

# 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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

| <b>Surveyed Patients:</b> | <b>247</b> |            |                       |           |           |            |             |
|---------------------------|------------|------------|-----------------------|-----------|-----------|------------|-------------|
| <b>Responses:</b>         | <b>100</b> |            |                       |           |           |            |             |
|                           | Very good  | Good       | Neither good nor poor | Poor      | Very poor | Don't know | Total       |
| SMS - Autopoll            | 67         | 20         | 4                     | 3         | 6         | 0          | <b>100</b>  |
| SMS - User Initiated      |            |            |                       |           |           |            |             |
| Tablet/App                |            |            |                       |           |           |            |             |
| Web/E-mail                |            |            |                       |           |           |            |             |
| Manual Upload             |            |            |                       |           |           |            |             |
| <b>Total</b>              | <b>67</b>  | <b>20</b>  | <b>4</b>              | <b>3</b>  | <b>6</b>  | <b>0</b>   | <b>100</b>  |
| <b>Total (%)</b>          | <b>67%</b> | <b>20%</b> | <b>4%</b>             | <b>3%</b> | <b>6%</b> | <b>0%</b>  | <b>100%</b> |

### Summary Scores

87% 9% 4%

## 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:

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

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

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

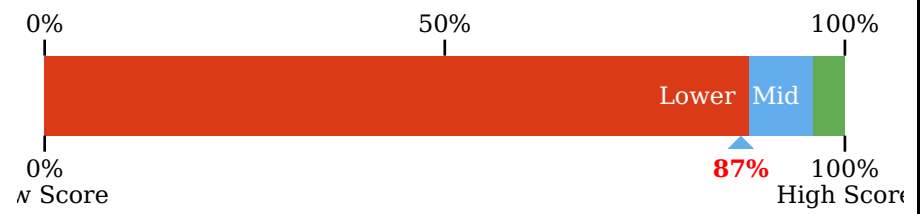
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

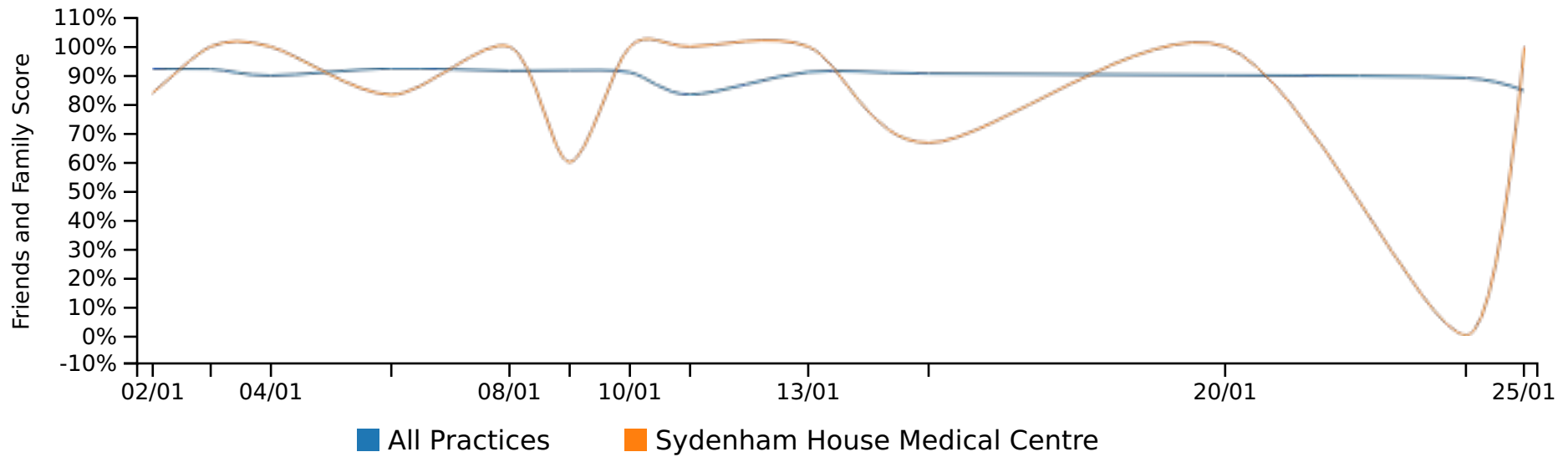
**Your Score: 87%**

**Percentile Rank: 20TH**



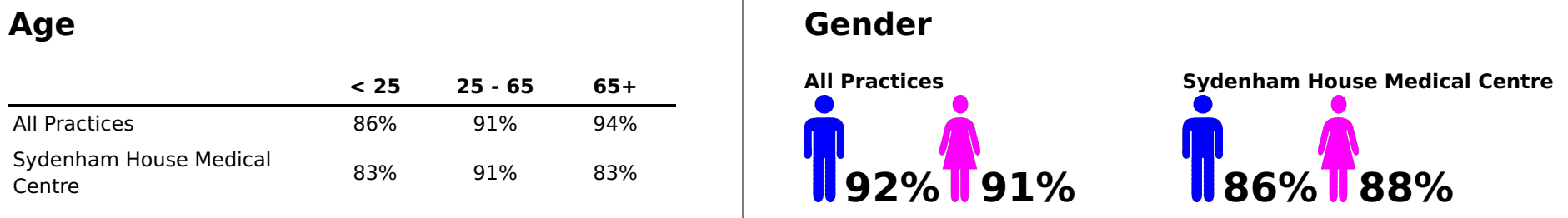
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 20th percentile means your practice scored above 20% of all practices.

### Practice Score: 'Recommended' Comparison



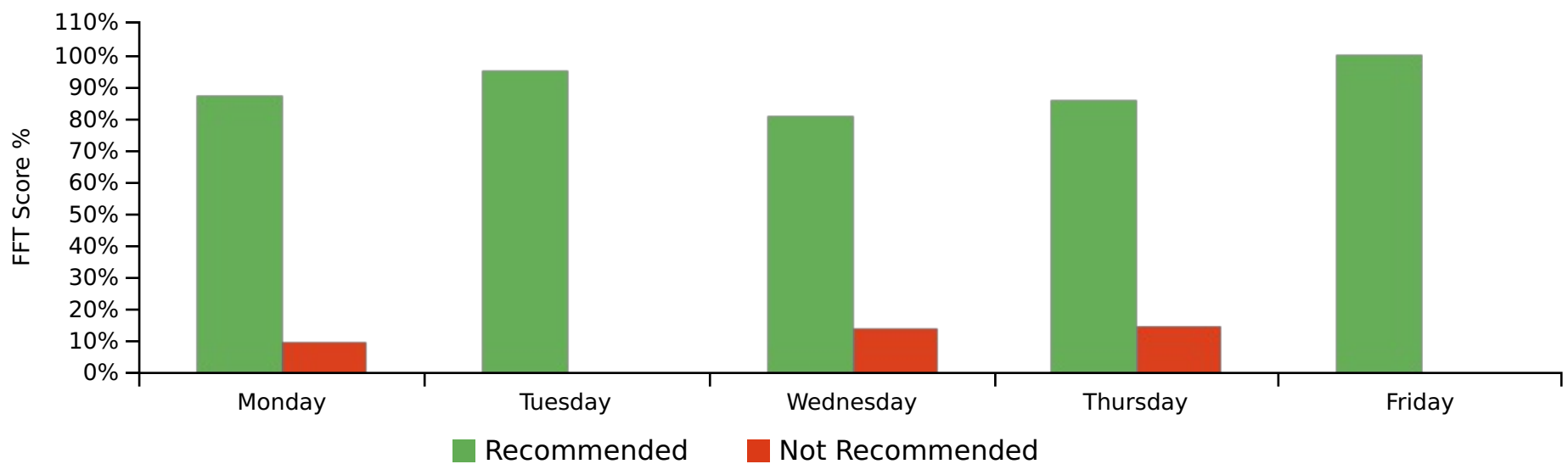
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



- Notes:
1. Scores for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.

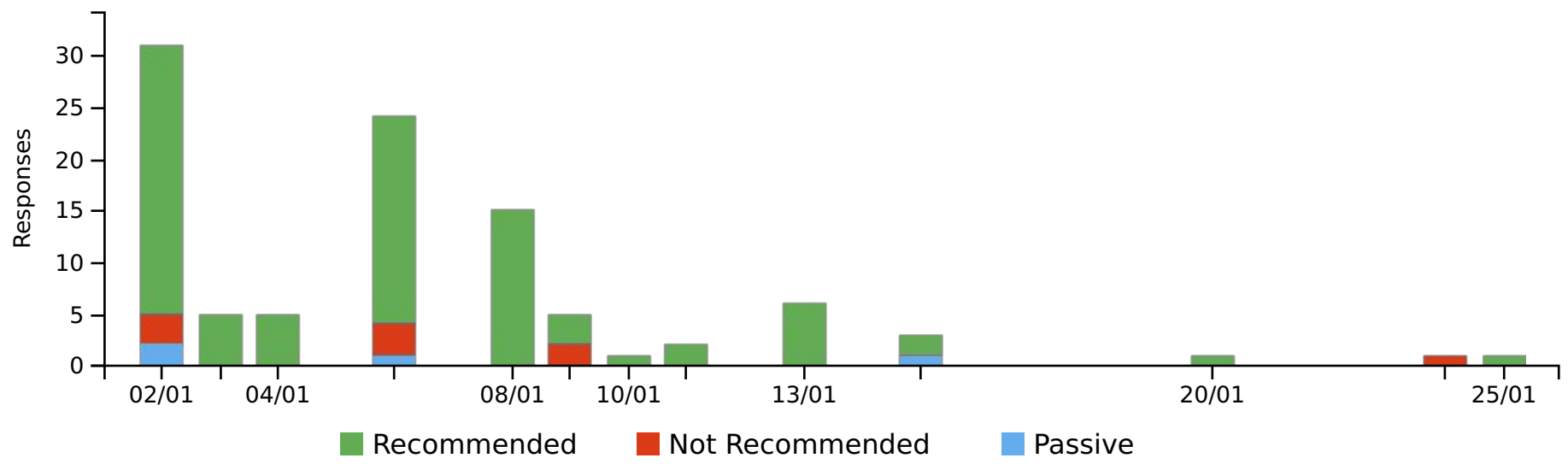
### Practice Score: Day of the Week Analysis



- 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 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.



- ✓ *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*
- ✓ *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*
- ✓ *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*