FFT Monthly Summary: January 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 | 20 | 4 | 3 | 6 | 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: | 247 | | | | | | |
|----------------------|-------------|-------------|-----------------------------|------------|------------|------------|-------|
| Responses: | 100 | | | | | | |
| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
| SMS - Autopoll | 67 | 20 | 4 | 3 | 6 | 0 | 100 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| Total | 67 | 20 | 4 | 3 | 6 | 0 | 100 |
| Total (%) | 67 % | 20 % | 4% | 3 % | 6 % | 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.

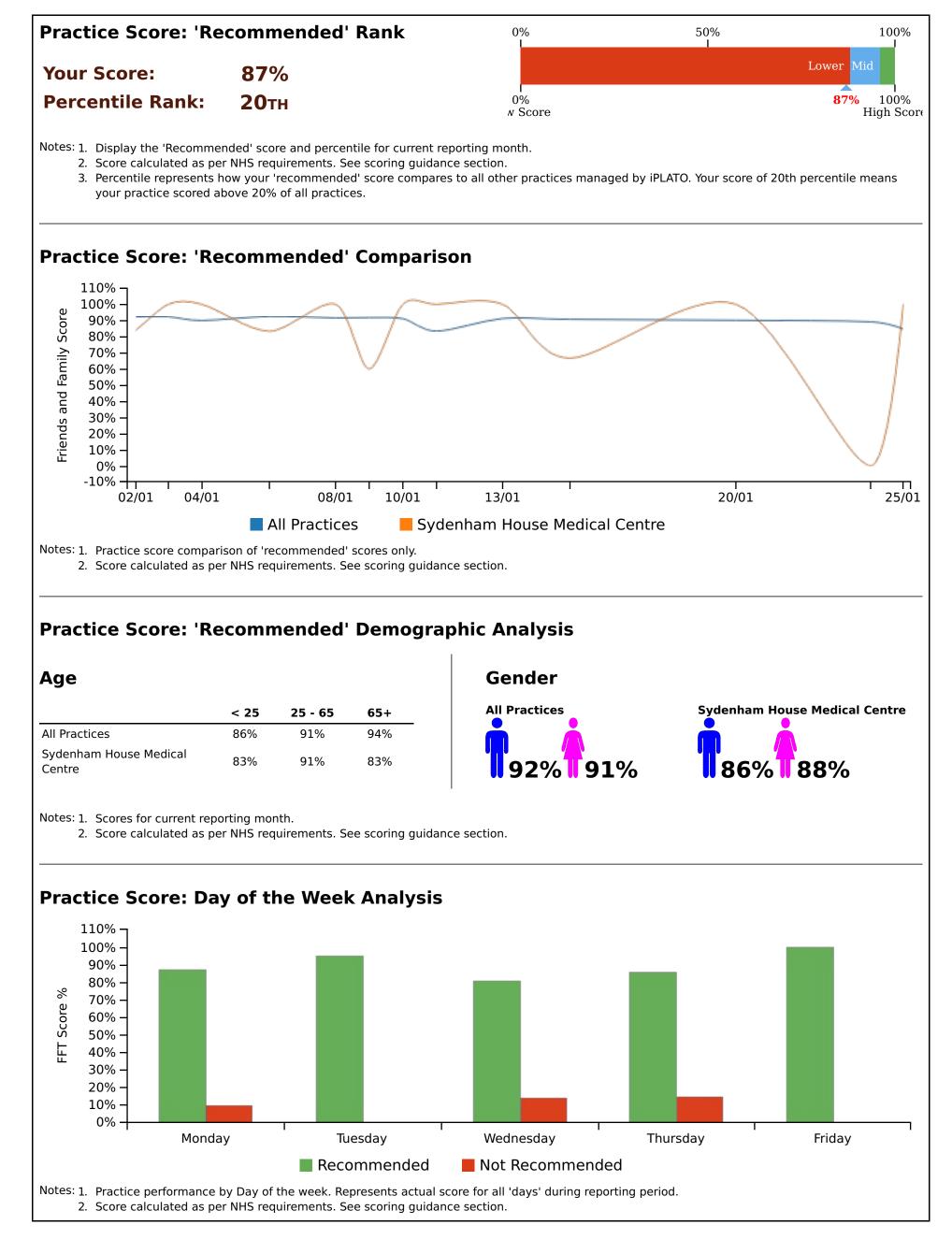
The percentage measures are calculated as follows:

| Recommended (%) = | very good + good very good + good + neither + poor + very poor + don't know x 100 | | | | |
|-----------------------|--|--|--|--|--|
| Recommended (%) – | | | | | |
| Not Recommended (%) = | very poor + poor x 100 | | | | |
| Not Recommended (%) – | very good + good + neither + poor + very poor + don't know | | | | |

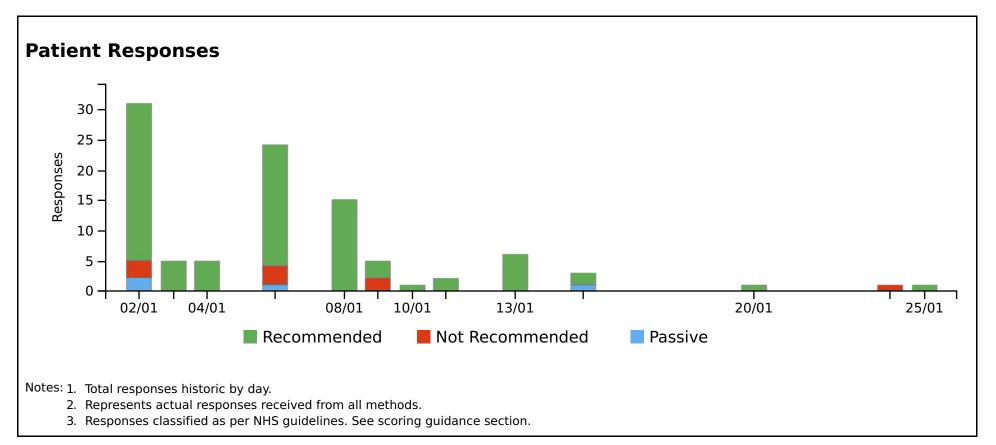
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

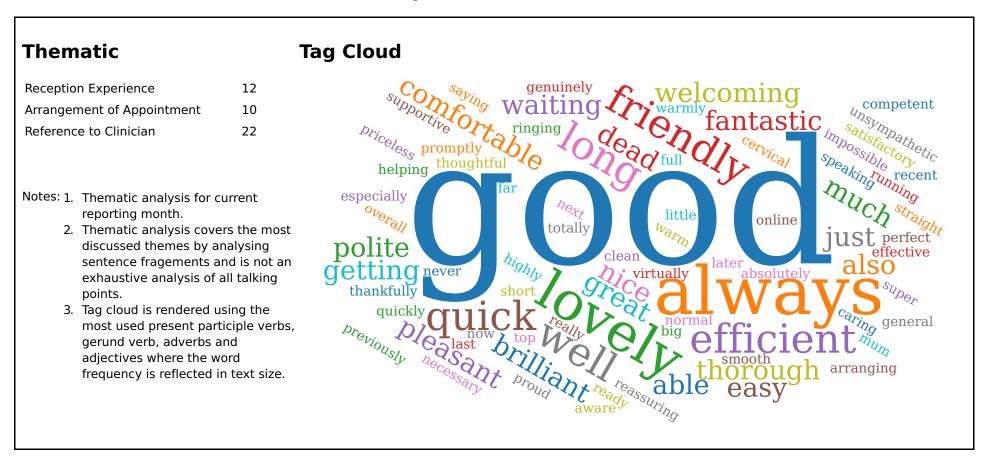
SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



SECTION 5 Patient Free Text Comments: Summary



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 / X No consent to publish comment

Recommended

- ✓ Friendly staff and efficient procedure.
- ✓ The doctor was very thorough and really cared and had a lot of time and u didn't feel rushed at all
- ✓ She made you feel at ease
- ✓ Great service and a brilliant nurse to carry out the blood test.
- ✓ Appointment on time, my nurse was very kind and professional
- ✓ Nurse Alice was professional and made me feel comfortable
- ✓ Because I like very much
- ✓ Nurse was absolutely fantastic, reassuring, kind and thoughtful.
- ✓ On time, good service
- ✓ Waiting times
- ✓ On time and all problems explained in full and treatment plan sorted
- ✓ Very good I have no trouble with the service
- Except for speaking to a dr they make it easy
- ✓ The nurse at musgrove doing my cervical test was excellent. Thank you
- ✓ Got physio appointment on same day as ringing the surgery

✓ Virtually impossible to contact you for appointment. It took me 2 weeks. No way through the phone and online. Is this normal service? Are you proud of yourself? It is not about short staffed, or budget. It's about your incompetence and inability to come up with better way to manage appointments. Once I got through though the GP was professional and helpful.

- ✓ nice staff.
- ✓ Nurse was nice and staff and quick didn't have to wait long about 1 minute
- ✓ The staff are very kind and patient and try to explain everything well
- ✓ Excellent professional service from reception team and practice nurse .Highly commend
- Always, kind caring, professional and understanding
- ✓ I was seen promptly and action has been taken very quickly. Thank you
- Easy to check in and clinic was running on time
- ✓ The nurse who takes my bloods each month is just brilliant! Always super smooth, friendly and just such a lovely lady thank you Barbora
- ✓ Nurse was very friendly & welcoming.
- ✓ I filled in the econsult on Friday morning, the GP called later on the day and I got an appointment with physio on Monday. It was a very prompt response to address my issue

I feel like I m getting good treatment now

✓ I don't know

✓ Efficient ecg and instant result

✓ I gave good because everyone is very helpful when I am able to speak to someone.

✓ It would have been excellent except fir te fact that the healthcare assistant had not been made aware mum was also booked in for an ECG. Thankfully she was able to have it done.

Invise very welcoming and put me at ease

I was seen on time gave nurse medication she had to inject she asked which arm I wanted it in and she injected with me not feeling a thing

✓ Because the staff are good at what do and plesent and helping you out thanks you

✓ Staff very polite and helpful

I Despite the issues of getting an appointment once I had got to see Ray Furr he was excellent , thorough in his diagnoses and arranging necessary tests and scan.

✓ Appoints were all on time and totally satisfactory as far as I'm concerned

✓ Service provided was quick.

✓ Went straight through to physio who was a lovely person, and he arranged an x ray for this afternoon. No worries.

✓ My daughter's appointment was at 4, we were called dead on 4, so didn't have to wait long to be called. The nurse has previously done her jabs and every time she is effective with her job, kindness and patient with us. She in the right job and that's how all appointments should be. Not dreaded or feared. But pleasant.

✓I have had always had very good service on the phone and when I come into the surgery

✓ Lovely reception staff, clean waiting room and doctors room, Dr c chintakuntla was so lovely as always.

Explained everything and very helpful

✓ I was seen on time and the HCA was very efficante

- ✓ Because I had a response and was seen on the same day
- ✓ Very helpful staff
- \checkmark I found Tayna to be supportive and professional

✓ Good service

- Because I was been treated very well and all the mediation are on point
- ✓ Explanation about my condition very good and the future treatment Very well explained
- Tanya was very patient and helped my daughter to feel comfortable and waited until she was ready to have her blood taken. She was quick and caused little distress to ensure she went through with it
- ✓ Was seen on time
- ✓ Good service
- I was see on time the doctor knew what he was saying he answered my question he gave me the time of day. the nurse was fantastic she greeted me with a smile and ask how was my day 10 out of 10 keep the good work..a great big improvement seen Last been..also the reception greeted with a smile priceless..
 Seen on time and very efficient.
- The Health Assistant that took my blood samples was very professional, polite and very warm. Samples for about 9 blood investigations were taken and despite my anxiety, I didn't feel any pain. The receptionist welcomed me warmly too.
- ✓I got a lot of information
- ✔ Good service only had to wait a few minutes and very helpful nurse
- \checkmark You asked for a rating & based on most recent experiences deserved a one

Not Recommended

- ✓ The only people who seem to make time for you and genuinely care are Ray and Julia. The gps especially do not
- Never get appointment and always left on phone for hours. If not first through at dead 8am then we have no chance. This surgery is why people don't go to get help from gp.
- Can't get appointments phone calls are next to none. Problems with medication and services. Staff can be ubrupt and unsympathetic
- Competent, professional and pleasant.
- ✓I call gp very long queue some one pick up phone and say call twomarro appointments

Passive

Experience was as expected

- ✓ It asked for overall rating. My appointment today was good
- ✓ Today it was perfect, I will give that a top note.My answer earlier reflects my general impression since end of October, which has been not good
- ✔ After having my wax removed I ended up with pain in my ear which was too much water pressure