

# 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](mailto: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							
<b>Total</b>	<b>71</b>	<b>18</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>100</b>
<b>Total (%)</b>	<b>71%</b>	<b>18%</b>	<b>3%</b>	<b>1%</b>	<b>6%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

89% 7% 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:

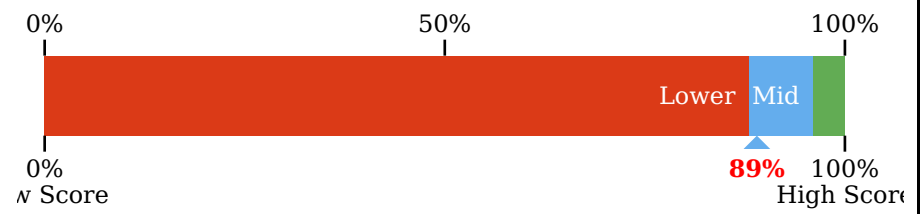
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

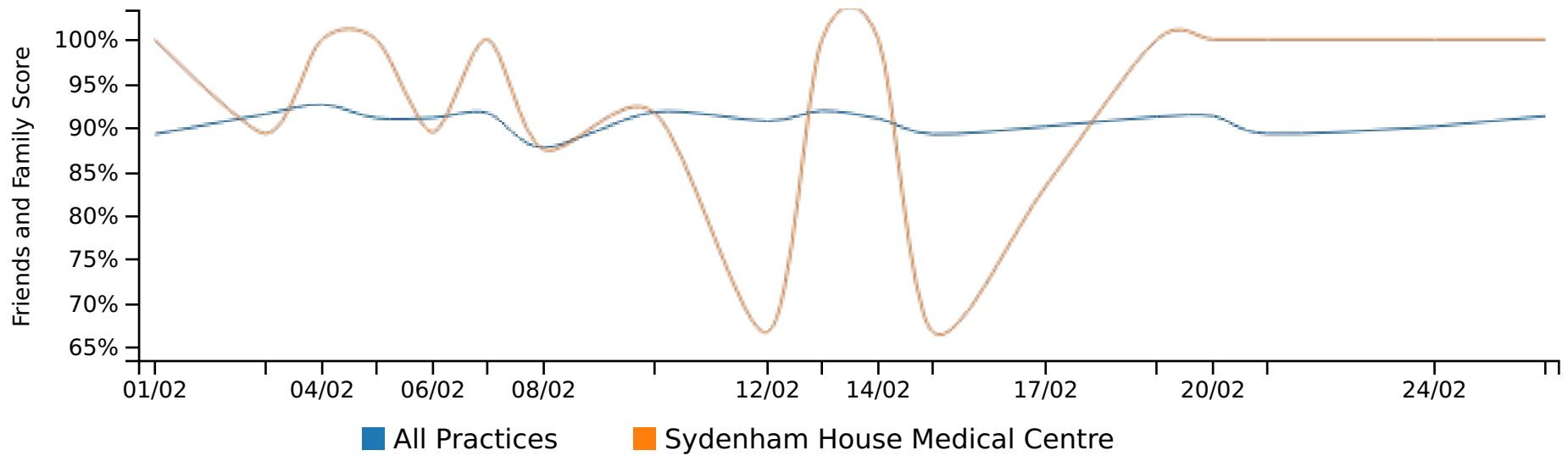
**Your Score: 89%**

**Percentile Rank: 30<sup>TH</sup>**



- 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



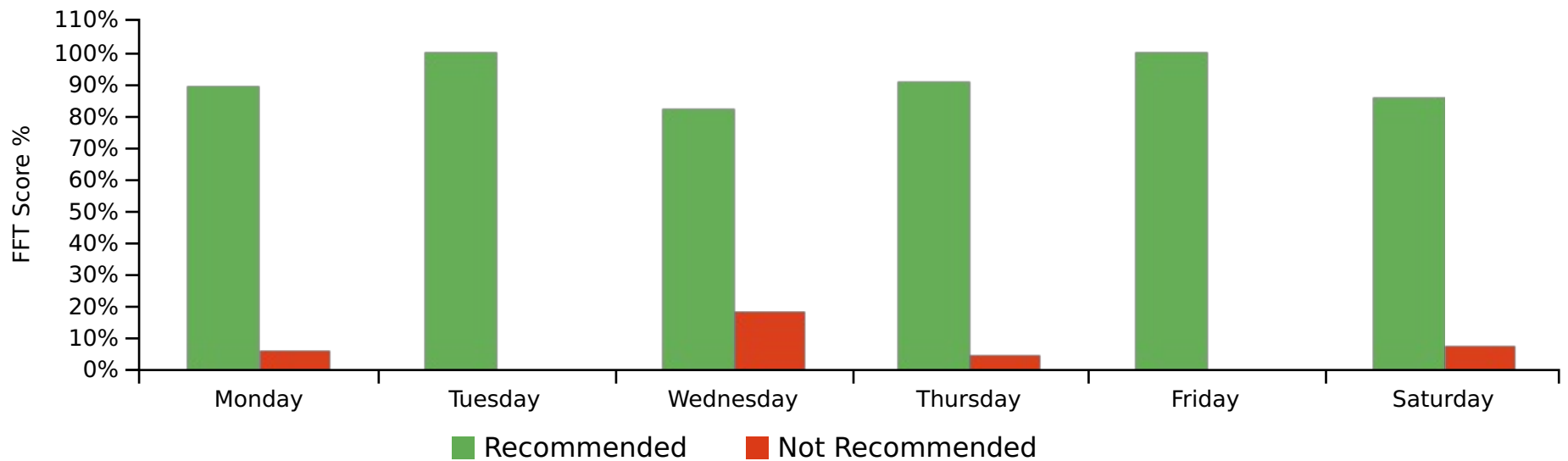
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

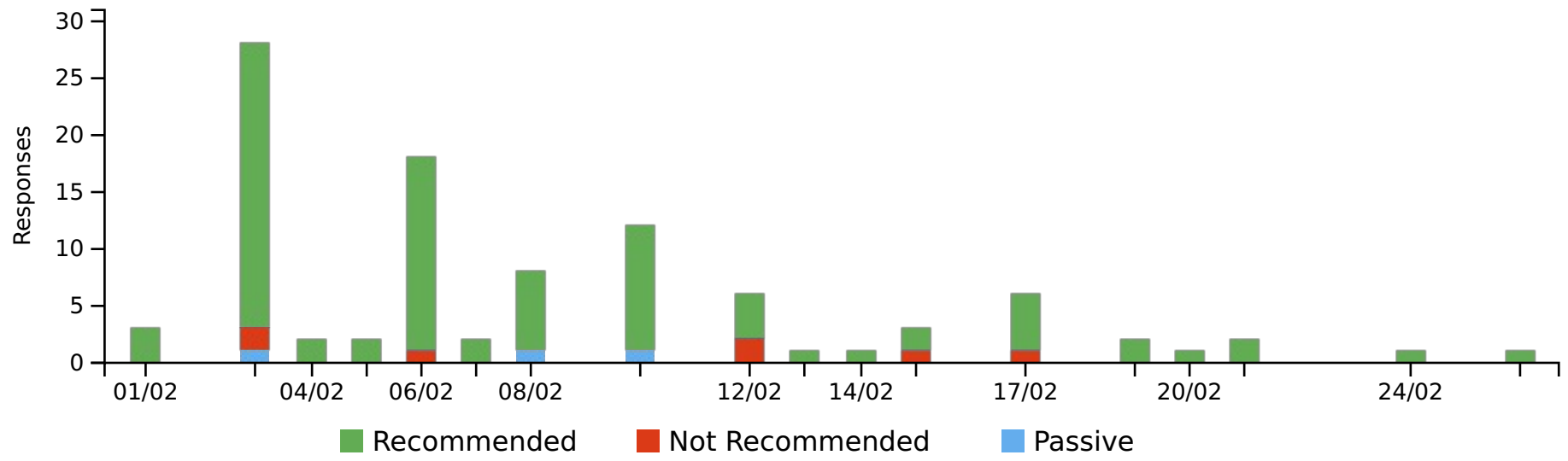
### Practice Score: Day of the Week Analysis



- 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.



- ✓ *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*