

FFT Monthly Summary: June 2026



Sydenham House Medical Centre
Code: G82050

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
73	13	2	4	7	0	0	0	0	99	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:
Responses:

357
99

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	73	13	2	4	7	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	73	13	2	4	7	0	99
Total (%)	74%	13%	2%	4%	7%	0%	100%

Summary Scores

87% 11% 2%

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:

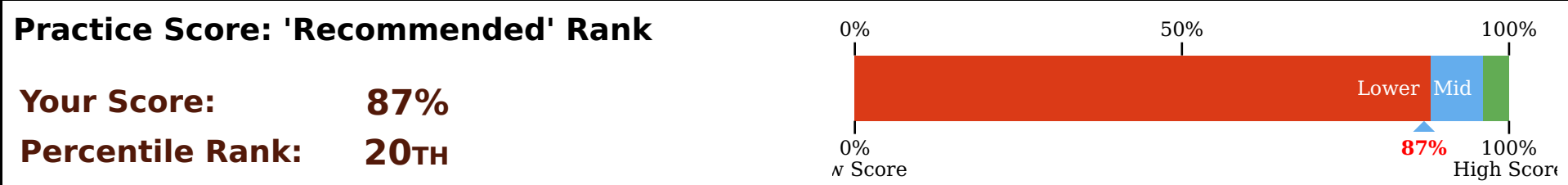
Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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:

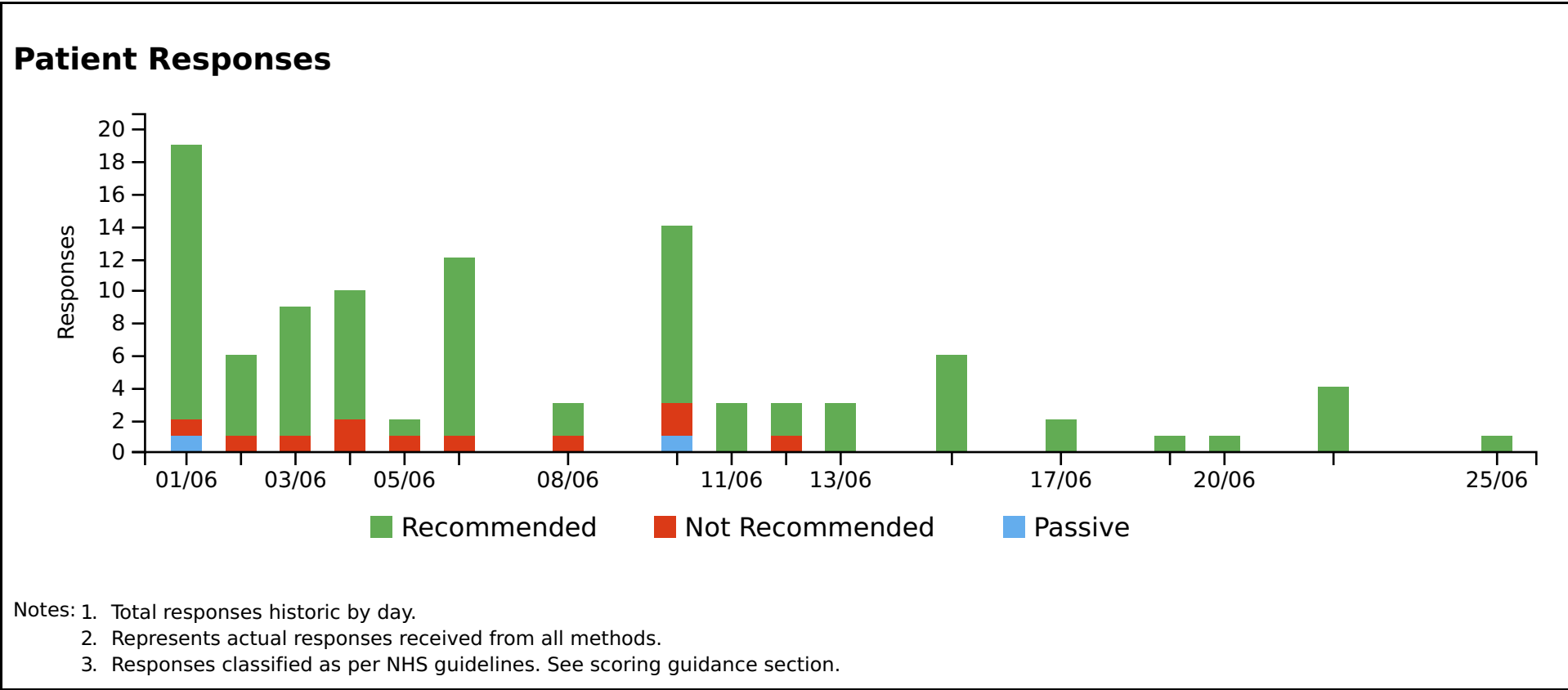
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3
Practice Scoring



SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	16
Arrangement of Appointment	9
Reference to Clinician	25

- 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.

Tag Cloud



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

- ✓ reception was excellent nurse and doctor on time. Service was very good
- ✓ *Doctor spend time to explain the procedure for respiratory.*
- ✓ Nurse Julia Todd very attentive throughout asthma review with spirometry.
- ✓ *Because you helped me thanks again*
- ✓ Explaining my shortness of breath to do with my heart and new medication to make it better very understanding
- ✓ *Carol explained the process to me*
- ✓ Website is easy to navigate. Staff are attentive and helpful. GPS are knowledgeable Free parking and long opening hours
- ✓ *Just good*
- ✓ Had a blood test didn't feel a thing .so that's why I gave it my answer
- ✓ *I was dealt with in a professional manner.*
- ✓ Everyone at the Practice is very helpful
- ✓ *Because I have no problems with the staff there And they are always polite and helpful ?*
- ✓ The last three engagements I had were all carried out at the appointed time, no waiting around. Good effective and efficient service.
- ✓ *very nice polite and helpful lady on reception*
- ✓ Because i feel better now
- ✓ *Dr Shah was very pleasant to talk to and ordered some tests while I was there.*
- ✓ Cos you asked me to give a score.
- ✓ *A young lady who is very help full there*
- ✓ Every time I have a query the girls on the phones have supported me until the issue is resolved. The nursing staff Who attend my husband are good too.
- ✓ *Communication and explaining my medication has been clear. Listening to any concerns or answering questions has been great too. My diabetic appointments have for the first time in many years has become a helpful experience with Eksha Samyu Limbu and Sasha and hope they are permanent nurses managing Diabetes.*
- ✓ Was dealt very well.
- ✓ *because I am satisfied*
- ✓ Polite professional efficient
- ✓ *Staff are friendly*
- ✓ Because my visit went exactly as was planned and checks and procedures carried out in an understanding manner and by a very pleasant clinician.
- ✓ *Because the response was very good*
- ✓ Staff were brilliant.
- ✓ *The doctor was helpful and understanding*
- ✓ Doctor was very good first time I'd met him and he'd read up on my illnesses and listen to what my issues were
- ✓ *On time and Barbora is always lovely*
- ✓ My nurse Linda Mcveigh was cheerful,easy to talk to and got my blood first time. Good experience
- ✓ *The staff are always friendly and very helpful and always polite*
- ✓ I find my new Ashford surgery, yourselves, very reassuring, calm, well organised and all staff patient, humane, and with expertise. Very happy. Thanks!
- ✓ *Appointment are exactly on time every time and I don't need to wait. Doctors and staffs are very helpful and patience.*
- ✓ Good friendly staff
- ✓ *Good service, thanks*
- ✓ I was on time
- ✓ *Not on line.Receptionist very good.Told my problem.Doctor phone,to say he see me at 10.Dr Shah then sent prescription to surgery.*
- ✓ Quick. Friendly. Choice of locations to facilitate convenient booking.
- ✓ *Because they went the extra mile so I could have my injection i needed x*
- ✓ Dr Shah very helpful I am very grateful to him and the staff.
- ✓ *Kind, courteous and efficient service as always*
- ✓ 1-Very good
- ✓ *COs that's how I feel Ok*
- ✓ Very good doctor, very knowledgeable and a credit to his profession.
- ✓ *I was very happy with my appointment*
- ✓ Not kept waiting in on time

- ✓ *The service I received was excellent.*
- ✓ As the staff there realised I had heart condition and advised me to A&E for treatment
- ✓ *Dr shah was so kind and asked me to come to the surgery*
- ✓ The GP I saw was fantastic, he arranged to see me in person, questioned me and actually listened to me. Explained things as required. He had a kind, approachable, caring manner.
- ✓ *GP phoned in good time in response to my e consult made a non urgent appointment within the same week. Seen and further referrals made for follow up with advice given for my condition*
- ✓ Very quick to see the doctor very efficient and good patient manner
- ✓ *Efficient went in on time and explained everything that was happening*
- ✓ Received excellent treatment during my repeat appointments with the nurse. Always polite and professional
- ✓ *Good service and efficient*
- ✓ Was seen before my normal time I was ment to been seen . Took my bloods well and my daughter's blood pressure very well spoken .
- ✓ *Because If*
- ✓ I rate the doctor one because he's very understanding and very kind and he was very helpful with his questions
- ✓ *Always room for improvement but Dr today listened and tried help,where as Dr on phone last week didn't really help n to me was rude*
- ✓ The nurse I saw was very good and explained everything well.
- ✓ *Dr Aashish Shah at Hollington Surgery was outstanding! Never seen such a great Dr. A real credit to his profession.*
- ✗ Though I was not sure what this appointment was for we were able to cancel one that was not necessary Kate was able to complete and sort out my back and get me ready for my next appointment with the things I needed
- ✗ *Everything was explained step by step. We understood all the details.*
- ✗ Because you.asked

Not Recommended

- ✓ Results from MRI scan on 9th may were received by yourselves on the 15th May, and up to today's date, I heard nothing from the surgery. When doctor called me, after me having to call and chase for my results, I had trouble understanding anything he said. Delay in contacting me was far too long 2 weeks!
- ✓ *The nurse and staff are excellent..4 is for poor waiting for appointment times having to use a computer to get a booking etc etc...no more face to face*
- ✓ One person on the desk, who was dealing with patient, no acknowledgement to waiting patients, went to another patient still without apology for the waiting, took about 15 mins to get acknowledgment. Sign in screen wasn't working properly
- ✓ *I fill out econsult and then get a message hours later to try again tomorrow. I ask the doctor why after 15 years of a medication being on repeat it's suddenly taken off with no advise and she stated I'm here to see you for the other issue not that, you have to make another appointment. Reception staff are covered in thick makeup and talk very loud about your personal details and any samples you may require with no concern for privacy. The reason I mention the make up is those that use a mirror and address the makeup with a more lady like application do talk quietly and politely. I'm also told to take meds only for six months and review but each time I ask to come off and state not great being on meds 10+ years my reply is "ohhh your fine". Also the waiting room is germ infested. People wiping Thier nose with Thier hands touching things, coughing into Thier hands and touching signing monitor and no cleaning wipes or any sign staff use and antibacterial wipes around the areas to reduce germs spreading*
- ✓ Surly it's self explanatory
- ✓ *TO APPRECIATE THE STAFF THEY ARE VERY COOPERATIVE*
- ✓ I had my ear syringe today, immediately lost hearing and nurse said it would come back after a little while but it still hasn't. I could hear fine before the appointment and now feel disoriented
- ✗ *Service we have received as a family is shocking*

Passive