

FFT Monthly Summary: December 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
65	23	3	5	2	0	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients: 371

Responses: 98

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	65	23	3	5	2	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	65	23	3	5	2	0	98
Total (%)	66%	23%	3%	5%	2%	0%	100%

Summary Scores

👍 90% 🚫 7% 🤷 3%

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/>

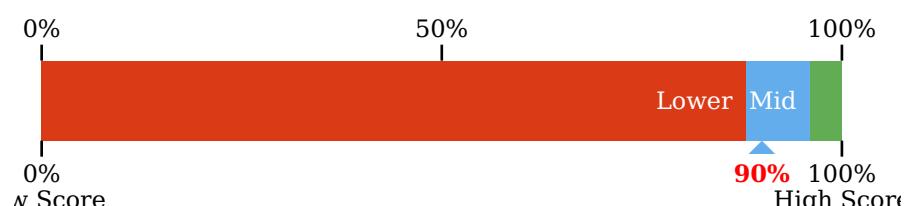
SECTION 3

Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **90%**

Percentile Rank: **35TH**

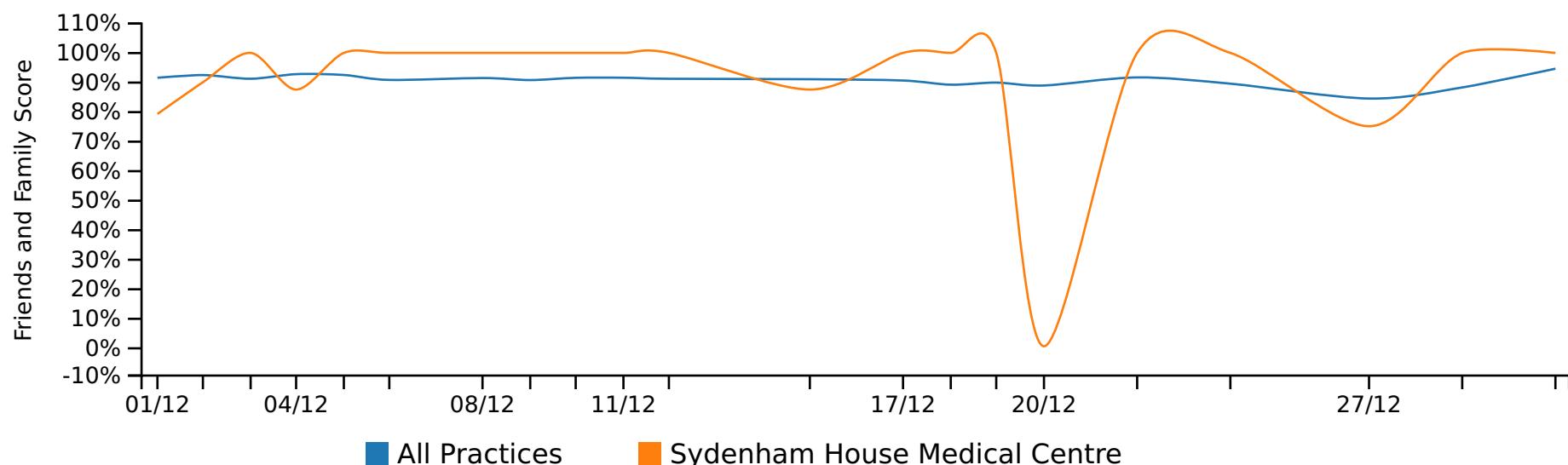


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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.

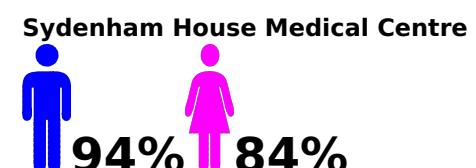
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	85%	91%	94%
Sydenham House Medical Centre	100%	89%	88%

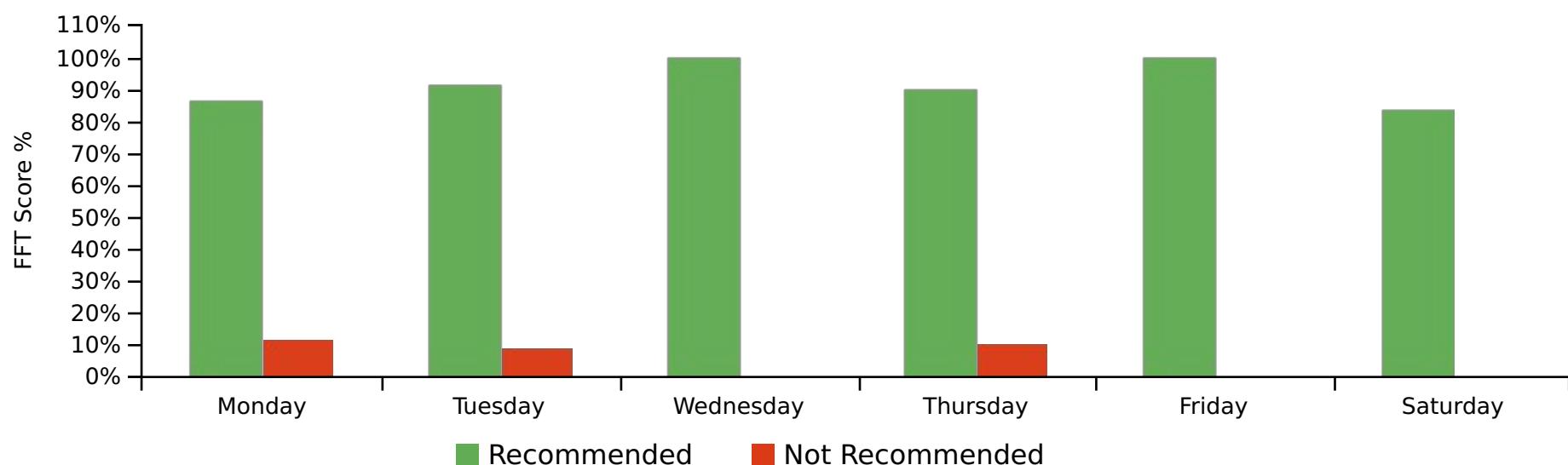
Gender



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



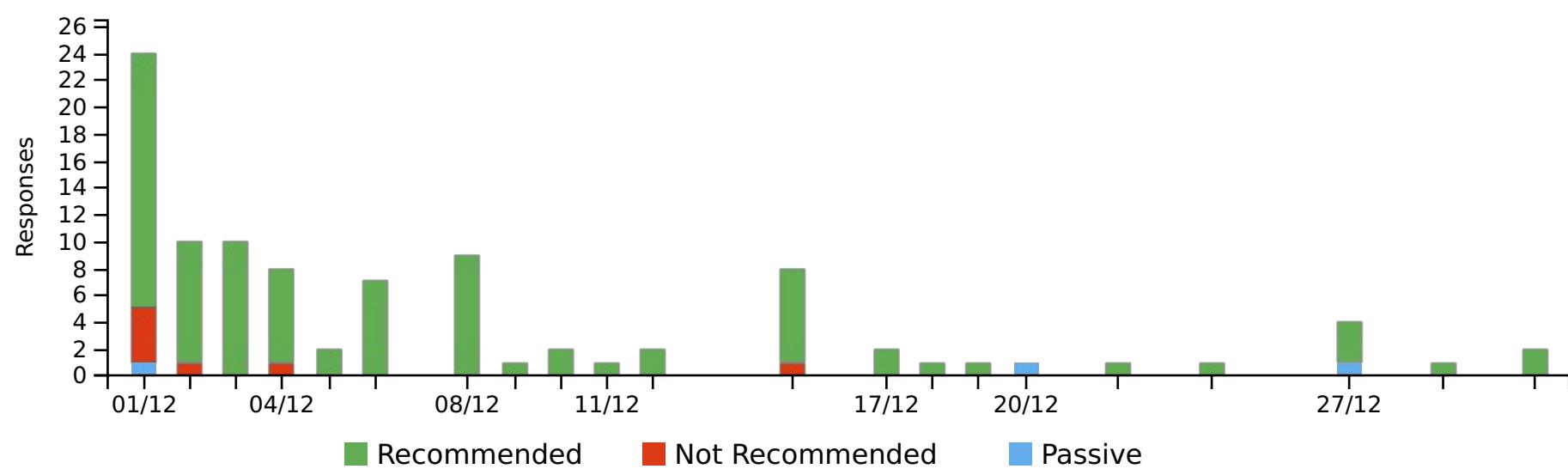
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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

SECTION 4

Patient Response Analysis

Patient 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.

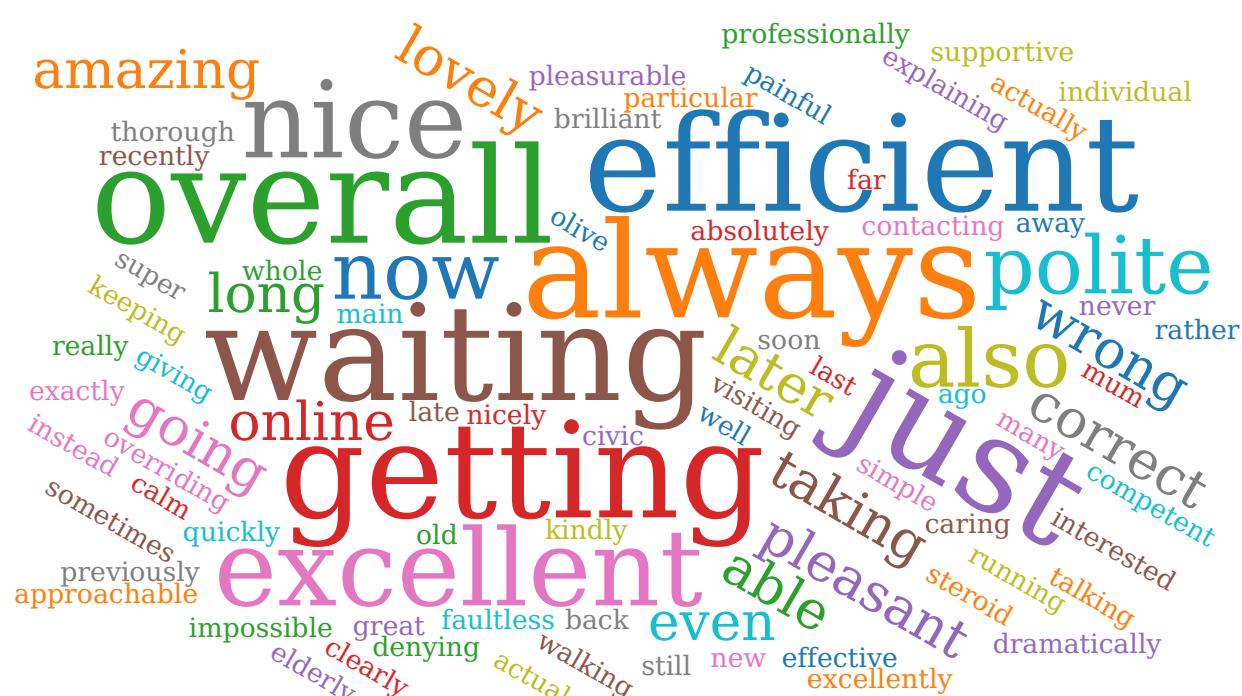
SECTION 5

Patient Free Text Comments: Summary

Thematic	
Reception Experience	10
Arrangement of Appointment	13
Reference to Clinician	30

Notes:

1. Thematic analysis for current reporting month.
2. Thematic analysis covers the discussed themes by analysing sentence fragments and is an exhaustive analysis of all talk points.
3. Tag cloud is rendered using the most used present participle, gerund verb, adverbs and adjectives where the word frequency is reflected in text.



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

- ✓ We were seen at the time ? of the appointment and the nurse was very efficient and friendly.
- ✓ *Because I am always feel looked after thankyou.*
- ✓ I was seen on time and the staff were very friendly and helpful.
- ✓ *Was seen within 5 minutes*
- ✓ Never had to wait to long
- ✓ *It would have been 1 were it not for the rubbish online booking system.*
- ✓ Quick service and very helpful
- ✓ *Very good treatment and service when visiting surgery . Problems with contacting clinic and getting appointments.*
- ✓ Was seen soon after I arrived.'Nurse?' was pleasant/kindly explained what she was doing as she syringed my ear quickly and with care.Advised me to use olive oil from time to time to stop build up of wax.
- ✓ *They have a good and quick service*
- ✓ The first response was good and professional
- ✓ *Efficient, and very helpful*
- ✓ Good service good doctor
- ✓ *Good service*
- ✓ Tanya was very kind but also very professional
- ✓ *They treated me nicely*
- ✓ Did not have to wait long and the nurse was very efficient
- ✓ *Very helpful and friendly explaining everything*
- ✓ Very kind and understanding
- ✓ *The nurse was extremely helpful and personable*
- ✓ Very caring and helpful very happy
- ✓ *The check-in was simple and straightforward. The lady was a 10/10 for the service provided. No pain super easy procedure!*
- ✓ Friendly staff and appointment running on time. The Dr my daughter saw was very patient and took time to reassure her whilst giving her painful steroid injections.
- ✓ *I had a B12 jab at Musgrove today*
- ✓ Very helpful and efficient practice.
- ✓ *Good service*
- ✓ Excellent service.
- ✓ *staffs are very kind and helpful*
- ✓ There were no appointments left but the surgery prioritised my 4 month old and she was seen by a doctor a few hours after I called
- ✓ *I gave it because my appointment was made the last time I saw the nurse so it was on time and no waiting around or going on line to get an appointment.*
- ✓ I booked in on time and was seen at the correct time with no waiting, the phlebotomist was quick and professional and helpful
- ✓ *I was given good advice and on a Saturday. Thanks*
- ✓ Always very polite on reception and doctor shah was very helpful and nice to speak to and understanding, Tanya, who I see, is very professional and very kind and lovely. Always a pleasurable experience x
- ✓ *Excellent service all round. Communication, treatment, time keeping all faultless.*
- ✓ Overall very satisfied with surgery. Doctors very good. Nurses are very good. So overall, very satisfied.
- ✓ *Because they didn't just send me away they actually listened and knew something was wrong*
- ✓ Because Dr Malliah couldnt have been more careing .
- ✓ *The doctor understood my problem*
- ✓ My doctor was amazing really understanding and calm! I would love him to be my doctor all the time
- ✓ *Didn't need to wait*
- ✓ Was happy with the service.
- ✓ *Nurse was very friendly and explained everything to me*
- ✓ Easy to check in, appointment was on time and nurse was friendly and efficient
- ✓ *Very helpful individual*
- ✓ Nurse who did my tests , was extremely nice & competent, only failed to give a score of one is because of the wait for the test in the first place .
- ✓ *Anpt. Was on time. I was treated with care and received good help and advice*

- ✓ Because the practitioner provided a good diagnosis, correct and effective treatment very happy. ?
- ✓ The nurse attended to me excellently. Talked me through processes and ask if I have any question.
- ✓ There is no denying GP's and the service they provide is far from what it used to be but when needed, I have been able to get an appointment for myself or my daughter, both face to face and telephone. Things have dramatically improved recently with the new triage system as you are now able to submit an econsult throughout the day whereas previously it could take days just to get through and get an appointment. All staff I have dealt with have been amazing and supportive and find now that the main delays are with the wider NHS such as hospitals and referrals, rather than the GP.
- ✓ A referral was made and I felt listened to and it was very helpful with my on going issues
- ✓ Because Hayley is brilliant and is very professional.
- ✓ Easy to arrange blood test
- ✓ Quick service no waiting
- ✓ The reception ladies are so friendly & helpful, Y appointment came through quicker than I thought it would, the doctor/physio was excellent. Very professional as well as being approachable & friendly, explained everything i needed to know.
- ✓ Because the person I saw today was very helpful and polite
- ✓ The overall experience was very good & my issue has been solved to my satisfaction
- ✓ I gave that answer because the doctor attended to my son professionally, explained everything clearly, and made us feel comfortable. Overall, the service met my expectations, which is why I rated it as very good. I believe it is my civic duty to provide feedback, whether things are done right or wrong, so the hospital knows when to maintain or adjust their services.
- ✓ I'm very happy with the service you provide
- ✓ Good experience at surgery but could not do a straightforward booking on NHS app and appointment ran late.
- ✓ All the staff are very pleasant.
- ✓ Because the staff are always polite and very helpfull
- ✓ Nurse was good friendly and helpful
- ✓ Appointment exactly on time ,easy parking at Hollington Surgery unlike Sydenham house Surgery where you struggle to park ,Also Kate is very thorough and easy to talk to , which makes her a very nice Nurse ,
- ✓ The nurse was so friendly and professional and was seen on time
- ✓ Happy with the service
- ✓ Hollington has excellent doctors and staff
- ✓ Have always found everyone to be helpful.
- X The nurse that we saw is absolutely lovely, so helpful and a credit to the surgery.
- X That is my view of the overall practice service
- X No particular reason just a good service
- X Prompt appointment, on time. Explained everything and why
- X The nurse was kind an put me at ease also she getting a doctor to phone me tomorrow about my breathing

Not Recommended

- ✓ You don't know your arse from your elbow
- ✓ Receptionist were taking about patients and the whole waiting room could hear about them
- ✓ Doctors didn't seem interested in my option and tried overriding me on decisions they later had to back track on even though I told them at the time
- ✓ Getting appointment or even talking to a receptionist is impossible. Plus my mum is elderly, cant use online services as she dont know how to, so how is she meant to contact drs to get a appointment. It would be nice to see a dr sometimes instead of just a telephone appointment.
- ✓ No appointments for a blood pressure check with an actual doctor for over a month, was told 8 weeks ago I was being referred to another treatment plan only to Chase it 8 weeks later and be told no referral has gone through without a blood test of which I was not told was needed. So I've been waiting 8 weeks for nothing. My condition is getting worse and worse and I am now getting more affiliated symptoms and no one seems to care

Passive

- ✓ Had very good service from Mrs Tanya O'Niel
- ✓ I just feel that my quality of life is not great as the problem with walking does not improve I am taking so many tablets which do not stop the pain. I have had an X-ray I have had physio but there still does not seem to be a solution.