FFT Monthly Summary: August 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
70	15	7	3	5	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:	259						
Responses:	100						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	70	15	7	3	5	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	70	15	7	3	5	0	100
Total (%)	70 %	15%	7%	3 %	5%	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 (%) =	very good + good x 100				
Recommended (%) –	very good + good + neither + poor + very poor + don't know				
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

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



SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary

Thematic

Reception Experience	12
Arrangement of Appointment	11
Reference to Clinician	17

- 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.
 - 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

- ✓ Very helpful and try to sort you out my nurse is so friendly
- ✓ Been sent to musgrowe surgery. Great service there. Not Sydenham
- ✓ Generally I receive good treatment, can be difficult to get through on the phones at time or yo get an econsult
- ✓ You were on time for a change
- \checkmark The experience at the doctors surgery was stress free and the staff very helpful
- ✓ Punctuality,care and attitude from the nurse could not fault tha
- The nurse was very friendly and helpful.
- ✓ I was very happy with the service
- They are always very helpful .
- ✓ Waiting times when trying to call I'm mornings ro make appointment
- ✓ Service was good.
- I went in pretty much straight away
- \checkmark No waiting around in and out in 5 mins
- ✓ Quick speed response and actions.
- \checkmark How we get doctors appointment and get doctors phoned call when things are important
- ✓ Nurse was extremely helpful
- \checkmark Have always received friendliness and understanding for which I am grateful.
- \checkmark From signing in clinician wAs very accommodating with helping me with laying down
- \checkmark My opinion. The nurse was pleasant and professional as was the receptionist
- Staff all very kind and responsive, just had to wait 10 mins after apt time but not a real problem. I would give a 1 though for all the recent service I have received. Can't thank them enough
- Because all was explained (in plain English) at the start, I was made to feel relaxed and comfortable and after care was explained well. All in all an excellent service.
- ✓ It was excellent at Hollington Surgery..
- Lovely nurse very informative and friendly
- ✓ On time, friendly, informative.
- ✓ Because it is very good doctor
- ✓ I have
- \checkmark Because recently my health has got quite serious and the contact has been amountable
- The CB that we can was very friendly empathetic and put my daughter at eace

Ine GP that we saw was very friendly, empathetic and put my daughter at ease.

✓ It was very good

✓ Because I think the service is generally o4

✓ Really helpful and get treatment quickly

✓ All staff were polite, understanding and considerate

Today my husband and I were seen before time.

✓ Great service nice people helped very well

✓ Very efficient service

✓ Appointment on time and Tanya was extremely helpful with advice and procedure carried out very quickly

 \checkmark Staff Nurses Doctor were extremely helpful and polite put you at ease

✓ Always had a good experience at surgery and phone.

✓ Friendly staff, prompt, informative and helpful, gave diagnosis, gave medication and said will follow up

Service is always smooth and efficient considering the workload and stress GP surgeries are under. The staff, for the most part are always friendly. One receptionist can be a bit prickly but I won't hold it against her.

✓ Polite and efficient

✓ Because i like the service the way she talk with me receptionist and the nurse she was very friendly and gentle.

✓ Ease of making appointment, all on time when I arrived. All good. Thanks.

✓ Appointment on time. Staff polite

✓ Never used econsult before, got a call back and appointment today

✓ My appointment was on time, the nurse was professional and helpful. Nothing negative about my experience.

 \checkmark Overall everything was great, polite , friendly, informative , felt at ease

✓ Everything went well

Friendly and professional

✓ Very efficient for my blood test but not so easy to have a normal appointment . The nurse was wonderful

✓ Because it's true,all staff were excellent

✓ The service I was given was definitely great.

Not Recommended

✓ Very rude and hostile

- ✓ Poor across the board minimal options, minimal communication In and out without 5 mins Not good enough
- ✓I often feel rushed during my appointments and that I can't always get any questions / concerns I have answered.

Passive

I missed my appointment but still went to the surgery, I was 20 minutes late but still made the effort to go to the surgery, I felt that the receptionist wasn't interested and said u would need to rebook, just didn't feel she was very helpful!

✓ It's was very good

Hard to get appointments if you work from 8am as can't be on hold whilst on wards working, w constant does open till 8am so same can't be on phone whilst on wards also when working nights I have so set alarm to wake me up to sit on phone awaiting to see if I will get appointment- nothing in place for night workers

Yes, firstly, I called your surgery to get some antibiotics for a water infection. The receptionist was very nice & helpful, getting a GP to call me back@ back