

# FFT Monthly Summary: September 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 |
| 78     | 13     | 6      | 0      | 3      | 0      | 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:**  
**Responses:**

**382**  
**100**

|                      | Very good  | Good       | Neither good nor poor | Poor      | Very poor | Don't know | Total       |
|----------------------|------------|------------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll       | 78         | 13         | 6                     | 0         | 3         | 0          | <b>100</b>  |
| SMS - User Initiated |            |            |                       |           |           |            |             |
| Tablet/App           |            |            |                       |           |           |            |             |
| Web/E-mail           |            |            |                       |           |           |            |             |
| Manual Upload        |            |            |                       |           |           |            |             |
| <b>Total</b>         | <b>78</b>  | <b>13</b>  | <b>6</b>              | <b>0</b>  | <b>3</b>  | <b>0</b>   | <b>100</b>  |
| <b>Total (%)</b>     | <b>78%</b> | <b>13%</b> | <b>6%</b>             | <b>0%</b> | <b>3%</b> | <b>0%</b>  | <b>100%</b> |

**Summary Scores**  

91% 3% 6%

## 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: 91%

Percentile Rank: 45TH

0%50%100%

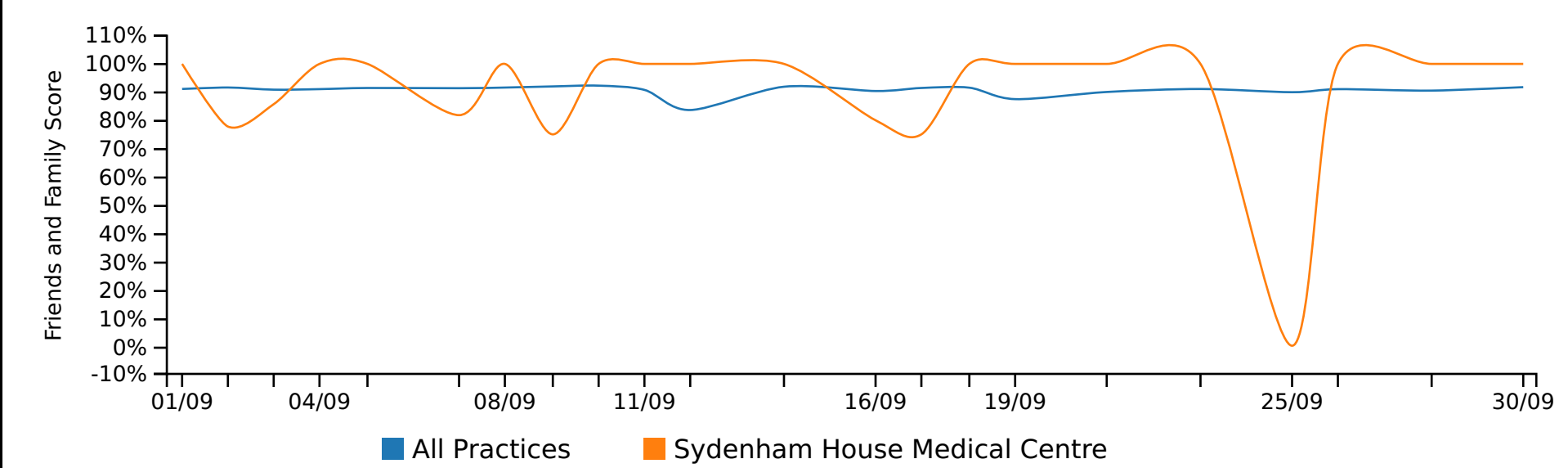
0%  
Low Score

91%  
Mid

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 45th percentile means your practice scored above 45% 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%  | 90%     | 93% |
| Sydenham House Medical Centre | 88%  | 92%     | 90% |

Gender

All Practices

92%

91%

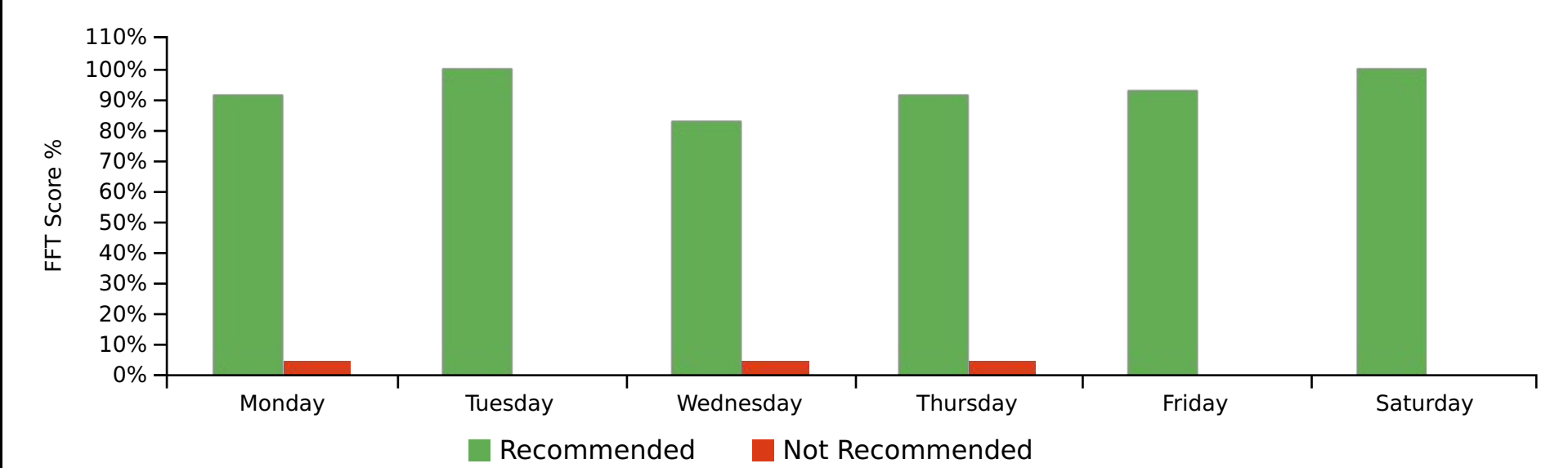
Sydenham House Medical Centre

89%

93%

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

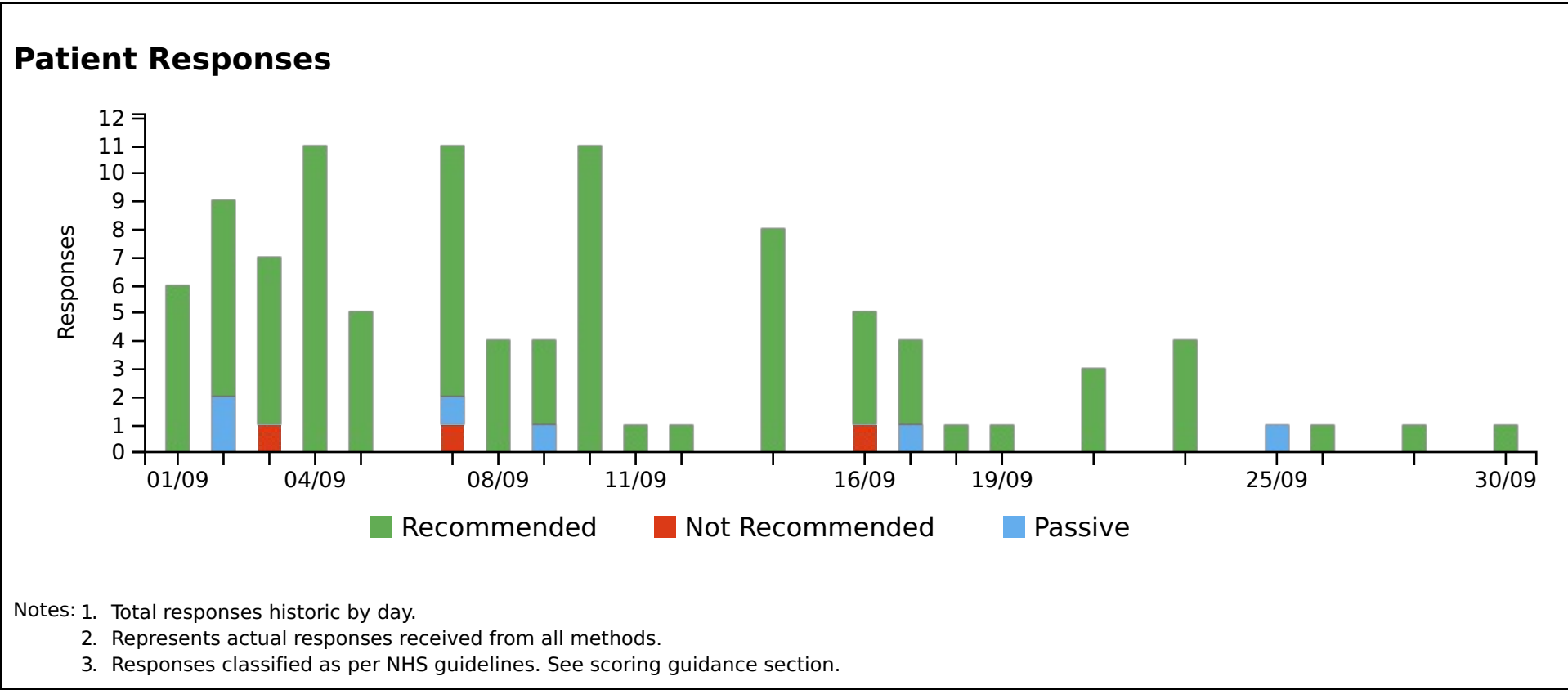
Practice Score: Day of the Week Analysis



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

|                            |    |
|----------------------------|----|
| Reception Experience       | 14 |
| Arrangement of Appointment | 11 |
| Reference to Clinician     | 31 |

- 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

- ✓ Carol the nurse seeing to me, very nice. Was only a couple of minutes late, she apologised for that and first impression of her was a smile, did every that was asked from her in that appointment, ECG scan, and if they were okay, blood test results and if they were okay, polite small talk. Lovely lady
- ✓ *Seen in good time*
- ✓ Had hearing test done today and mr James was very helpful
- ✓ *I booked in and it stated that my appointment was running 10 mins late. Nice to be informed from the start. Nurse was brilliant and after removing my dressing and cleaning it , I was told it had healed and no further appointments needed. Good news for me.*
- ✓ Pleasant reception staff, seen by doctor on time (early) treatment was professional with clear instructions
- ✓ *The clinician was knowledgeable, supportive and reassuring.*
- ✓ seen at my appointment time and had a very lovely nurse who put me at ease and is very good at her job
- ✓ *The reason why I gave the answer: 1. Prompt response to me without delay. 2. Reception and Doctor welcome me with smiling and answered me very well.*
- ✓ I was seen on time. Very charming and efficient Dr who reassured me that no treatment needed. Very happy
- ✓ *Efficient, on time and friendly.*
- ✓ We were seen by a very nice nurse who explained all about the injections and how good they are. I must say as well all those girls there are kind and understanding.
- ✓ *I was told by gp if any others appear before appointment they would be photographed as well.*
- ✓ I had a blood test with Kate the nurse at Hollington surgery. She took care to ensure it was as painless as possible. Kate has been my nurse for many years and is always professional and kind.
- ✓ *Prompt response to econsult and appointment the same day*
- ✓ Super fast attention always on time and professional service. Dr Cherakida is excellent throughout
- ✓ *The pass 2 times I spoke 2 the receptionist said doctor they were most helpful.*
- ✓ It was on time and she's was very professional
- ✓ *Dr Reza is amazing. Very knowledgeable. Feel like she Genuinely listens & is concerned for Ava's health. Only ever have amazing stuff to say about her. Explained everything & the what ifs & how to re contact on both sides would happen should it need to be.*
- ✓ Very helpful
- ✓ *Friendly lady*
- ✓ I felt that what I asked from them was dealt with promptly
- ✓ *I felt I was listened to*
- ✓ Good service & on time
- ✓ *Was very well treated and the Doctor was very friendly and professional*
- ✓ My visit today went as well as possible
- ✓ *Staff very pleasant! Professional! I went in on time. Nurse was lovely helped me relax, took the blood quickly and efficiently no problem ?. Could not have been better. Thanks..*
- ✓ Always great considerate service.....
- ✓ *The audiologist explained all he was doing and why.*
- ✓ It was a good appointment and very quick.
- ✓ *Because he was patient didn't hurry me out like I've experienced before. Saw me face to face. Explained that things must have been very bad originally for the consultant to operate. And prescribed medication to help with some of the symptoms until the biopsy comes back when he will review*
- ✓ I was very impressed with the service. The staff were friendly, helpful and professional, and I felt listened to and well cared for.
- ✓ *Kate is lovely and very kind*
- ✓ Because the 2 nurses was very cheerful and amazing at their job
- ✓ *Tanya was really Informative and explained about the test I was having, she is a real credit to the surgery.*
- ✓ Was happy with the service
- ✓ *Professional, friendly and explained everything also made me feel at comfortable*
- ✓ Amazing surgery amazing staff Have been with you since birth and I am now 58 this year Amazing all round service
- ✓ *Lovely reception staff who were aware of people around them. Doctor was amazing and I actually felt like she listened to me*
- ✓ Very good specialist. Perfect visit. Thank you
- ✓ *My appointment was on time and state forwarded previous appointments have also been satisfactory thank you*
- ✓ The Nurse was really good ?
- ✓ *Receptionist very pleasant didn't wait long doctor was very pleasant.*
- ✓ Over the last couple of years things have really improved in communication & efficiency. At one time I felt the receptionists needed more training but now

they are very helpful and efficient. I try to use,e consult but the problem I have is not listed. I ring the surgery at 8am and at one time I would be 42nd in the queue but now the highest I have been was 8!!! I no longer worry about feeling poorly as I know I will be helped

✓ *After 1 year of trying to get my skin problem solved ,taking endless antibiotics ,using creams and enduring discomfort I was seen at Sydenham dermatology . I was welcomed at reception and given new hope by the consultant and nurse who assessed me . So so helpful I was made to feel so much better in myself and I thank them for taking on my case and look forward to my next appointment .*

✓TO APPRECIATE THE STAFF

✓ *Quick analysis professional*

✓Its bcause the staff are always willing to help

✓ *I think the surgery offers a great service .*

✓The doctor I saw was very polite and respectful, very informative and helpful with my issue

✓ *Very prompt and friendly service. No criticism at all ?*

✓Im very happy with both the treatment and the Doctor.

✓ *I have had a couple of good experiences recently a receptionist called Dee I believe went out of her way to help then I saw an excellent Nurse this morning Mrs Eksha Samyu Limbu.*

✓My GP made me feel listened to, the asthma lady was really nice and explained it so I understood it

✓ *Really lovely nurse, looked after my daughter, explained everything really well and to her level of understanding.*

✓Physio I saw was extremely helpful and arranged for this technophobe to have a callback from a doctor ?

✓ *Dr listened to my problem and has made arrangements for further tests*

✓Lovely Kate

✓ *Happy with service and advice .*

✓The staff are exceptionally good.and very patient and polite.

✓ *She was friendly and answered all of my concerns.*

✗You sent me a text saying how was my experience with my doctors

✗ *My appointment was carried out on time and the nurse explained it to me and was very capable*

Not Recommended

✓It's impossible to see a doctor, even if I request an appointment. They never read the e consults properly, you can only do an e consult when the surgery is open, strangely enough that's when people are working!!! Or should I take time off work to spend 20 minutes doing an e consult.I never get to speak to the same person twice and I get conflicting advice from doctors/clinicians. They always ring me even though I ask for an e mail as I am in a countryside area with poor signal and I cannot call back because you always block your number!!!Where's your duty of care!!!!!!

✓ *Yes . My pee sample wasn't sent to the lab so urologist couldn't have knowledge of my infections since june 4th . Also blood test at the hospital no one put what was required so a wasted journey and my husband lost wages to get me there . Admin seems to be under too much pressure these incidents happened close together. We have been asked to bring my hospital letter to you because no one can see it from 4th of September. Broke wrist 1st of August no one could find the xray results for 4 weeks . .*

Passive

✓sorry clicked wrong button, should've been a 2

✓ *The appointment was somehow rushed through and didn't get enough information about the suggested treatment. The doctor's attention was not fully focused on the patient as they got distracted by a phone call/text.*

✓Perhaps I'm being a bit harsh, but just felt his manner and professionalism could be improved

✗ *Too long a wait to speak to a doctor in emergency*