FFT Monthly Summary: February 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	1	6	1	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: 314

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	71	18	3	1	6	1	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	71	18	3	1	6	1	100
Total (%)	71%	18%	3%	1%	6%	1%	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 (%) =
$$\frac{very\ good + good}{very\ good + good + neither + poor + very\ poor + don't\ know} \times 100$$
Not Recommended (%) =
$$\frac{very\ poor + poor}{very\ good + good + neither + poor + very\ poor + don't\ know} \times 100$$

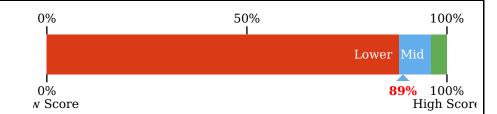
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

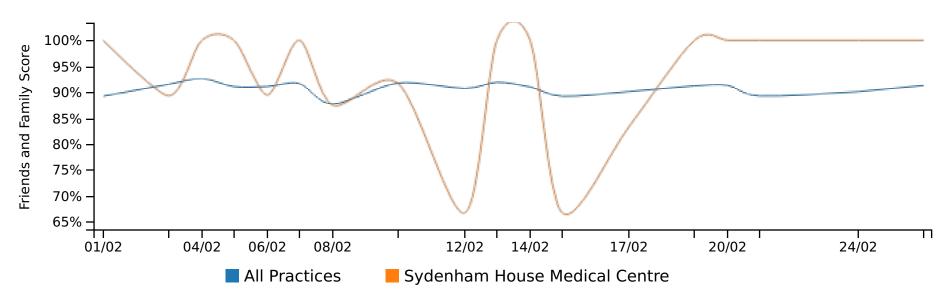
Your Score: 89%
Percentile Rank: 30TH



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 30th percentile means your practice scored above 30% 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	85%	91%	93%
Sydenham House Medical Centre	83%	92%	86%

Gender

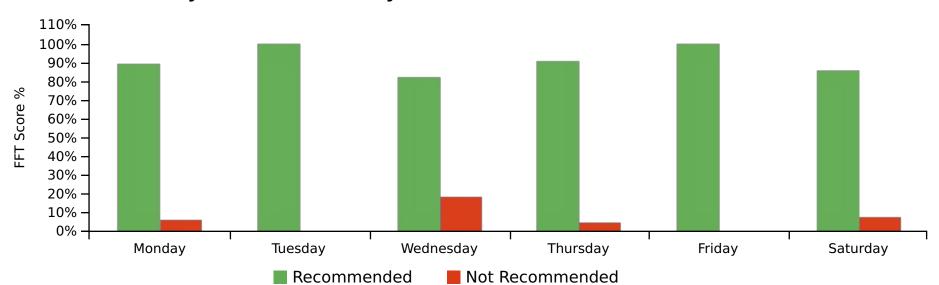




Notes: 1. Scores for current reporting month.

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

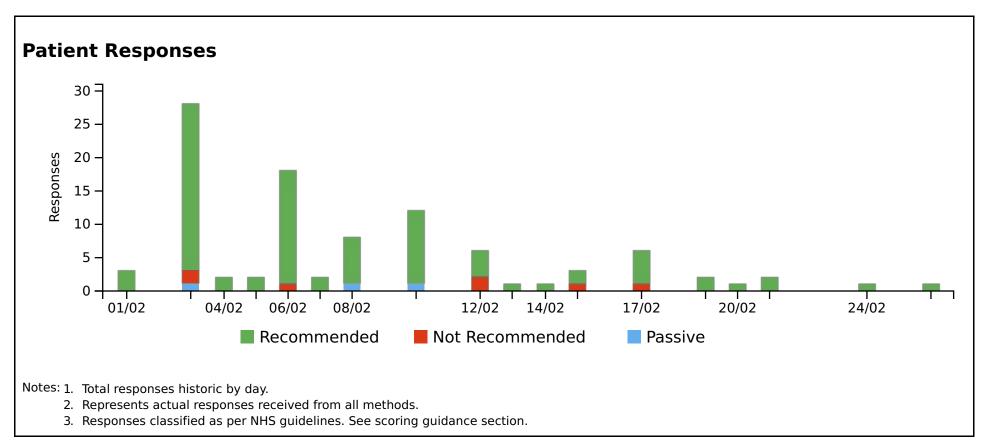
Practice Score: Day of the Week Analysis



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 Reception Experience 17 Arrangement of Appointment 16 Reference to Clinician 24

Notes: 1. Thematic analysis for current reporting month.

- 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 Teassylving automatic quick smiling apart Great amazing tridiculous saying of taking urgent amazing clear rude orateful positive diabetic anxions giving thorough easy of the content of the c

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 relaxed knowledgeable physiotherapist felt very at ease
- ✓ Dr was thorough
- ✓ Polite people, professional, kind, lovely, helpful
- ✓ On time polite staff treated well
- ✓ No waiting , staff polite , nurse extremely kind
- ✓ Great service but delayed. Understandable but my sons first blood test so he was getting more anxious. Nice gesture giving the kids a toy at the end
- ✓ The nurse was very good.
- √ Very good
- ✓ The lady I saw was really kind and helpful
- ✓ Great response from doctor and an appointment made the next day for an assessment
- ✓ My appointment was on time, the practitioner was friendly and efficient and the receptionist very helpful.
- ✓ Got appointment quickly. Physiotherapist was polite, very professional and helpful. Very clear, gave me relevant forms for X-ray. Thank you
- ✓ Staff are kind and thoughtful too fully respect
- ✓ The staff are always helpful kind and understanding.
- ✓ Mr James. Was extremely thorough, also explained everything to me ,very pleasant man .
- ✓ Was attended to exactly the time I was booked in for and the staff was so friendly and helpful when I had some things I inquired from them..It was really very good service
- ✓ Because it was very good service, the nurse was/is a lovely lady and my appt was very efficient.
- ✓ Easy display to self check-in
- ✓I have never spent so long in a consultation room! Mirin explained everything and took the time. My last two visits, a GP and a nurse have been extremely rude.
- ✓ Hollington surgery staff are very helpful, friendly & caring, especially Kate who saw me yesterday. She is amazing at putting me at ease while taking blood during my diabetic checkup.
- ✓ Always on time, very professional, always smiling receptionists and saying good morning, which I like and not getting ignored even when you use automatic check in. Lovely nurse that I see too, always smiling and as I said always professional and reassuring.
- ✓ Was seen on time by a nurse who put me at ease and was very friendly
- ✓ They were quick apart from the waiting time
- ✓ The nurse was brilliant really caring and empathetic made sure I was informed about the procedure
- ✓ The nurse was very nice
- \checkmark Was because I got in seen the consultant, no fuss, and was out. Receptionist was very helpful and polite.
- ✓ Very quick in getting appointment. Friendly staff. Lovely staff who cared and made experience nice for my 3year old son. Thankyou
- ✓ Consultant very nice, understanding and explained in a way that I understood
- ✓I was seen at my appointment time, the nurse who did my ECG was friendly and professional, and the receptionist who made an appointment for me was very kind in making it at a convenient time.
- ✓ I got to my appointment in time but had to wait 15 minutes, although my nurse was excellent.
- ✓ The doctor was very helpful we went through a lot of stuff he explained everything so I could understand everything
- ✓ The nurse was very nice, in and out in 15 minutes
- ✓ It was so much easier going to see the physio direct I felt like I cut the middle man out
- ✓ It's was freindly and simple and a painless blood test
- ✓ Also a good service, Tania is always very helpful. Only thing that lets the service down is the telephone wait times if you ring for an appointment
- ✓ Doctors and staff, helpful and friendly. Have had a positive expence. Only difficulty is calling for an appointment from 8am andt being able to join the telephone queue, so having to redial un you can join the queue at 50. Could a call back system be used
- ✓ Very polite nurses who made sure my privacy was covered up .a credit to the surgery .
- ✓ Very good nurse Barbaroa
- √1 very good
- ✓ Sydenham house surgery is great but need to sort phone lines /ques out takes to long to get hold of reception but apart from that there great
- ✓ The doctor was very helpful
- ✓ The nurse was really kind, helpful and knowledgeable. She really put me and my mind at ease.
- ✓ Hsa was very good on time which is very good I was grateful that surgery gave me an appointment for my blood test within 2days so I think a 5 is appropriate

- ✓ Because im satisfied
- ✓I was seen on time and the nurse listened to my concerns and resolved an issue I had
- ✓ Mrs Alison Durand-wood was very helpful and pute at ease
- ✓ Very pleasant and efficient ladies
- √ Very good
- ✓ A wonderful doctors surgery were all staff made me feel comfortable. Thank you to the nurse who I saw for my appointment for also making me feel comfortable
- √ Very good
- ✓ Nurse was lovely receptionist wasn't very friendly
- ✓ Staff very helpful
- ✓On time and did everything that was required
- ✓ Please can you tell us why you gave your answer?
- ✓ She was very understanding and assisted me
- √ Very efficient
- ✓ Very good
- ✓ Because you're good
- ✓ Nice to be treated by a happy caring professional!
- ✓ Seen early, got brilliant treatment & follow on appointment-first class service
- ✓A good welcome and pleasant treatment, thank you

Not Recommended

- ✓ Because it took me 1 hrs 15mins to get to the surgery be cause of buses being late, and the fact i am extremely I'll at the moment but made the effort so as to not waste anyone's time, I am 90 yes old , semi disabled , ant yet you turned me away when I arrived with no compassion at all . Only for me to then have to take the same pain staking journey all the way back home again .so that is why !!
- ✓ Managed to fit me in when I was late booking my appointment and then even saw me earlier when I arrived early
- ✓ First time I called, number 36 in the queue so called 111 instead. Called back and was 16 in the queue on hold for 45 minutes to only get to number 8 in the queue. I gave up. Ridiculous
- ✓ Made a mistake with numbers
- ✓I gave this answer because I had appointment at 11.30 and did not get into my appointment until 11.50. I did not any apology from the reception
- ✓ Hi, I just wanted to share something that really upset me after my appointment with the GP this afternoon. The doctor was rushing me and said she needed to hurry up to talk to another patient. It was a really hard moment for me, especially since I'm already struggling with my mental health. I ended up crying the whole afternoon after that, and I just felt really let down by the appointment. I needed more support than what I received. Thanks for your time.

Passive

- ✓I have just had to wait 10 days for an 'urgent' blood test which had to be done at another surgery as this was the earliest available appointment.
- ✓ Today phoned call 1230pm fromv doctor/330pm reaction appointment gi gi