FFT Monthly Summary: June 2024

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	21	3	0	3	0	0	0	0	98	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: 311

Responses: 98

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	71	21	3	0	3	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	71	21	3	0	3	0	98
Total (%)	72%	21%	<i>3</i> %	0%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

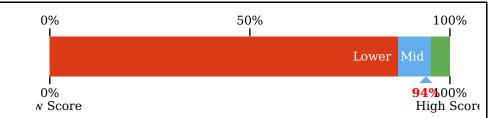
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

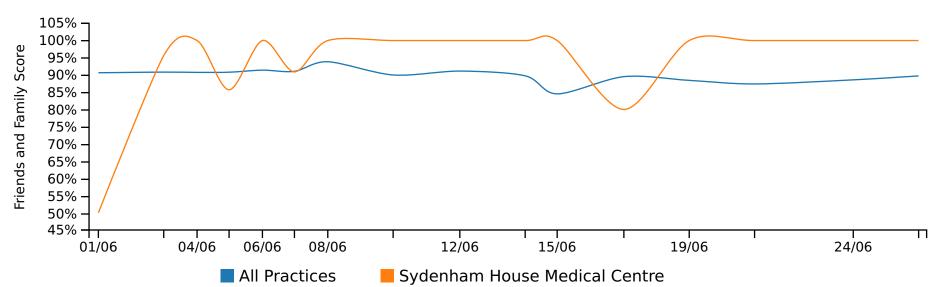
Your Score: 94%
Percentile Rank: 70TH



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 70th percentile means your practice scored above 70% 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.

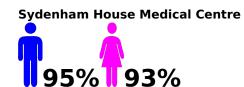
Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	84%	90%	92%
Sydenham House Medical Centre	83%	96%	94%

Gender

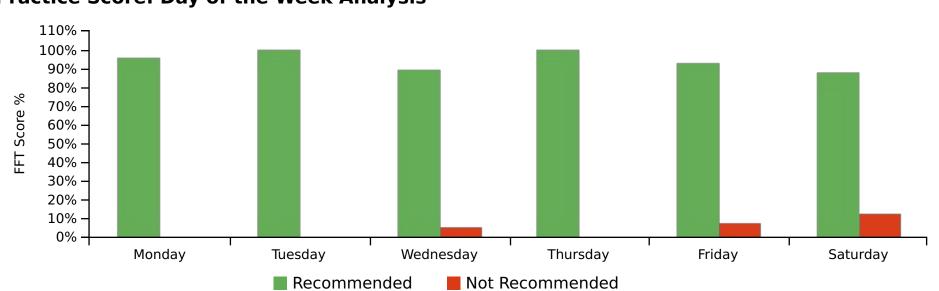




Notes: 1. Scores for current reporting month.

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

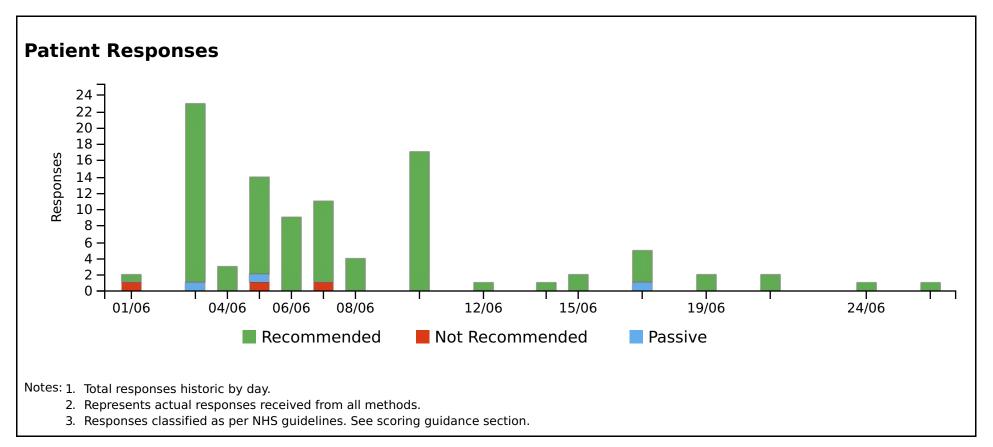
Practice Score: Day of the Week Analysis



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



Patient Free Text Comments: Summary

Thematic Tag Cloud informative of smoothly **Reception Experience** 13 calling Arrangement of Appointment 8 beneficial. Reference to Clinician 19 normally previously keen seeing promptly Notes: 1. Thematic analysis for current generall reporting month. exactly reassuring going 2. Thematic analysis covers the most discussed themes by analysing keeping notoriously 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 thorough extremely frequency is reflected in text size. willing thoroughly accommodating answering

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

- ✓ It is very stressful trying to get an appointment and I don't like to put myself through that unless it becomes urgent but I would like to be able to get a health
- ✓ I was able to get a call back and see a dr today. Getting through can be really difficult as there are so many in the queue at 8am. For a child I really rate this surgery but for an adult accessing services is poor.
- ✓ Helpful professional member of staff
- ✓ The two nurses who looked after me answered my concerns and made me feel at ease.
- ✓ Because you are very good .
- ✓ Because it was good
- \checkmark Alice was lovely but the blood pressure machines did not work
- ✓ Because the staff are very helpful
- ✓ The visit was quick, efficient and professional
- ✓ Seen on time, proper testing snd came away with a hearing aid. What's not to like?
- ✓Appts running late. Dr we saw was great tho and v attentive.
- ✓ A very nice nurse
- ✓ Reception personnel needs TO SMILE
- ✓ The doctor listened to the problem I have and recommended treatment very professional
- ✓ Appointment on time and everyone very efficient.
- ✓ Nurse O'NEILL was very helpful kind and informative
- ✓ Well the people that I spoke to this morning was all very nice and I got the help that I needed thank you
- ✓ Have been very helpful with our problems
- ✓ Acp was very thorough answered all my questions and prescribed the treatment efficiently .. with choice of going to WHarvey or the surgery. My appointment was very reassuring .
- ✓ It was how it should be .
- ✓ Good all round service from the GP practice and really friendly staff. Just difficult to see a doctor in person.
- ✓ Seen very quickly
- ✓ Friendly receptionist. Great doctor.
- √ I'm a regular and am happy with my treatment ect
- ✓I really needed help and advice from the doctor today she booked my appointment after phone a appointment on the same day to see me
- ✓ (Musgrove medical centre) Friendly reception team, also seen on time
- ✓One very good
- ✓ Had a blood test at Hollington Surgery very efficient lovely staff
- \checkmark All the staff are helpful and Kate makes you feel at ease
- ✓ Appoint.Ment on time enquiries dealt with efficiently. The condition I had as cleared up anyway. The service was as good as it gets. Or should I say far superior to how it normally has been.
- ✓ Friendly efficient
- ✓ Because the staff were polite and dealt with my problem
- ✓ The GP we saw was really brilliant. Listened, reassured, explained things never before told to us and have us an action for moving forward if we don't hear from hospital. Very impressed. We feel heard, reassured and even my son who notoriously dislikes anyone medical commented how good the GP was.
- ✓ Always a pleasure seeing Tanya she is professional and informative and always willing to help
- ✓I found the problem I presented to them delt with promptly.
- ✓ The student you had taking blood was very good at it and on time
- ✓ Very good
- ✓ Kate at hollington was professional and polite lovely lady
- ✓ Because I'm not very happy about sendhm house jp
- ✓ Alice was very welcoming and thoroughly explained the smear test process to me.
- ✓ Very quick service. Felt very relaxed and comfortable.
- ✓ Good service
- ✓ Seen on time all went smoothly
- ✓ Although I was 50th in the queue to speak to a receptionist this morning the queue moved quickly and the lady who took my call was lovely. I received a call from the doctor 30 mins later and offered a face to face for my children on the same day. Can't fault the care or service

- ✓ Difficult to get an appointment. But after that seen on time. Reception staff polite and helpful. Doctor patiently listened to me and agreed next plan of treatment.
- ✓ Prompt service, the nurse was extremely helpful.
- ✓ Because you asked me !!!!
- ✓ My experience was very good
- ✓ Easy to arrange blood test, as was able to travel easily to another surgery in the practice
- ✓ Prompt and professional
- ✓ Because the two nurses were friendly and helped me to relax. Gave all information that was needed and were generally just lovely, exactly how they should have been.
- ✓ The staff were really helpful and friendly and explained things well
- ✓ On time
- ✓ I felt listened to, respected, acknowledged my theories. The Dr appeared knowledgeable in the area and I left feeling reassured
- ✓ The surgery
- ✓ Prompt, efficient and informative.
- ✓ Dr spoke clearly and explained everything to me in lay man's speech very good .
- ✓ Ms Barbora Gubaniova was very helpful and explained things.
- ✓ Very helpful to day, with an issue out side my appointment
- ✓ Seen on time, very friendly and professional. Plenty of information given .
- ✓ Because the audiology give me time to ask what I want to know
- ✓ Helpful and accommodating
- ✓ From the receptionist answering the phone this morning to the doctor calling and advising she'll make the appointment with the doctor we had seen previously for the same thing , she felt the consistency in my disabled daughters care would be beneficial to everyone, no one could ask for a better service, I felt listened to and up most my daughter was relaxed during her appointment as he was very gentle, kind and softly spoken which helped relax my daughter keeping her calm, Well done to you all.
- ✓ Punctual & pleasant

Not Recommended

✓I was waiting for a call and they called i missed it by the second and i haven't received a call since. I tried to call the surgery to say i've missed a call and everything is closed. So i haven't received the service today

Passive

- ✓ I was told I had keytones in my urine and to go to A&E. I said I wasn't keen on going up there and she said it's a +2 if it goes higher I have to go but then sent me home with no way of testing them if they go higher. So now I don't know and am reluctant to spend hours up A&E if I don't have to
- ✓ Over all I have a good service but when I called I was given the wrong advice by the doctor
- ✓ Very difficult to contact surgery and speak to doctor. Good care from nurse when I did get an appointment.