

# FFT Monthly Summary: May 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
66	18	7	2	5	1	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 270**

**Responses: 99**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	66	18	7	2	5	1	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>66</b>	<b>18</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>99</b>
<b>Total (%)</b>	<b>67%</b>	<b>18%</b>	<b>7%</b>	<b>2%</b>	<b>5%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

85% 7% 8%

## 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:

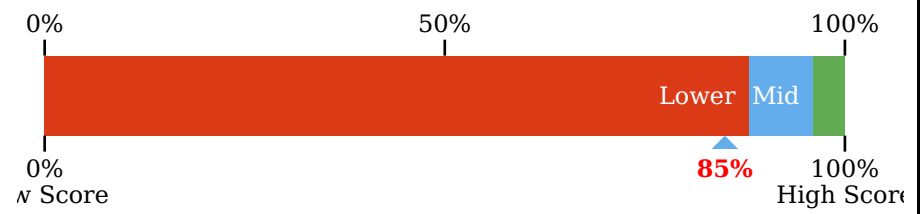
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

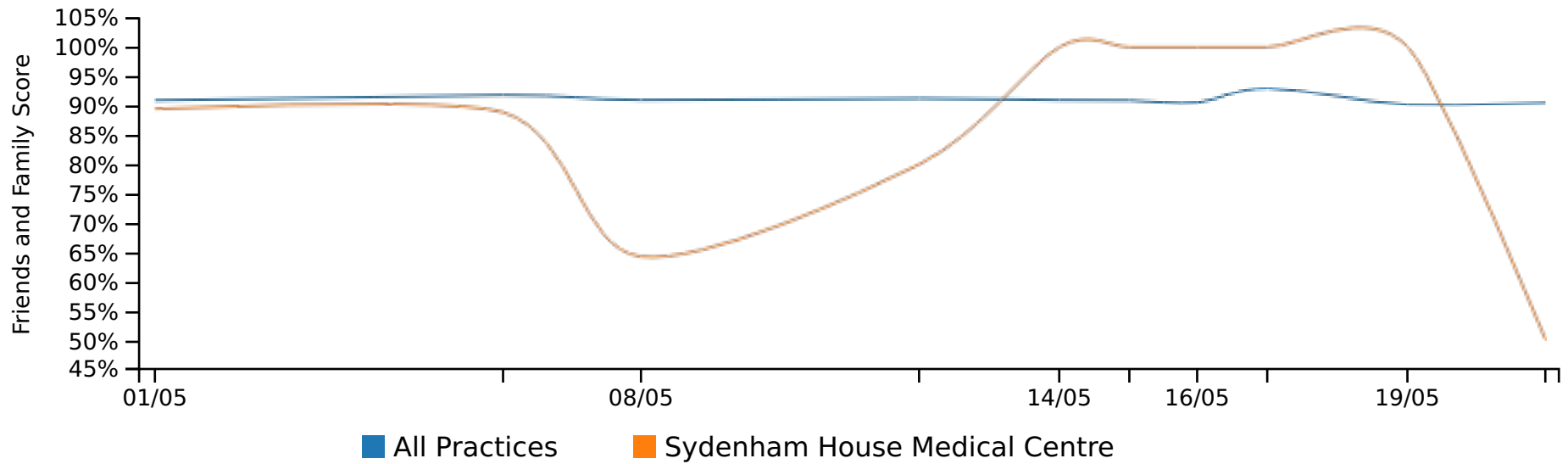
**Your Score: 85%**

**Percentile Rank: 15<sup>TH</sup>**



- 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 15th percentile means your practice scored above 15% of all practices.

### Practice Score: 'Recommended' Comparison



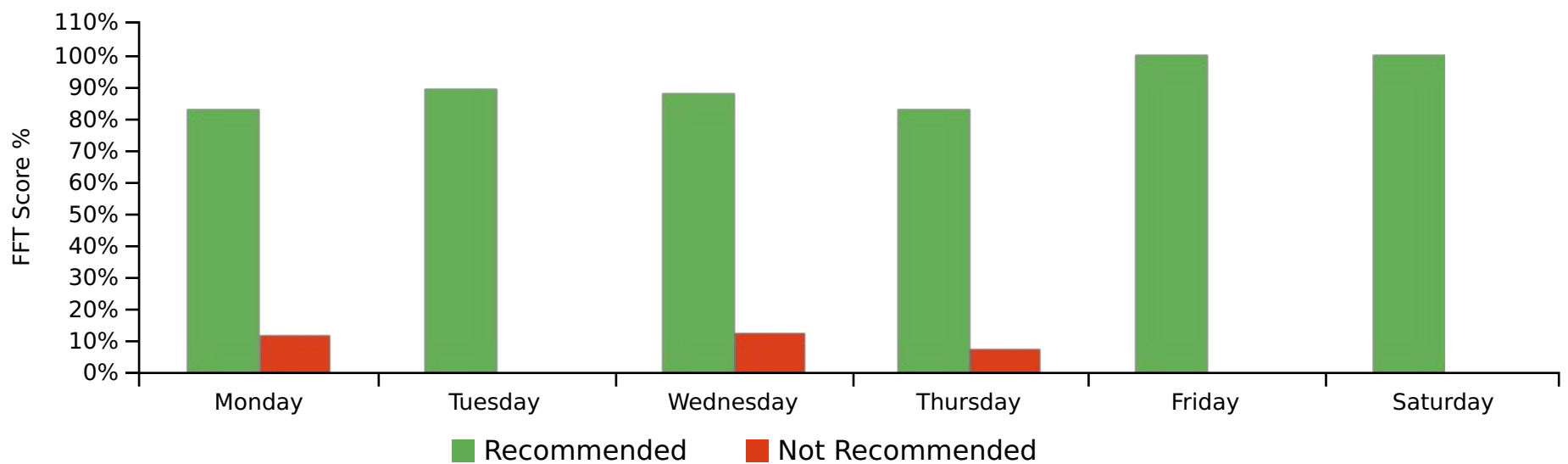
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

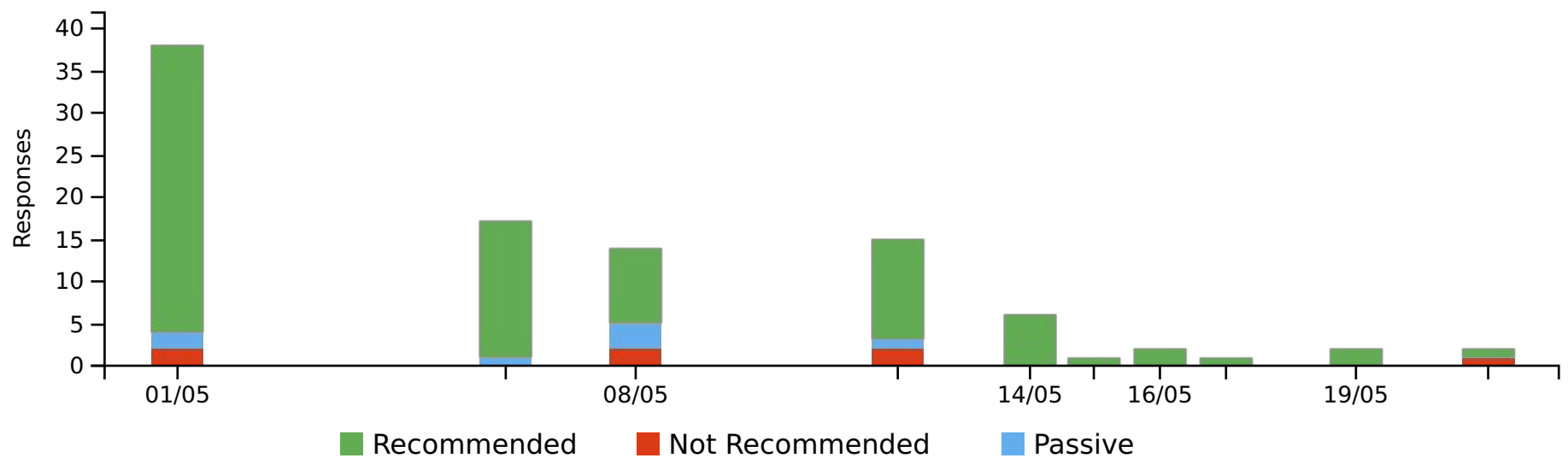
### Practice Score: Day of the Week Analysis



- 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

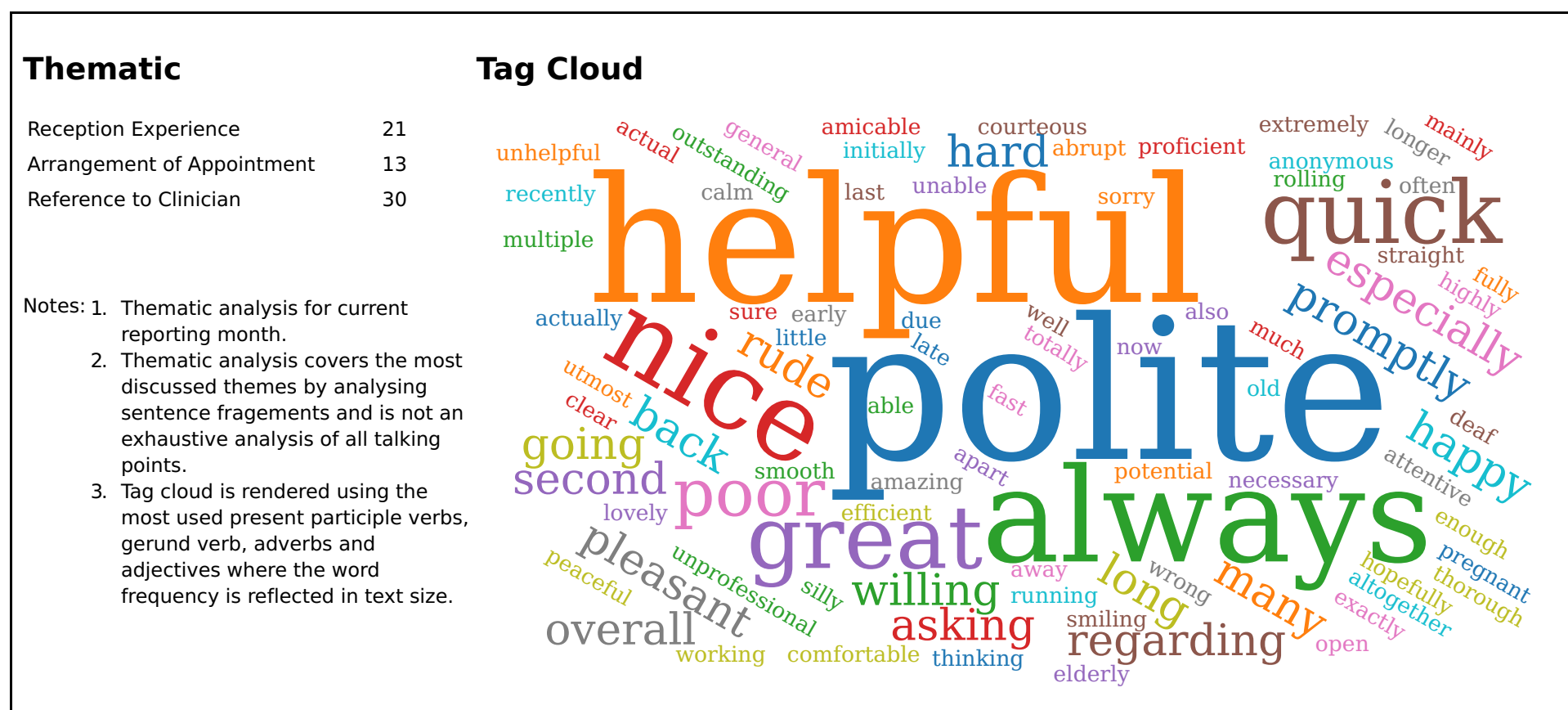
### Patient Responses



- 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



### 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

- ✓ Staff very pleasant, didn't wait very long to be seen.
- ✓ They very friendly
- ✓ The service the nurse provides is very good very polite and explained everything to me about the ulcers on my feet
- ✓ Staff great once we could get through 8am call.
- ✓ Promptly seen, Friendly Staff
- ✓ Kate made me feel at ease throughout my appointment
- ✓ Linda was great. Very reassuring and couldn't have asked for a better experience.
- ✓ All staff at musgrove always very helpful, understanding and willing to help in any way they can. Nothing is too much trouble
- ✓ I am satisfied with the service I enjoy here. Premium service.
- ✓ Because every one was nice on arrival. And quick. With blood test
- ✓ Firstly nice and friendly. All appointments were made to fit in with my shift work pattern. And because of the attention that was given to my problem I am now a well person again. All staff were totally professional. Thanks
- ✓ Arranged an early appointment and prescribed medication to hopefully resolve my problem
- ✓ The service I received from the staff was good
- ✓ I was seen to straight away at Musgrove surgery. The Doctor I had was amazing. Made me feel so comfortable and was great with my daughter.
- ✓ I contacted doctor for 2 issues Telephone consultation initially Asked to come in due to potential seriousness of injury second opinion from physio Second issue regarding mole Appointment arranged Seen today very smooth and clear what would happen with photos taken I have no complaints apart from the time it takes to get through to book an appointment
- ✓ I saw a nurse she was on time Friendly helpful non judgemental arm in her approach. I can not remember the last time I saw a
- ✓ Because the nurses were very efficient and friendly .
- ✓ All staff very friendly and helpful especially Kate and Caroline
- ✓ I have been there to see the nurse and was treated with utmost respect as a understanding I felt it was an overall outstanding service
- ✓ Staff very helpful
- ✓ Dr Emmanuel was proficient in organising the necessary blood tests for my thyroid, pain & inflammation for which I am so grateful for today.
- ✓ Because I was greeted by a friendly face and looked after with the blood test as not that good with them
- ✓ Explained everything about going deaf and general chat .
- ✓ Calm and peaceful atmosphere, reassuring staff always willing to help an altogether pleasant experience
- ✓ Because I found the service good that's all.
- ✓ Nurse Ms Hayden Budden always amicable & friendly
- ✓ The treatment I get from Hayley my warfarin nurse is really good.
- ✓ Of course, always polite at reception although I use the check in. Tanya, the nurse is very good and very reassuring. A lovely person, always smiling and very good at her job. All in all an excellent experience. Xx
- ✓ Because I was attended to exactly on my appointment time..And the staff were s good
- ✓ Because lots of people moan when things are wrong not enough praise when things are good
- ✓ Happy what I was told and come out with more information
- ✓ Staff always polite and Haley the nurse very helpful.
- ✓ On time and a nice polite nurse
- ✓ Very good service
- ✓ Very polite and quick and very helpful
- ✓ Tanya, the nurse, is doing such a good job with the wound on my leg. Excellent work
- ✓ Anonymous Survey From Sydenham House Medical Centre. Thinking about your GP practice overall, how was your experience of our service?1-Very good, 2-Good, 3-Neither good nor poor, 4-Poor, 5-Very poor, 6-Don't know
- ✓ The receptionist was polite, the doctor was nice very polite
- ✓ My GP is very good and thoughtful
- ✓ Because I received a call back from a Doctor today but were fully booked for call backs yesterday when I rang.
- ✓ Nice staff, quick appointment
- ✓ The nurse I saw was very professional with a kind and understanding bedside manner and helped to put my mind at ease with the many concerns I had
- ✓ Appointment on time, very courteous, personable nurse. Made me feel at ease and listened regarding my medical condition. Excellent service
- ✓ Appointment was on time. Nurse did the blood test and offered to take my blood pressure which wasn't scheduled. So I was very grateful to her doing that. The nurse was so kind and understanding.

- ✓
- ✓ *because it is helpful*
- ✓ The staff member i saw was very friendly and professional
- ✓ *I was seen on time and all was excellent*
- ✓ Extremely professional and informative experience. Very fast follow up.
- ✓ *I'm happy either the outcome of my appt*
- ✓ Because the nurse was really good
- ✓ *Because people print so many negative reviews*
- ✓ She had a good personality and good communication
- ✓ *I was seen by the nurse, had a breathing test, was given advice and a prescription. I was listened to and had time to ask questions.*
- ✓ The eConsult is great. I alway get a response or call from a GP.
- ✓ *quick kind thorough*
- ✓ A very good exp
- ✓ *Seen promptly. Nurse was polite and explained everything perfectly*
- ✓ My daughter has been referred for a lots of tests and dr Syed has been very good and responsive

### **Not Recommended**

- ✓ *Staff were unprofessional and rude*
- ✓ *Old gentleman asking if his meds were sent over to pharmacy. The receptionist became a little abrupt with him and kept rolling her eyes. As he wasn't sure what meds he needed. Another receptionist started to help to look at the dates of meds and look to see what he needed. Also I was sent for an appointment that wasn't needed. Waste of my time and the doctors.*
- ✓ Staff are very polite, and the dermatologist was highly professional and attentive.
- ✓ *Surgery actually do all they can to help and in return all complains. Front desk staff is really going over and above to help. But I think people n atleast acknowledge if can't appre*
- ✓ Sorry should have put 1. Silly me !!!!!
- ✓ *Very hard to contact (especially by phone). Haven't been able to see an actual GP for years. Don't feel "cared" for. However GOOD experience with Kate (bloods) at Hollington surgery.*
- ✓ Unable to get to get appointments after 5 weeks so went to hospital. Then was called by my Dr's. Illness was prolonged unnecessary

### **Passive**

- ✓ It takes too long in the morning to get through to a reception to get them to book a return phone call back.
- ✓ *Running 15 minutes late. In the appointment for less than 20 seconds.*
- ✓ The practice does its best with the resources they have and the number of client they have to look after. Very good cost a lot of money.
- ✓ *I only went for a but*
- ✓ The appointment system could be easier to access and E consult slots could be open longer. and sometimes I've received texts asking me to contacting the surgery to book an appointment and it would have been easier to iplato a booking link. However, I do like the fact I have access to same day appointments as other surgeries you have to wait weeks. There could be a better GP to patient ratio. I'm not underestimating how hard working on reception is but sometimes they are not the friendliest. I've recently watched the pregnant receptionist be really rude and unhelpful to multiple patients mainly elderly patients. On the other hand, when I have rang up and spoken to a lady called Rita she has been so helpful and kind!
- ✓ *Can't get docs appointments,very often,but at Musgrove,fo other things like,blood etc very good.*