

# FFT Monthly Summary: July 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
69	18	4	2	4	1	0	0	0	98	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:**  
**Responses:**

**310**  
**98**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	69	18	4	2	4	1	<b>98</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>69</b>	<b>18</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>98</b>
<b>Total (%)</b>	<b>70%</b>	<b>18%</b>	<b>4%</b>	<b>2%</b>	<b>4%</b>	<b>1%</b>	<b>100%</b>

**Summary Scores**  

89% 6% 5%

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

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:35TH

0%50%100%

0% Score

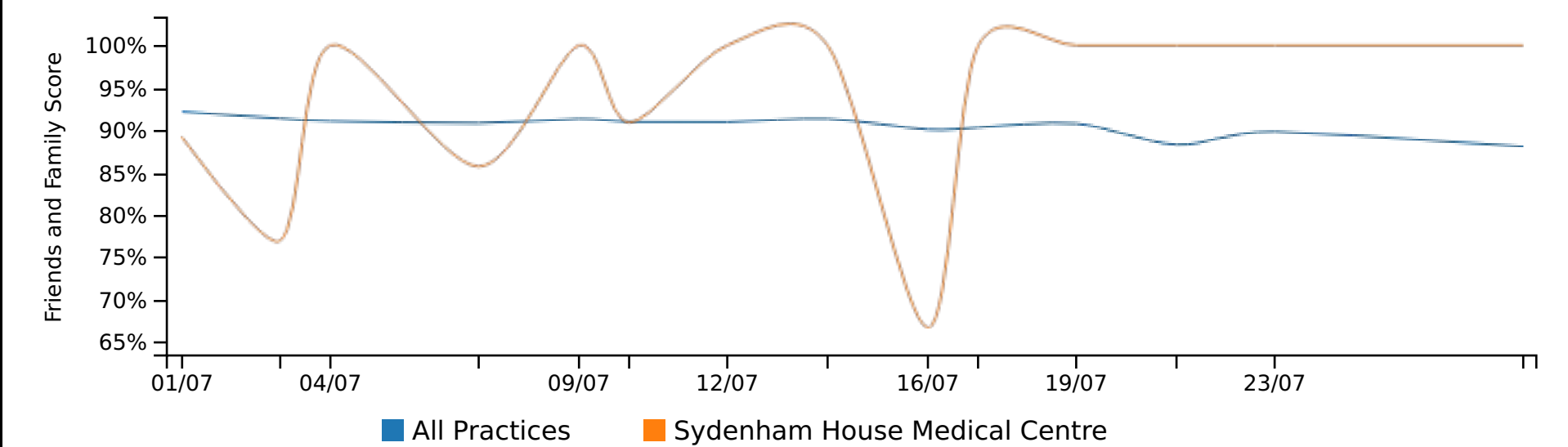
LowerMidHigh Score

89%

100%

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 35th percentile means your practice scored above 35% 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	86%	90%	93%
Sydenham House Medical Centre	80%	89%	91%

Gender

All Practices

91%

91%

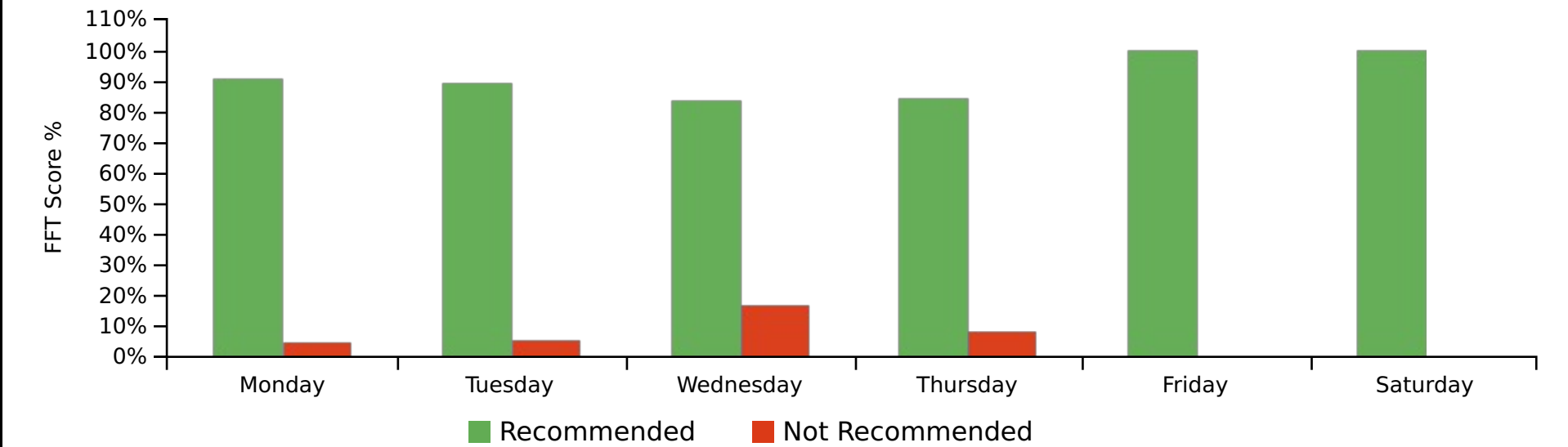
Sydenham House Medical Centre

92%

87%

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

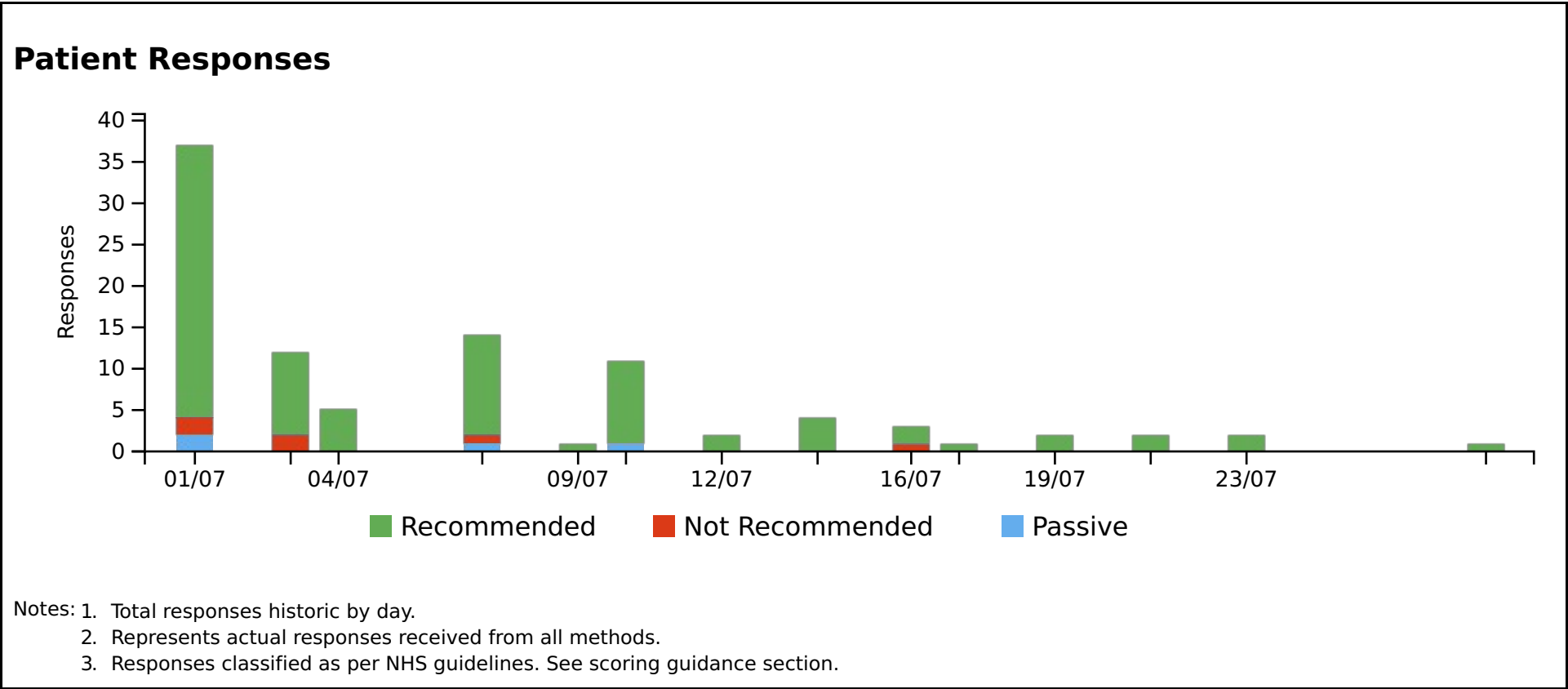
Practice Score: Day of the Week Analysis



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



## SECTION 5

## Patient Free Text Comments: Summary

**Thematic**

Theme	Frequency
Reception Experience	18
Arrangement of Appointment	15
Reference to Clinician	27

Notes:

1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
3. 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.

## 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

- ✓ You. Re all always polite and helpful. Thank you.
- ✓ *Because it quick service, efficient and explanatory*
- ✓ Almost all your staff are very pleasant to deal with. Building a good rapport whilst putting you at ease. Every step of what is going to happen is explained in full, followed by dealing with out comes.
- ✓ *I checked in early via the screen at reception. I was seen early and the nurse taking my blood was very polite and very efficient at her job. A very satisfying visit.*
- ✓ Got to see doc promptly and subsequently blood tests
- ✓ *Nurse who done my shingles jab . answered my questions and listened to me.*
- ✓ Efficient and on time
- ✓ *It was a better doctor*
- ✓ Appreciated been seen so quickly
- ✓ *The doctor who I saw was very helpful on what I came in for*
- ✓ Was listened carefully and given the roght help I think!
- ✓ *Excellent Doctor and Nurse*
- ✓ Did not have to wait. People were nice.
- ✓ *Nurse Tanya knew what she was doing, helped a lot with sorting o*
- ✓ every body so nice and polite and understanding
- ✓ *doctor and staff are very nice with good attitude, helpful and answer my question very clearly, make me feel comfortable*
- ✓ Very good service and helpful staff
- ✓ *I went for blood test to be taken which was fine*
- ✓ Dr Malliah was great on my recent visit. Did a thorough assessment on my ears and took appropriate action. Thank you
- ✓ *Good*
- ✓ Because I went into the surgery, appointment was on time it is always good to be on time. And all staff very polite
- ✓ *The doctor did everything professionally and politely.*
- ✓ The nurses who I saw were so nice. Very informative and efficient
- ✓ *Prompt service from the Nurse this week for an injection. Rarely have a need to contact the surgery normally.*
- ✓ The person I see what very helpful, explained things well and helped me understand the process.
- ✓ *Only saw the nurse who is looking after my leg dressing and is excellent nurse really so helpful and very kind and always very positive that she will be able to sort things out and make things better. Many thanks to her.*
- ✓ Quick response, excellent service, encouraging and positive outcome.
- ✓ *Nothing to complain about as usual*
- ✓ I gave the answer because that is my thoughts, the staff were pleasant and professional, and I couldn't say otherwise.
- ✓ *Very informative, the physio gentleman was very precise and seemed very knowledgeable, appreciate your time and seeing me on short notice*
- ✓ Warm and polite reception
- ✓ *Tanya has been great. She's really looked after me and provided great advice.*
- ✓ Did not have to wait long the nurse was asking how i was it was quick and very pleasant allways is
- ✓ *Given lots of information to help recovery*
- ✓ Dr. Yordanov Miron is a professional and caring doctor. He listened carefully to my concerns, explained everything clearly and made me feel supported. I sincerely appreciate his kindness and attention. Many Thanks.
- ✓ *Easy to get an appointment. Booked my blood test on line. Lovely staff- all helpful and kind and really good at what they do. Barbora checked my ECG results were also back and booked a telephone consultation for the next day. So really good patient care from her. Thank you*
- ✓ With assistance from nurses was able to get short notice dressings change appointments. Practice nurses I've seen are very caring too.
- ✓ *All the staff were very kind , and Alice made me feel really comfortable considering how nervous I was about my appointment*
- ✓ The gentleman I see today was very polite and gave me a lot of advice and information to help me deal with my problems he also made me an appointment for another department which will also help. Plus he has asked me to make a follow up appointment for about 6 weeks time to see if there is any improvement. My score would have been higher but I always have issues with ordering my medication and only a hand full of times has my prescription been correct.
- ✓ *The physio was professional, knowledgeable and helpful.*
- ✓ Because Kate was very helpful and professional putting me at ease immediately. Very skilled in her role.
- ✓ *Easy to book appointment faultless treatment*

- ✓ Usually get a good response if aod when i need to ring the surgery
- ✓ *Was good but I waited 10 minutes for my appointment*
- ✓ Appointment was on time. Kate was very friendly and gave me any information I asked for. Bloods taken very carefully.
- ✓ *Very difficult to get a GP appointment but other appt is relatively okay. When you do get an appt. It is very good, very prompt, your time is not wasted and the clinicians are very professional. The reception team is also very good.*
- ✓ Seen on time and an excellent nurse too.
- ✓ *Had a very good service from the nurse. Thank you*
- ✓ Because I cant fault the service I've been given except for the long wait sometime waiting to get through on the phone.
- ✓ *What do you mean?*
- ✓ V good attention. V quick appointment v good staff
- ✓ *Great nurse took my bloods straight away*
- ✓ Nothing wrong with the service so gave a good rating.
- ✓ *Lovely staff based at Hollington Surgery, very caring and supportive, didn't feel anxious as I normally do, my 2nd time of going to this surgery*
- ✓ Very good & pleasant.
- ✓ *Because you ask our it was*
- ✓ I phoned with a concern about my mother. The receptionist was very proactive and spoke with the on call dr and within 10 minutes I had a link to send pictures, the on call dr contacted me with 30 minutes and delt with the issue. This was all after 16:00 hr and I didn't expect this services so late in the day. So thank you.
- ✓ *The staff were pleasant, respectful and professional.*
- ✓ Reception staff always helpful Don't often have to wait longer than appointment time
- ✓ *Nurse (Kate) was excellent as usuallt's the overstretched doctors - back pain not resolved (becoming even more decrepit) and bum incontinence not addressed properly - soon will not be able to cope*
- ✓ I was well informed about the appointment and received reminders when it was due I didn't have to wait long at the surgery nurse was nice we had no issues a good experience
- ✓ *Very happy and helpful receptionist*
- ✓ Despite negative press about the NHS I have always been able to get an appointment, not really had to wait in surgery, and been referred to various services in reasonable time. I understand the pressures that nhs practices face, but my own experiences do not reflect any shortcomings in service or the care provided. Thank you.
- ✓ *Lovely nurse. Very gentle on sore wound. Communicating with everything she was doing through process*

## Not Recommended

- ✓ The surgery has just taken over my care following breast cancer. They have already failed to contact me regarding taking over the hormone treatment. I co@ I co
- ✓ *Locom doctor give advice that was wrong and when I phoned the surgery today was told to book another appointment which should of been sorted yesterday*
- ✓ I've gave my answer because after being with this surgery for over forty years sadly it's gone downhill over day the last few years receptionist asking to many personal questions when it's nothing to do with them and some of them are now called care navigators what is that all about also trying to get an appointment is so hard it's incredible
- ✓ *Tanya was very friendly and professional. She made me feel at ease and explained the process clearly.*
- ✓ Front desk staff were lovely however dermatologist was dismissive and uninformative

## Passive

- ✓ I understand the pressure the NHS is under but my main issue is trying to get through and get an apt. Once seen the service has been good including follow ups.