

FFT Monthly Summary: September 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
75	15	6	2	0	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: 312

Responses: 99

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	75	15	6	2	0	1	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	75	15	6	2	0	1	99
Total (%)	76%	15%	6%	2%	0%	1%	100%

Summary Scores

91%

2%

7%

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: 40TH

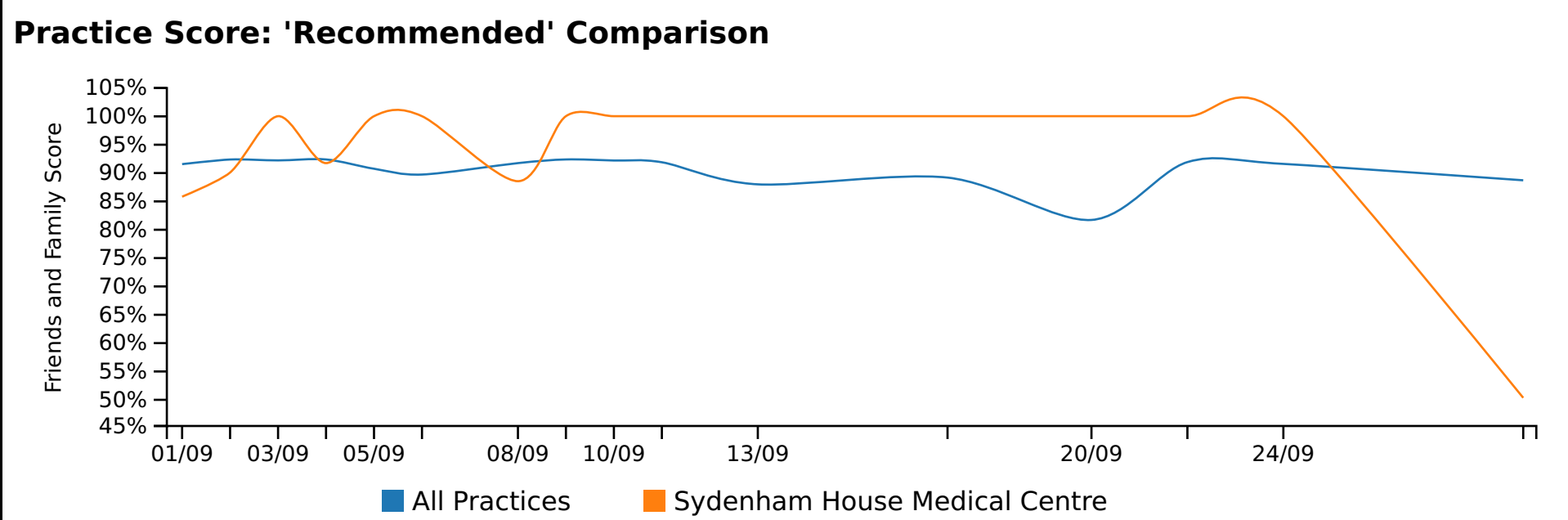
0%50%100%

0% Score

LowerMidHigh Score

91%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 40th percentile means your practice scored above 40% 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	87%	91%	93%
Sydenham House Medical Centre	100%	86%	96%

Gender

All Practices

92%

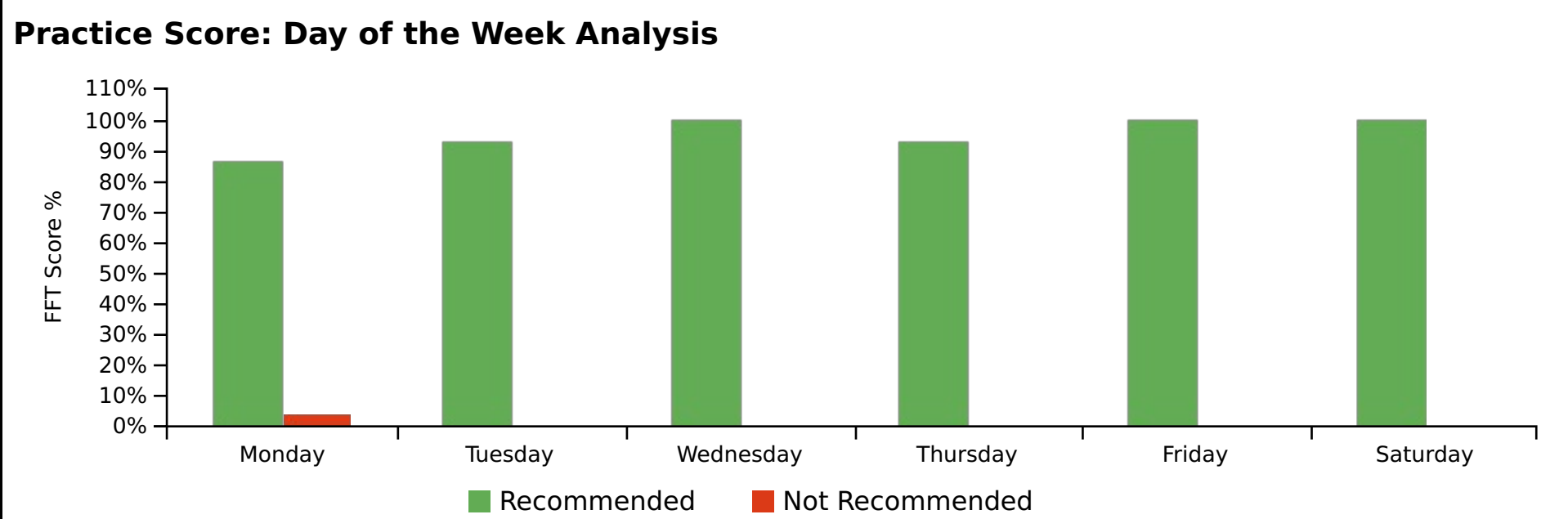
91%

Sydenham House Medical Centre

85%

96%

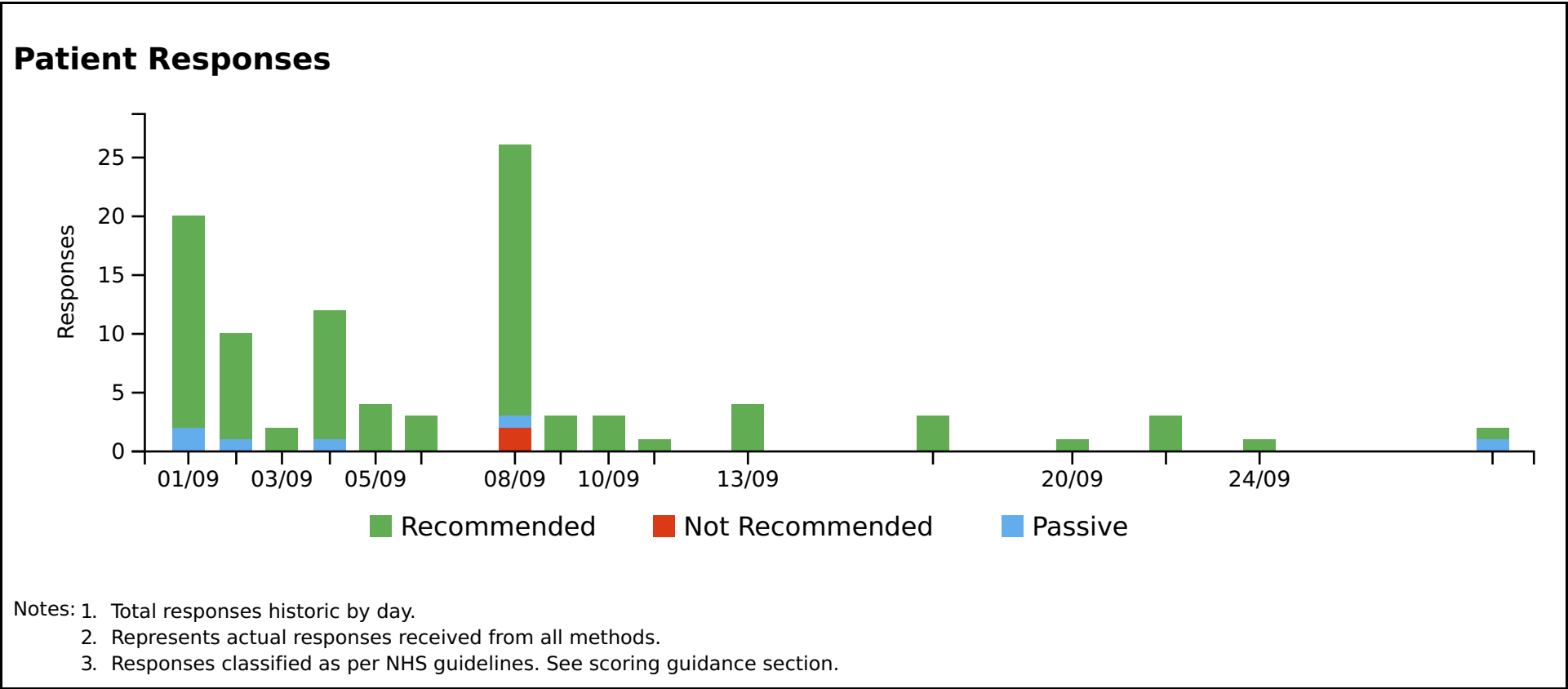
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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

Tag Cloud

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.

Reception Experience 16
Arrangement of Appointment 16
Reference to Clinician 21

helpful, professional, well, good, nice, pleasant, explaining, etc.

Patient Free Text Comments: Detail

- Free Text Comment received for current reporting month.
- Classification based on initial response to Q1 rather than content of message.
- Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

Recommended

- ✓ Previous appointment cancelled by surgery.
- ✓ Because it was
- ✓ Musgrove surgery is very efficient and helpful staff, my appointment for Vit B12 injection was dealt with on time.
- ✓ Nope
- ✓ I have always been treated with utmost care and respect by the staff and doctors at the surgery.
- ✓ The admin and clinical staff were extremely supportive, friendly and efficient.
- ✓ I have never had a bad experience with the healthcare provided by my surgery. I'm grateful I'm registered there.
- ✓ Physio Appointment right away from initial appointment last week . Not long waiting . Physio very efficient and professional .
- ✓ Spoke to and was seen by a doctor on the same day.
- ✓ Listened to me and made the arrangements so I can get better. Excellent communication
- ✓ I always get treated very well by the nurses.
- ✓ I was called on time and my issue was resolved
- ✓ Because i was 100% satisfied with the service and experience of all the staff
- ✓ Very friendly and professional
- ✓ Kate was reassuring and wonderful made me feel nice and calm. Reception staff also very helpful.
- ✓ The staff were helpful and polite. Everything was explained and I was made to feel at ease.
- ✓ I saw the physio today and he was very helpful and referred me for other investigations. He was extremely efficient and professional.
- ✓ I was treated well and the appointment went well
- ✓ Recent great improvement
- ✓ There was a longer waiting time then was said when booking in
- ✓ Excellent service
- ✓ The experience at the surgery today was excellent. My appointment was on time and the staff were friendly and helpful. The only reason that I didn't give a 1 is because of how difficult it is to actually book an appointment. I use econsult but if you don't access it within about ten seconds of it turning 8am then there's no chance of getting an appointment.
- ✓ Friendly nurse with clear information throughout.
- ✓ Because i went for a blood test and medical
- ✓ Pleasant staff and taken on time
- ✓ Mr Miron it's always so patient and knowledgeable and I feel listened to. The reception staff and staff who answer the telephones are helpful and friendly. I'm always able to get an appointment or be referred to help.
- ✓ Efficient on time and very very nice
- ✓ Appointment on time and first class service !
- ✓ Nurse was empathetic, compassionate and went above and beyond.
- ✓ Very polite and did the job quickly
- ✓ Phone answered in reasonable time. Dr phoned very quick. Appointment made and was seen very quickly.
- ✓ the dr was very friendly
- ✓ Friendly, reassuring staff
- ✓ The nurse we spoke to was very good at explaining everything and I felt reassured by it all
- ✓ Went to doctors surgery and was 10 minutes late reception asked if I could still see nurse yes, had my dibetic tests. So I was pleased I didn't have to come back, that's why I scored the feed back.
- ✓ Warm welcome from healthcare assistant
- ✓ Very quick and efficient.
- ✓ I gave this answer because I have always found everyone to be so kind and helpful no matter what the problem is.
- ✓ Everything met my expectations but did not exceed in which case I would have rated 1.
- ✓ The ladies I saw were very pleasant and did the job really well. And was very successful.
- ✓ Seen on time, reception and practitioner very helpful and friendly
- ✓ I hear lots of people complaining about their GP surgery but have nothing but praise for ours. Never been unable to get an appointment and always treated with curtesy and compassion.
- ✓ Doctor was clear and precise and I was able to understand everything he said.
- ✓ Prompt service and pleasant man ,explained everything
- Even if i was late for my appointment I didn't have to wait too long. Always a smile and a good welcome.

- ✓
- ✓ *Appointment on time might have been a bit early was not rushed dr was nice*
- ✓ Sumin Moses - is fantastic.
- ✓ *You always have us as important a deal with us great thank you*
- ✓ Doctor I saw was amazing. Understood my worries. Bloods taken by a very kind nurse.
- ✓ *Nurse Hayley was amazing and I was perfectly happy*
- ✓ The team were lovely but they seem to be under a lot of pressure and stress.
- ✓ *Nurse Kate Hymers. Was extremely good at putting me at ease, explaining everything thoroughly about my injections*
- ✓ Helpfull doctor, took her time to examine, listened to my concerns
- ✓ *Very professional and made to feel at ease*
- ✓ I went for a blood test and ECG which was conducted professionally and by a very friendly staff member.
- ✓ *The nurse was fab!*
- ✓ The appointment was on time and all went well
- ✓ *Gaining an appointment is still cause for concern*
- ✓ Because it was on time and the nurse was very friendly
- ✓ *Because I was called on time for my appt n from the Receptionist to the Nurse both were kind and helpful.*
- ✓ Always ready to help and advise very professional especially the receptionists
- ✓ *Because it was good experience*
- ✓ Because I found the staff very helpful and understanding and it really made comfortable and relaxed

Not Recommended

- ✓ *It's harder to get through first thing in the morning. A number of times, I've got through and then been cut off. More and more problems with repeat prescription requests, i.e. submitted correctly, but then disappear.*
- ✓ *Just thought you should know how patients feel. You asked for a simple response rating which really means nothing but ticking a box.*

Passive

- ✓ Can't always get an appointment can phone correct time for over an hour, only to be told no appointments left, try tomorrow, usually, exactly..the same thing happens.
- ✓ *The GP was friendly enough and in the end we got signposted somewhere but she didn't really seem to understand what the issue is for a long time*
- ✓ Getting in touch is extremely inefficient and stressful. It can be managed a lot better (happy to discuss). Also I've had mistakes happen in result reporting over the last year and after some discussions getting resolved.
- ✓ *So hard to get appointments, not worth trying econsult as 8.01 am it's closed, and if you call ridiculous number waiting in cue*
- ✓ You can't just ring up for appointments 40 minutes to get through also doctor gave me potassium tablets to take for 3 days then come back for blood test fat chance for that had to go to William Harvey for one then tried booking another test for blood asked for early one told as I work had to go to Hollington nurse who was very nice at 8.20 in then instead of the 11 o'clock the earliest at syddanham house