

FFT Monthly Summary: August 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
77	10	3	4	4	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:
Responses:

277
99

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	77	10	3	4	4	1	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	77	10	3	4	4	1	99
Total (%)	78%	10%	3%	4%	4%	1%	100%

Summary Scores

88% 8% 4%

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:88%

Percentile Rank:30TH

0%50%100%

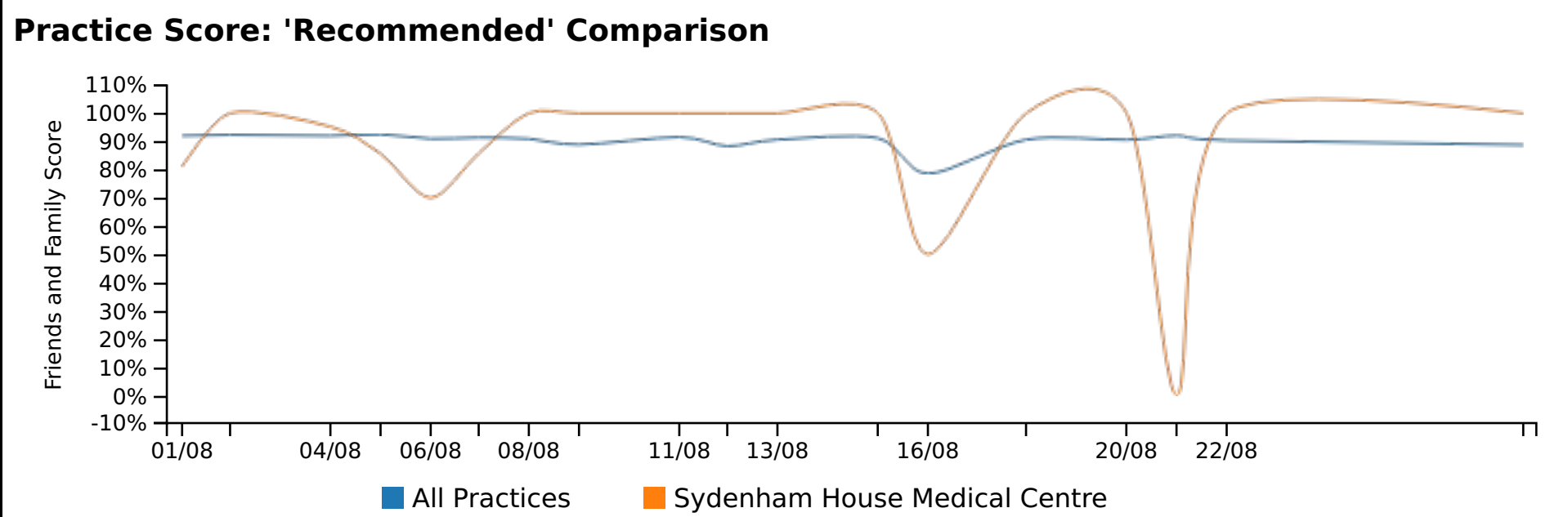
0% Score

LowerMidHigh Score

88%

100%

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 30th percentile means your practice scored above 30% of all practices.



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	60%	89%	92%

Gender

All Practices

91%

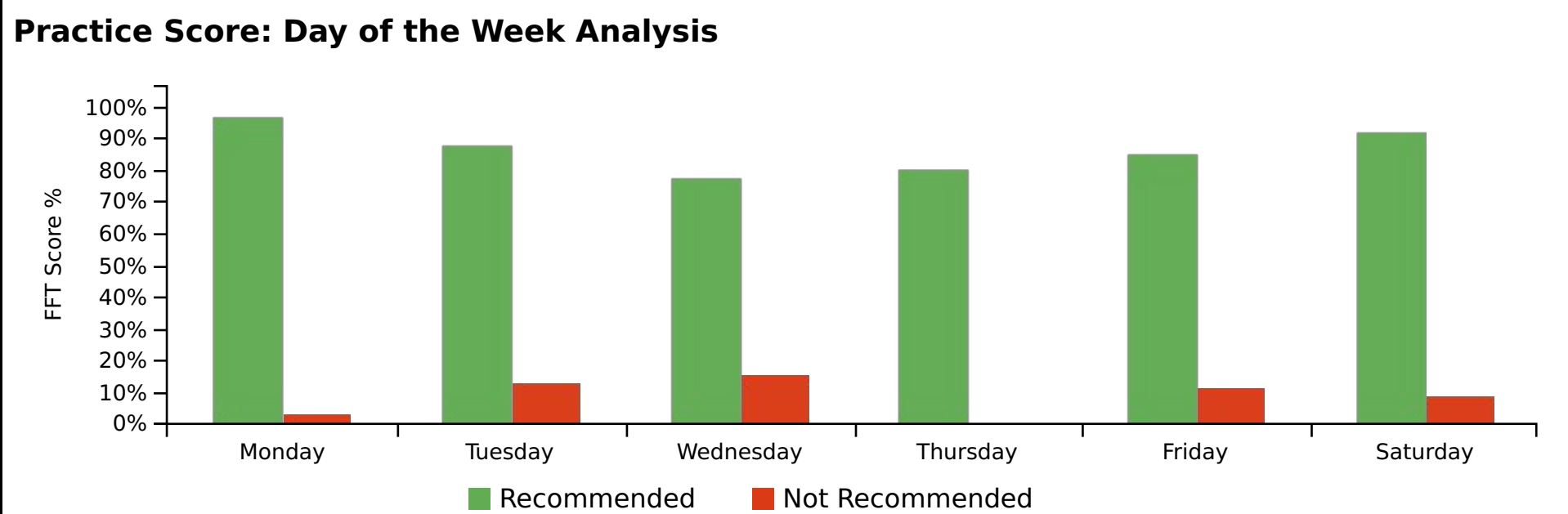
91%

Sydenham House Medical Centre

85%

91%

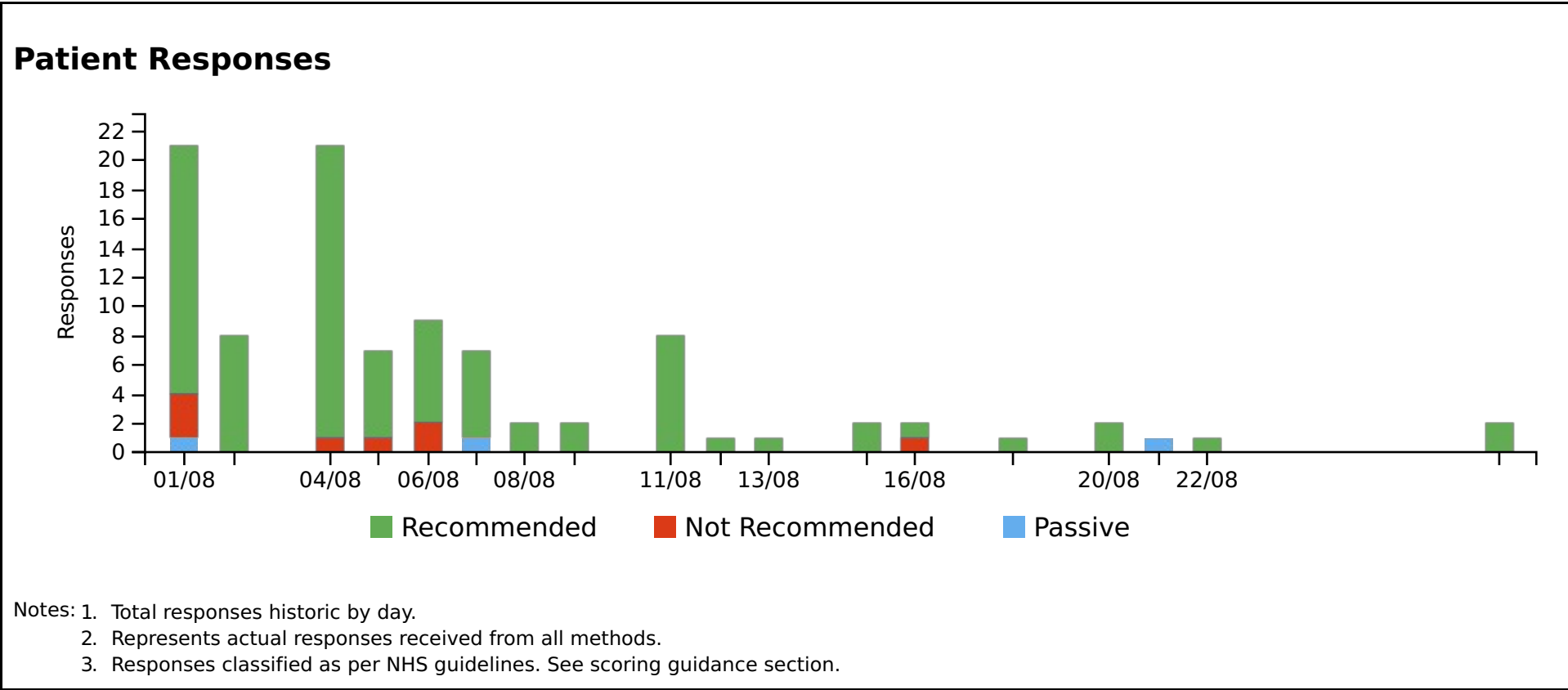
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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	16
Arrangement of Appointment	8
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

- ✓ Sorry, I want 1
- ✓ *Dr Yordonov was very understanding and thorough, I have felt ignored and dismissed in the past.*
- ✓ Always very helpful staff
- ✓ *The booking system is better now but you've got to be on the ball at 8am !!*
- ✓ Good medical care and very attentive reception service
- ✓ *Seen quickly and blood taken excellently*
- ✓ On time and very helpful
- ✓ *Staff were friendly and Barbara was exceptionally helpful*
- ✓ Because the doctor was pleasant and explained everything
- ✓ *Very pleased no waiting. Good service*
- ✓ That's how I feel
- ✓ *Good response and consultation with doctor and discuss about disease which is my aim to visit*
- ✓ There is always room for improvement.
- ✓ *Very thorough and professional*
- ✓ It was punctual, efficient but friendly!
- ✓ *Staff polite, welcoming Seen quickly*
- ✓ They provided very good service.
- ✓ *Issues sorted or looked into. Very helpful*
- ✓ I was late and they still fit me in and was very nice
- ✓ *The receptionists I had the pleasure of speaking to were friendly and very helpful but I will give a 6 to the doctor who left without telling anyone, which was supposed to see me.*
- ✓ Overall, the doctors is good, up on clinics, all the services, appointments and patients well being. No problems with any service. Only problem is phone service other day I was o. Phone for 2hours, then later told they had problem with phone lines, it'd patients only pint of contact so bit frustrating, not practise fault but just saying
- ✓ *Kate the nurse is lovely*
- ✓ Caring, efficient service
- ✓ *Good advice, pleasant nurses, not rushed*
- ✓ Very professional and kind staff - nurses
- ✓ *Because I was seen at Hollington surgery*
- ✓ Good assessment, and treatment plan.
- ✓ *Because it was good service*
- ✓ Efficient friendly service.
- ✓ *Great doctors and fantastic staff Love my gps*
- ✓ With Hayley. But trying to get a doctors appointment is a nightmare. My husband needs an appointment but has had no luck.
- ✓ *Love to. Self check-in very efficient. Tanya, who I see, is such a lovely person, always smiling and excellent in her job. All in all a very nice experience.*
- ✓ The reception was very polite and helpful
- ✓ *Very good*
- ✓ Nurses were very polite and friendly
- ✓ *Because as usual Hayley was brilliant and more like a friend than a nurse as I've been going to her for a few years now*
- ✓ Appointment was on time and doctor helped
- ✓ *Smooth*
- ✓ Great service and understanding
- ✓ *All the staff were friendly and managed to resolve my issue swiftly*
- ✓ Carol was very professional, friendly and informative
- ✓ *On time no problems*
- ✓ The doctor was knowledgeable and friendly and dealt with me very well. The reception staff were also helpful. Unfortunately I was n.o 49 in A queue to get an appointment, which took nearly an hour waiting on phone.
- ✓ *Very friendly staff and professional. Well done and keep it up team!*
- ✓ Took blood pressure and pulse has advised I ring doctor tomorrow for appointment as not feeling well for a while and said even not knowing me she could

see I was not feeling great and has rebooked me for next Tuesday for shingles as thought best I speak to doctor first and explain how I am feeling and to do my blood pressure today and tomorrow morning she went above and beyond I was very impressed with her

- ✓ *Because Tanya very well good nurse and dr rezaa very good doctor*
- ✓ Quick response to test results meant I received a phone call in the morning and saw a doctor by the afternoon with follow on procedures booked in and prescription issued. GP was brilliant and very reassuring.
- ✓ *Punctual. Great interaction between nurse and patient. Clear explanations. Thorough and informative.*
- ✓ Because it was, the nurse was great, she explained everything the appointment was on time , as I said , very good .
- ✓ *Always cheerful and helpful nothing too much trouble*
- ✓ Tanya always gives of her best, even if feeling less than 100%. Knowledgeable, caring and patient. I don't know her payscale, but she needs rewarding with a salary enhancement to retain her services...
- ✓ *The nurse was very proffessional*
- ✓ Very good service and lovely staff
- ✓ *I'm in a good mood*
- ✓ The receptionist was polite and efficient and the nurse was very friendly and saw me promptly
- ✓ *I was seen straight away... doctor was very professional understood my concerns and actually listened to me and explained everything fully.. referred me to right places for treatment... relocating from wales I cannot believe the difference I'm your service... compared to wales. Thank you*
- ✓ I used musgrove surgery to book my blood test as I find it easier to get there.I also find it very hard sometimes to get though on the phone to talk to a gp.
- ✓ *He was very good and knew what he was talking about. Even though I was only booked for one area, he was willing to help with my other concerns as well*
- ✓ Very efficient service & very kind to me Thankyou
- ✓ *Very helpful staff on desk got me a call From dr when I needed it and I feel my concerns have been listened to*
- ✓ Receptionist was very helpful and nurse was very friendly and dressed my Dads wound with care
- ✓ *Only had 2 minutes to wait i have seen for the nurse straight away.*
- ✓ Kate is always so lovely
- ✓ *Both Dr Shah and Dr Miron have been outstanding. I felt completely cared for and listened to by both of them. They both made me feel like I wasn't wasting their time which I have felt in the past with other doctors. The receptionist I phone to book the appointment in the morning was polite and helpful too. Thank you*

Not Recommended

- ✓ Can never get a Drs appointment, can't even get a call back unless I'm on the phone ringing for at least an hour. Even then I don't even get a Drs call back and I have to try all again tomorrow morning.
- ✓ *The doctor judged me for being in rehab and made me feel like I didn't deserve treatment.*
- ✓ Virtually impossible to contact surgery via e consult and unless you have time to wait in a queue of usually up to 40 callers contact on telephone impossible
- ✓ *The nurse was rude and moody*

Passive

- ✓ Difficult to get to see a doctor
- ✓ *Not very friendly & no eye contact*