

# FFT Monthly Summary: June 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	18	8	3	5	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

Surveyed Patients: 301

Responses: 99

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	65	18	8	3	5	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	65	18	8	3	5	0	99
Total (%)	66%	18%	8%	3%	5%	0%	100%

Summary Scores

84%

8%

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:

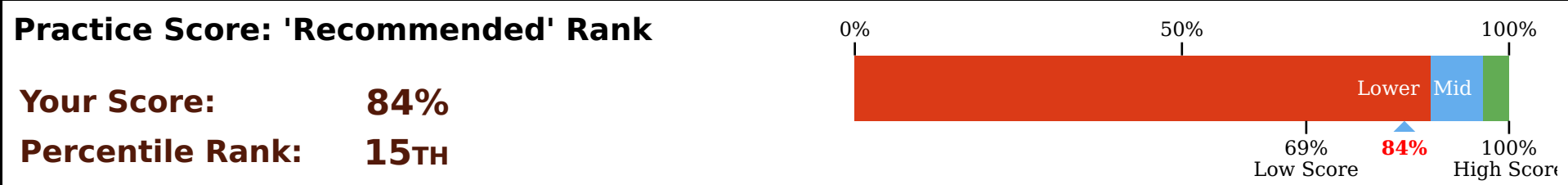
Recommended (%) = 
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

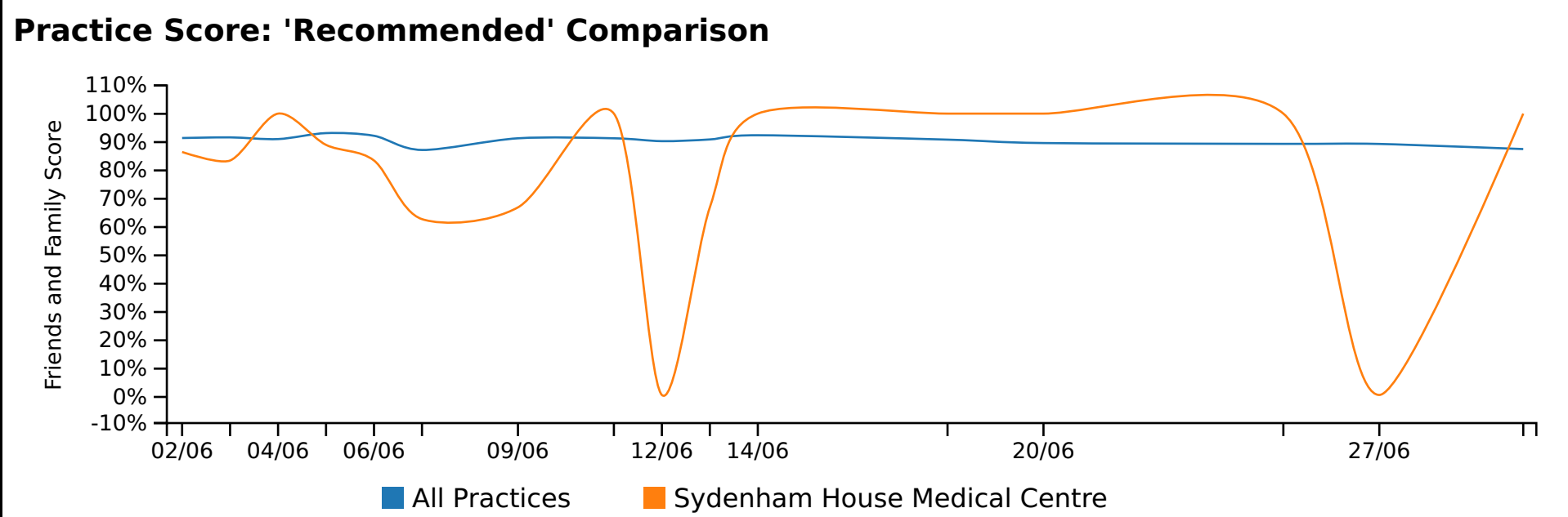
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3  
Practice Scoring

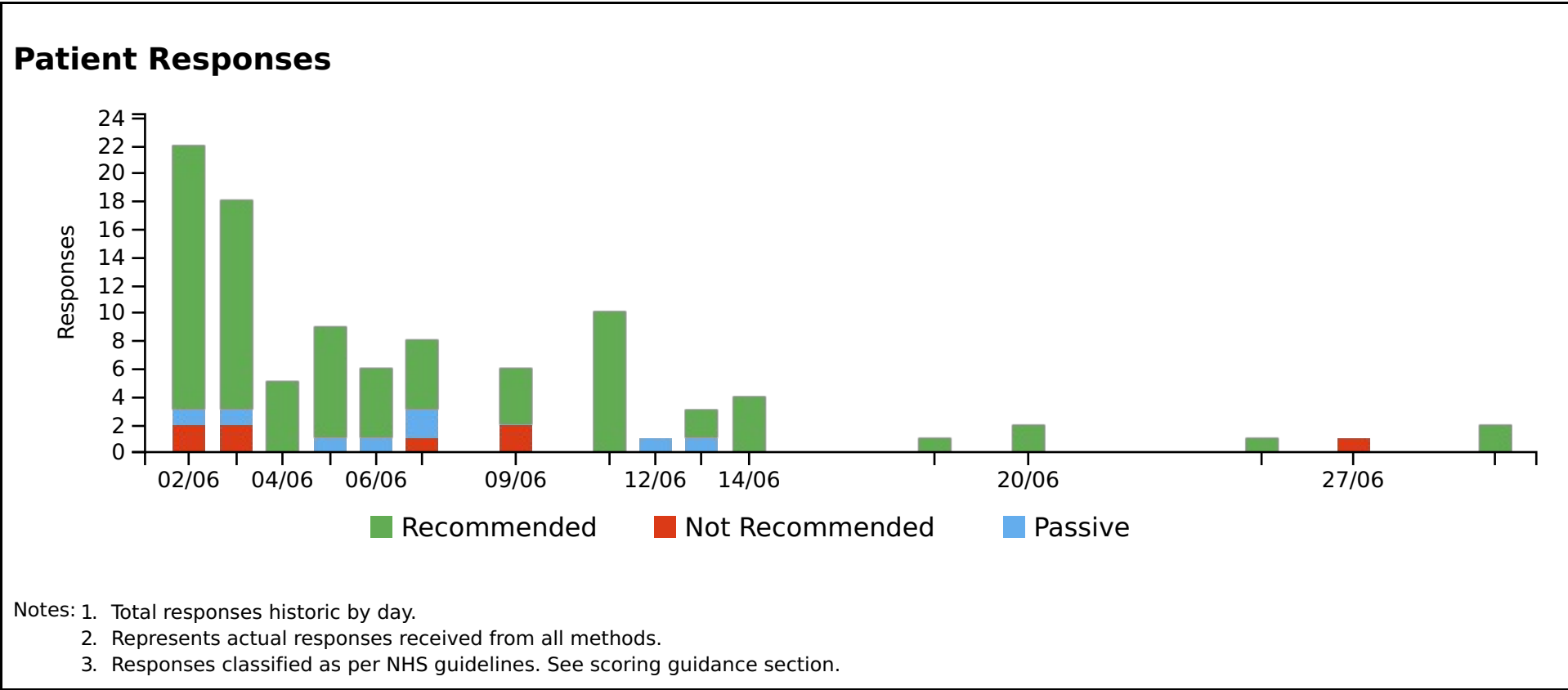


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 15th percentile means your practice scored above 15% of all practices.

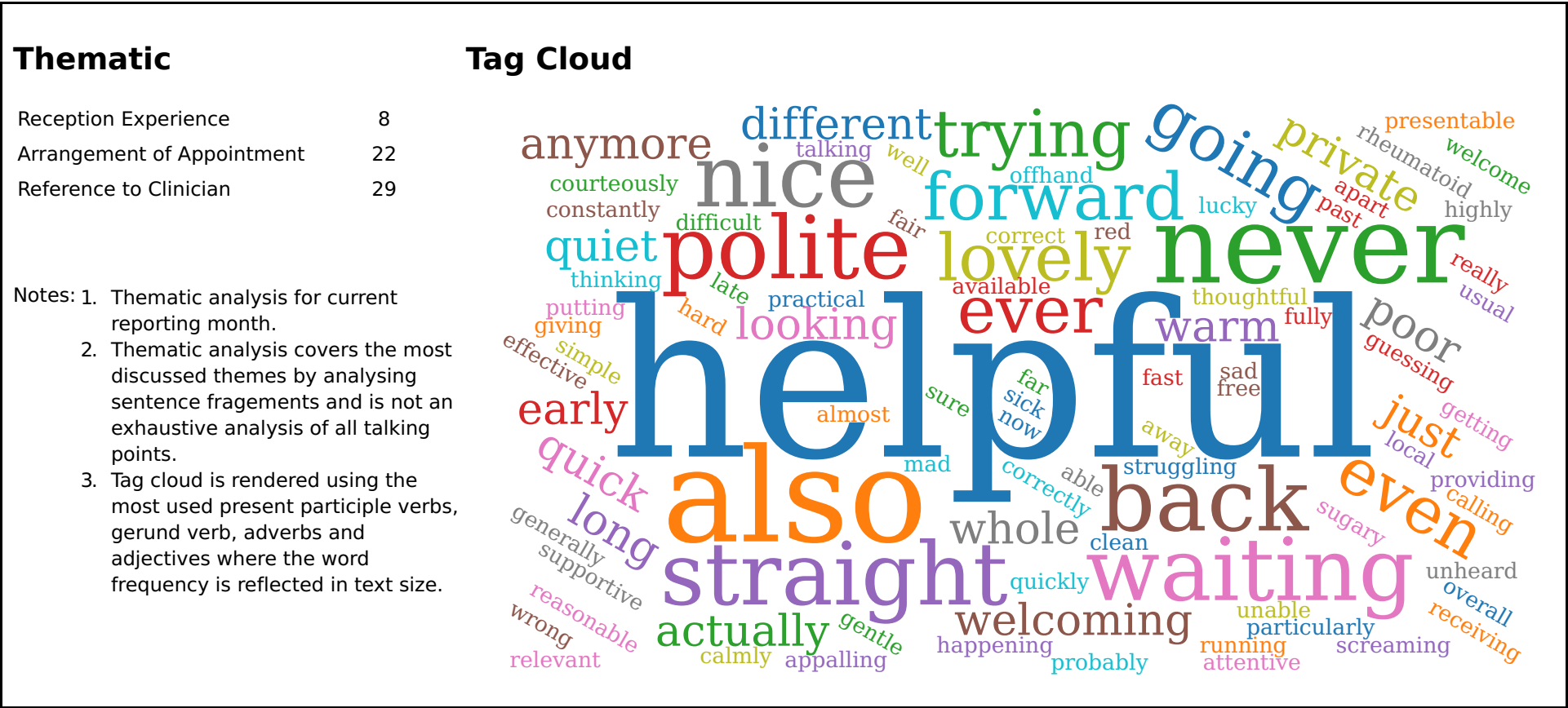


SECTION 4

Patient Response Analysis



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

- ✓Very efficient, thoughtful and carried out the blood test and did my blood pressure correctly, and close to my appointment time.
- ✓Practice nurse was polite & practical in solutions to my issues.
- ✓HCA Kate was lovely,very professional and friendly. Appointment was on time and good results .
- ✓Very thorough examination and knowledge base that I have never had before
- ✓Excellent service always helpful
- ✓Everything was good and my appointment was on time
- ✓All appointments i had were on time and straight forward as far as I was concerned
- ✓Appointment was on time it was fully explain what was happening and what was going to happen
- ✓Because it was a stress free visit and I got seen to on time and was very satisfied with the professional service I received. I would recommend you sugary to everyone your so warm and welcoming also very helpful and supportive. Keep up the good work. And thank you once again.
- ✓Yes, I had a problem that needed looking at for correct diagnosis and I was lucky to get an appointment and diagnosis was given and prescriptions given. I've been struggling with the problem for almost a month c/o very very difficult to even get a call back appointment. If I don't call at 08.00 on the dot, I'm told I'm 46 in the queue, how is that even possible. I should not wait for a month for a call back appointment and have spent a fortune in pharmacies and Health shops and guessing what my problem is. This is not right and my surgery on the whole is not providing a fair or reasonable service to the community.
- ✓As it was all very straight forward from the start
- ✓Very professional and knowledgeable nurse and the treatment was thorough and private
- ✓Surgery quiet, no waiting, simple procedure, nice member of staff
- ✓Because I feel that she is very good at her job and a lot of patients probably think the same Ok.
- ✓Barbara, was good. But I've been trying to get an appointment for 3 days, always engaged. If we need to speak to a doctor, why can't they text us with an appointment time.
- ✓No waiting and good efficient care during the appointment.
- ✓Nice clean and presentable surgery (as always). Warm welcome from receptionist. Excellent service from healthcare assistant. I always feel comfortable.
- ✓Very fast turnaround at Musgrove, very friendly and knowledgeable, unlike Sydenham house
- ✓Face to face app for my son within a few hours. Thoroughly examination and diagnosis. Receptionist was helpful and doctor patient with baby
- ✓Because the service is prompt
- ✓The nurse that took the blood test was lovely , friendly and did all she could to help
- ✓The Nurse was friendly and professional
- ✓Because you asked me to
- ✓Yes, it was straight forward to book the needed appointment and I was offered a choice of locations and times. Upon arrival at Hollington the receptionist was friendly and helpful as was the nurse.
- ✓Physiotherapist Miron was kind, patient, listened to my concernsd explained to me how to perform each exercise but also paid attful experience to feel more pleasant...I did appreciate that so
- ✓Because I was treated courteously Also listened to and given a future opportunity for further investigation and possible treatment. Thank you
- ✓consultation was on time. First assessment is to the point
- ✓The nurse was very good and patient explained everything to me The ECG was done very calmly nurse put me at my ease and had result very quickly read by Doctor the whole experience was quick and very efficient
- ✓Because the doctor's was nice unstand
- ✓Very professional and friendly
- ✓I wa informed at check-in that the healthcare assistant was running late. She was apologetic about the delay and she was very good at what she needed to do.
- ✓The nurse I was with apart from shingles injection she also did a blood test and blood pressure she was a very pleasant person
- ✓Had phone consultation from doctor who wish to see me in surgery and then arranged to see surgery assessment clinic at local hospital immediately
- ✓The treatment process is effective and efficient with attentive and highly responsible doctors.
- ✓Appointment seen in time
- ✓Quiet surgery, lovely nurse, no wait time
- ✓Because when i come every week to see the nurse for my feet it is always done with a smile
- ✓Did not have any problems with my visit today
- ✓He was very helpful and got me a X-ray appointment and done straight away thank you
- ✓Very polite staff and very helpful
- ✓Because you asked me for it.

- ✓ *My appointment was 4 pm. I was the only one in the waiting room I wasn't seen till 4.20*
- ✓ *She was kind, listened, gentle and thorough.*
- ✓ *Reception team at Sydenham and nurse Kate at Hollington have always been really helpful.*
- ✓ *My appointment was on time and the nurse that took my blood pressure and blood sample was friendly and efficient.*
- ✓ *Had no issues appointment on time very nice physiotherapist explain what he thought*
- ✓ *My son was seen in person by a gp on the day and booked in for relevant treatment , the ladies on the desk were helpful and polite aswell*
- ✓ *The staff were polite and I was seen at the time of my appointment*
- ✓ *I got in 15 minutes early than my appointment time. I was also looked after very well and nurse mad me feel comfortable*
- ✓ *I felt the service I received was very good*
- ✓ *I gave this answer because the nurse I saw was very helpful and made sure I understood everything and made me feel at ease*
- ✓ *Get past phone booking is the problem,Then it's all good.*
- ✓ *Very quick appointment and thorough*
- ✓ *Efficient and friendly as usual. I have been a patient at this surgery since 1972 and the only time I have had cause for complaint was with the sad deat@ deat*
- ✓ *Nurse saw me on time, took blood first time with no problems xx she also answered questions I had about results xx*

## Not Recommended

- ✓ *Nobody enquiries about our illnesses mine being cancer and rheumatoid arthritis,and my wife's hiatus hernia, plus you can never get a doctor to talk to*
- ✓ *For the start there is no instant appointment*
- ✓ *Blood test was performed by someone who spoke about ten words to me, was offhand and not particularly pleasant. And left me with the biggest bruise I've ever had when giving blood.*
- ✓ *Its a long drawn out process, you que on the phone for ages to get a call back. Then you have to keep yourself available until you've had your call back . GPs never want to see you face to face. No matter which GP it is . They never seem to examine you anymore. If you have difficulty talking about what's wrong it's so off putting trying to explain how you feel over the phone . That's why more people than ever end up going to the WH trying to get answers. Dr's like Dr Menon are long gone ! Your left feeling unheard & uncared for.*
- ✓ *My doctor did not care about my issues and sent me home without looking at the problem and then proceeded to blame me for being sick*
- ✓ *Sydenham house continues to fail me and my family, we start calling at 8:00am to spend about 20 minutes just to get into the que and then sit in the que @ que*
- ✓ *They made me wait outside with my screaming child after he had his injections while they filled out the red book*
- ✓ *I'm possible to get an appointment was told I was going to be referred for meal replacement to help reduce my weight to help my diabetes ended up being referred to something different was taken of a medicine before it had a chance to even work so ended up have to go private*

## Passive

- ✓ *Hard to get through in the morning, once I had an appointment it was excellent*
- ✓ *Staff member wasn't very friendly or welcoming*
- ✓ *The Dr said I needed the procedure but after a grilling the nurse said no. Didn't realise nurses made the decisions over Drs!*
- ✓ *The telephone system is appalling. You have to phone constantly to have any chance of getting in the queue and on 4 different occasions the call has just ended while I was waiting in the queue and I had to start again. The service is generally good when you actually get through to make an appointment.*
- ✓ *There was no eye contact on greeting, I was unable to have my injection as I was 2 weeks too early, it would have been helpful if this had been clarified when I book my appointment. The nurse was apologetic, but it was a waste of time for both of us.*
- ✓ *Removed a laugh from Anonymous Survey From Sydenham House MedicCentre. Thinking about your GP practice overall, how was your exience of our service?1-Very good, 2-Good, 3-Neither good nor p, 4-Poor, 5-Very poor, 6-Don't kn*
- ✓ *Never able to see a doctor,with phone consultations I feel the doctor can't see how a patient actually is.*
- ✓ *Ever since we cannot see a Dr face to face anymore except on occasions the service is not as good now although I will admit the service I'm receiving from one of your nurses for a leg issue is very good*