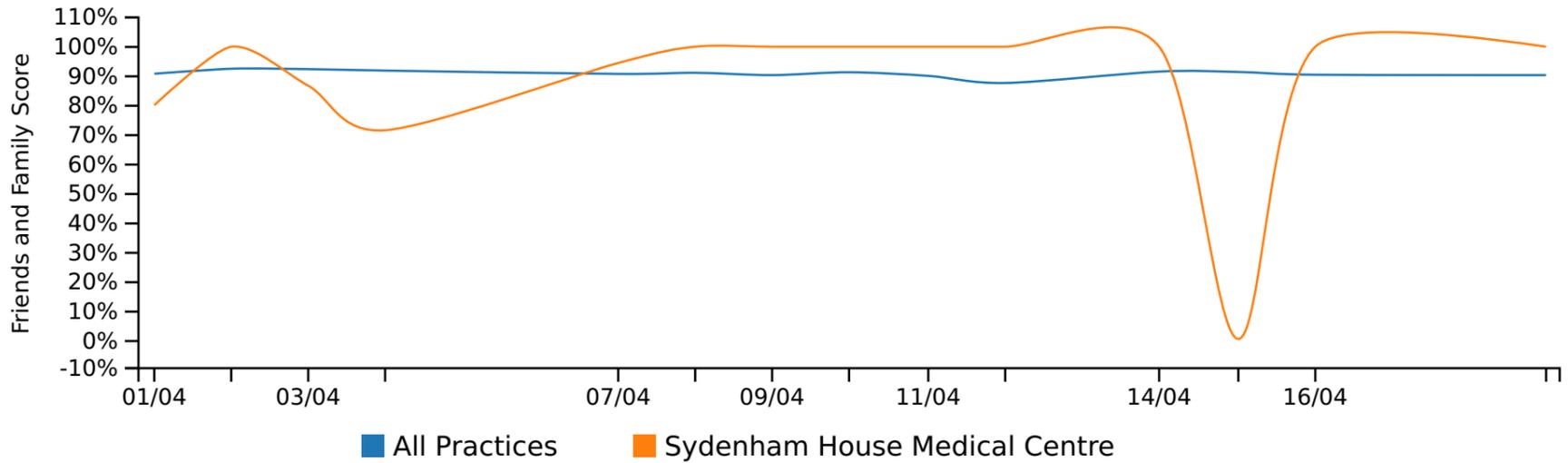
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	90%	93%
Sydenham House Medical Centre	100%	88%	90%

Gender

All Practices

91% 91%

Sydenham House Medical Centre

90% 89%

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

FFT Score % (y-axis: 0% to 110%)

x-axis: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday

■ Recommended   ■ Not Recommended

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.

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.

Patient Free Text Comments: Summary

Thematic		**Tag Cloud**
Reception Experience	4	
Arrangement of Appointment	15	
Reference to Clinician	18	

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.

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

✓Because of their patience and care.

✓*Problems with time it takes to get an appointment*

✓Quick response, next day appointment and friendly physio

✓*Simon was friendly and helpful*

✓Efficient & quick with blood test. No pain or bruising. Explained when results would be back especially with it being Easter weekend. Not chatty, straight to the point but professional

✓*No waiting. Nurse very nice and chatty. Explained the process well.*

✓Because I managed to get a same day appointment with a doctor. I didn't give '1' because I was number 34 in the queue when I called the surgery at 8 am.

✓*It was helpfull consulting online doctor and face to face appointment with physiotherapist.. Got timely solution to my problem*

✓Only my second visit to the Hollington Surgery and the team were very helpful and supportive. And made you feel welcomed.

✓*Julia listened well and adjusted treatment accordingly. Julia was very friendly.*

✓Because I could go to musgrove park surgery and I live very close

✓*She aways cares about the patient helps you feel that she will always do more than her best to help you always very pleasent to you and you always feel better what ever the problem i dont know how i would have got through with out her thank you tanya x*

✓Very informative nurse and asked if I had questions which I didn't. Lovely!

✓*They are always helpful and polite*

✓Having physio onsite and

✓*Because we have only ever received good service from you.*

✓Really helpful and explained what he thought was wrong and referred me on to the appropriate people

✓*The nurse I saw was very kind And professional thank you.*

✓Very good sovice

✓*Because it was very good*

✓Does excellence need an explanation?

✓*Good communication*

✓Very professional & very helpful

✓*Brilliant service*

✓EXCELLENT service/treatment from Practice Nurse.

✓*Easy to park not like sydenham house which has insufficient parking places. Friendly staff, although Barbora could be a little more relaxed with patients, but she is good at her job.*

✓Receptionist and nurse were both very nice, had a little wait before I was seen then got blocked in in the car park by one of the doctors.

✓*Because after doing countless e consults, I finally got a call back, an appointment, and a doctor who actually spent the time to examine me and listen to my problem and get a diagnosis*

✓I was seen on the day and Ray was very thorough.

✓*Good staf*

✓Appointment was on time, staff were friendly and helpful and the appointment was managed efficiently

✓*Ms Barbora gubanovia has been fantastic with my medical issues very friendly and helpful and has really helped me*

✓Very good service didn't have to wait too long.

✓*Prescriptions atm go through punctual. We generally can get an appointment either see or f2f. Thnku.*

✓Because you asked me to give a survey. I personally have found it difficult on three occasions to get the tablets that I require. I have been in tears on the phone to the pharmacist asking him if he could give me an emergency supply. I put off, and put off, phoning the doctors, as it can be so difficult to get an appointment.

✓*What do you mean?*

✓I was able to get an appointment very quickly and the physiotherapist explained everything very clearly

✓*So polite, reassuring, kind, lovely lady*

✓I am looked after very well at surgery.

✓*Very helpful today, on time and caring.*

✓knowledgeable and informative to my condition

✓*Seen quickly*

✓Because today the blood analysis process took place quickly and without pain While last week the nurse tried more than 5 times the blood, but she failed

✓*Helpful, efficient, caring and person centred*

✓ Moron is always kind, amiable and thorough. I contacted the surgery this morning and was given an appointment and treatment within 2 hours
✓ *Very polite and very helpful*
✓ Got in at the exact timeNurse was helpful and lovely
✓ *Nurse was polite*
✓ I was seen on time nurse very pleasnt .Doctor phoned when needed .Ive never had any problems with the surgery .Thankyou
✓ *The nurse very helpful & explanatory*
✓ The lady behind the counter was very helpful with what I asked her and I didn't wait long for my appointment
✓ *No issues experienced with the appointment.*
✓ Quick, efficient, painless service
✓ *Julia Todd was absolutely amazing and made me feel at ease during my appointment*
✓ The physiotherapist was great, he listened to my son, showed us pictures and even told me to book my other son in to see him
✓ *The service I have received in the last 30 hours has been amazing. Tarnya the nurse is amazing and deserves recognition*
✓ Carol was friendly and put me at ease. She was easy to talk to whilst remaining professional
✓ *Experience was very good*
✓ Seen on time. Procedure done in a timely and painless manner.
✓ *good service and treated well*
✓ Very good service woz really quick atseeing me and very polite
✓ *On time*
✓ Nurse was very good

Not Recommended

✓ Because it feel like there don't want to help
✓ *Got to blood test appointment made by surgery which shouldn't have been booked apparentlyMistakes happen but I found the HCA standoffish and actually a little rude. She didn't look me in the eye once and stated 'you can't have a blood test unless a Dr has assessed .... they're not free!'I'm aware of this and this was not my mistake. She didn't apologise and made me feel unwelcome and uncomfortable*
✓ Because when I was ill recently was in a queue of 49 then to be told all appts gong when your unwell waiting on the phone is not helpful I've also had to use 111 due to not getting a drs appt econsultant is always turned off never been able to access this service
✓ *Appointment half hour late*
✓ Receptionist made a numerous amount of mistakes, one including mistaking one patients urine sample with my own, and placing it with my other swab that had been taken
✓ *Seen quickly , good interaction , treatment very good.*
✓ Diagnosis took far too long & that l would not have had to endure weeks/ months of being unwell.

Passive

✓ Yes, it would be nice to actually see the GP face to face sometime and not always on the phone.
✓ *Appt over 15 mins late. Then didn't have notes on screen of the blood test*