

FFT Monthly Summary: August 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
54	17	1	0	1	1	0	0	0	74	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:

537
74

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	54	17	1	0	1	1	74
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	54	17	1	0	1	1	74
Total (%)	73%	23%	1%	0%	1%	1%	100%

Summary Scores

96%

1%

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:

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:96%

Percentile Rank:80TH

0%50%100%

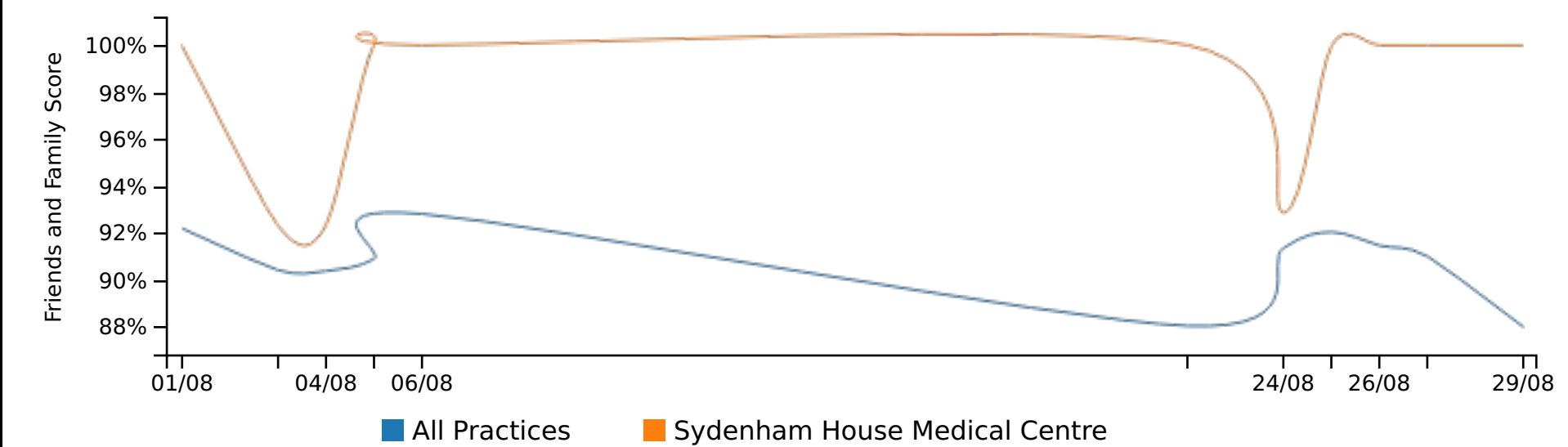
0% Score

LowerMid

96%100% High Score

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 80th percentile means your practice scored above 80% 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%	94%
Sydenham House Medical Centre	100%	100%	92%

Gender

All Practices

91%

91%

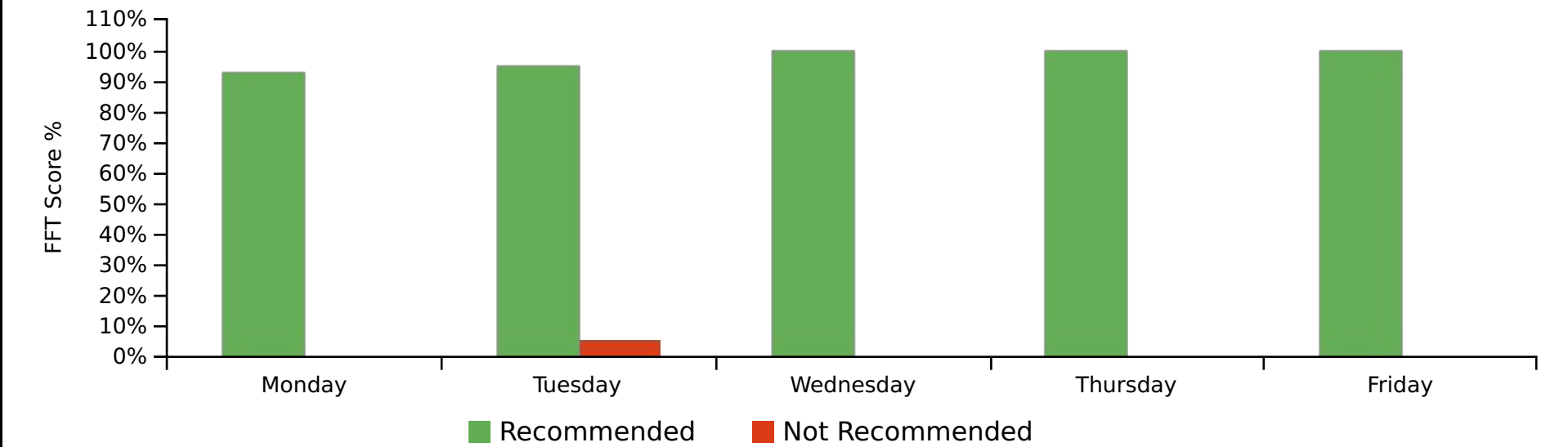
Sydenham House Medical Centre

97%

95%

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

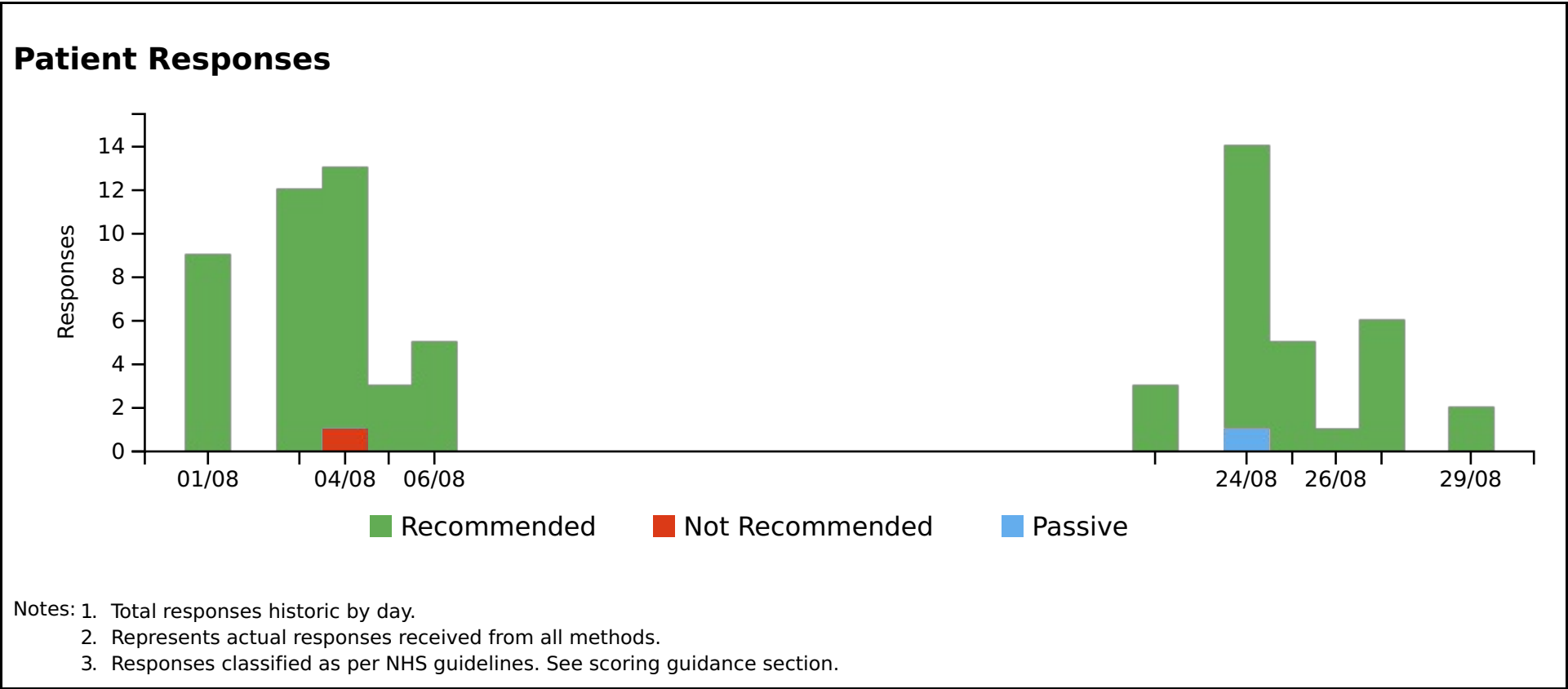
Practice Score: Day of the Week Analysis



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

Tag Cloud

Reception Experience 9
Arrangement of Appointment 9
Reference to Clinician 23

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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.

generally, easy, efficient, helpful, quick, polite, good, really, knowledgeable, happy, amazing, back, well, lovely, nice, asking, rushing, quickly, away, ever, last, late, even, looking, next, caring, little, far, thorough, overall, true, long, swiftly, professionally, lucky, professionally, actually, enough, great, now, previous, difficult, following, reassuring, clearly, diabetic, anymore, pleasant, initial, welcoming, straight, much, happening

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

✓ I received very good care from Mr Yordanov. He helped me understand my problem and got an x-ray set up swiftly for me and was very easy to talk with.

✓ Doctors.and.nurses.always.polite.and.helpfull

✓ Very Good

✓ Come in booked in at reception sat down seen just after 10_30 doctor explained all , out an finished

✓ In the last year both my wife and myself have been generally well looked after. Reception and the doctors are generally looking to help in care and support so far.

✓ Doctor was lovely plus good email communication during day.

✓ As I'm upset with the diagnosis I'm not in the right frame of mind to answer anymore questions

✓ Friendly service

✓ The nurse/doctor was very far and wouldn't give up

✓ As mentioned above. I found that the doctor's accent very difficult to understand .

✓ Such a friendly, reassuring and helpful nurse. Excellent experience

✓ I had a kind doctor who seemed knowledgeable and experienced.

✓ Very knowledgeable and friendly service. He explained the issue very clearly and answered all my questions

✓ Nurse was very polite and helpful..no bruising from blood test neither

✓ Much more efficiently impovement service then previous times

✓ Good care by nurses.

✓ On time no problem

✓ My nurse was excellent, answered all my questions and made me feel very comfortable.

✓ Excellent service as always

✓ Scorer 1 very good the nurse is always polite and good at her job

✓ Information given

✓ Seen at appointment time and treatment was professional

✓ She was very kind, thorough and efficient

✓ Excellent visit to Sydenham House. Appointment on-time with very professional and.friendly atmosphere

✓ All the staff were very helpful and very quick service . Thank you.

✓ Quick response

✓ Nurse was very pleasant and efficient and answered any questions I asked

✓ Because I was seen on time and dealt with very efficiently and professionally

✓ Everybody is efficient, professional and courteous

✓ Didn't have to wait too long, and the physiotherapist explained what was happening to me and what the next steps were

✓ My visit for my blood test was Was very good .the rest of my reply was a sperate issue

✓ I had a really good experience. I arrived earlier than my appointment time and was actually seen before my scheduled time, which I really appreciated. The doctor was very welcoming, patient and took the time to listen to me without rushing. I felt comfortable asking questions and felt that my concerns were genuinely heard. Overall, Im very happy with the service .

✓ The Staff on duty were very friendly

✓ Haley has worked wonders with me, my diabetic situation is now spot.In my opinion she is kind and she cares and she is very professional, the practice is very lucky to have her and what ever she is payed it's not enough

✓ Really great caring service today

✓ I got an appointment quick lady I didn't even feel the needlePlus when you phone now you answer straight away which is amazing g Reception staff always nice plus helpful

✓ Great service on time ?

✓ The receptionist was very helpful and, true to her word, she called me back with an appointment.

✓ He was professional , listened to me .

✓ Efficient care and professional advice booking left surgery very Happy thanks Babaora and trainee

✓ I was seen a little before my appointment time your member of staff was friendly and efficient ,thank you.

✓ My appointment was on time, the nurse was friendly, and explained everything, the test didn't hurt and was over in seconds . Most excellent

✓ Easy check in, was quickly seen

✓ Spot on time,everything explained. Thank you.

Had call back from reception. Then call from doctor and an appointment for today . So very happy with all today

✓

- ✓ *Just has a diabetes check up at musgrove surgery and it's was amazing service and as Sydenham house so Sydenham house would get a score of 3 and the service by musgrove is 1*
- ✓ I completed an econsult, was called by GP on same day and had an atthe following day. So service was very quick. GP confirmed my initial diagnosis and told me to continue with my course of action.
- ✓ *Hollington Surgery are always polite and professional and I feel like they genuinely care.*
- ✓ On visting the surgery I have always found the staff always so freindly and helpfull
- ✓ *very good service*
- ✓ Because of the attention & care DrShah showed to me this afternoon .

Not Recommended

- ✓ I like to see my doctor at the doctor's surgery not by phone call s

Passive

- ✓ Was just ok went in 10 minutes late the nurse has no people skills but does her job ok