FFT Monthly Summary: November 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
71	15	5	3	6	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. Please select the 'Data Submission' tab from the main menu.

Section 2
Report Summary

Surveyed Patients: 309

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	71	15	5	3	6	0	**100**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**71**	**15**	**5**	**3**	**6**	**0**	**100**
Total (%)	***71%***	***15%***	***5%***	***3%***	***6%***	***0%***	***100%***

Summary Scores

86% 9% 5%

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:

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

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

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

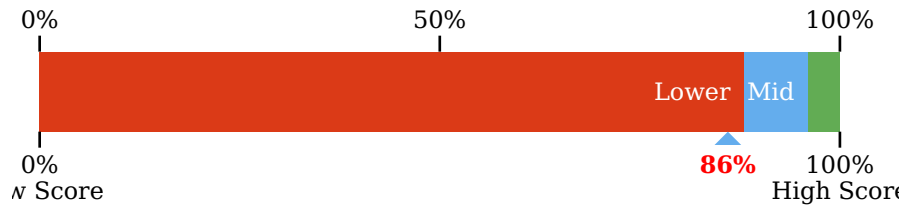
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

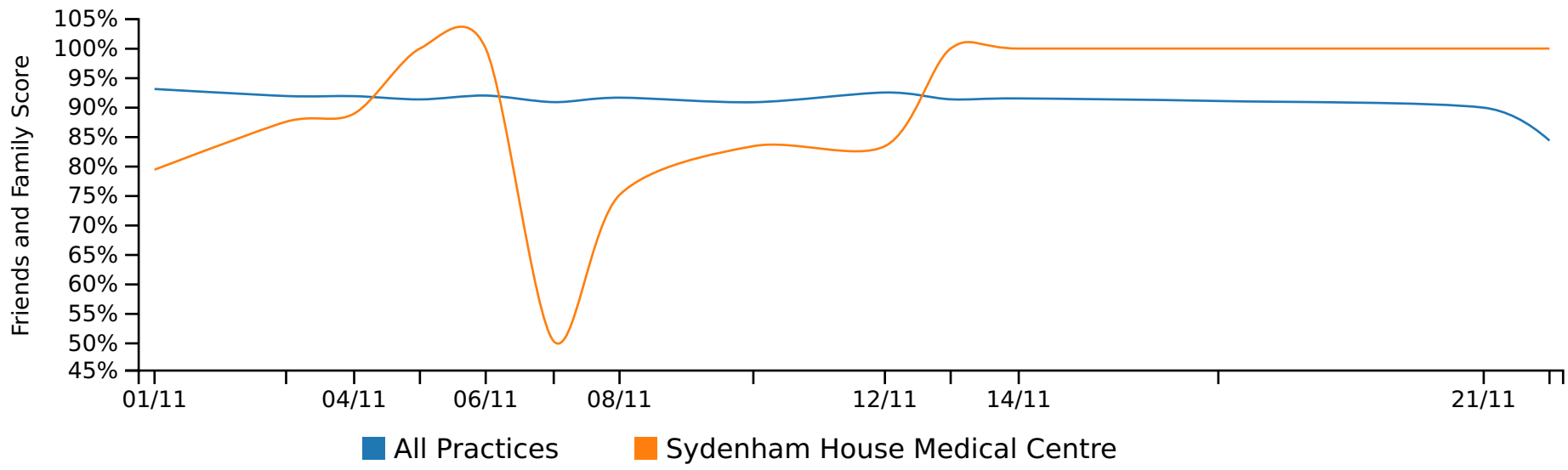
Your Score: **86%**

Percentile Rank: **20TH**



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 20th percentile means your practice scored above 20% 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

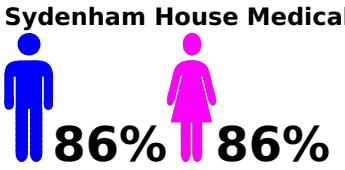
Age

	< 25	25 - 65	65+
All Practices	86%	91%	93%
Sydenham House Medical Centre	100%	89%	78%

Gender

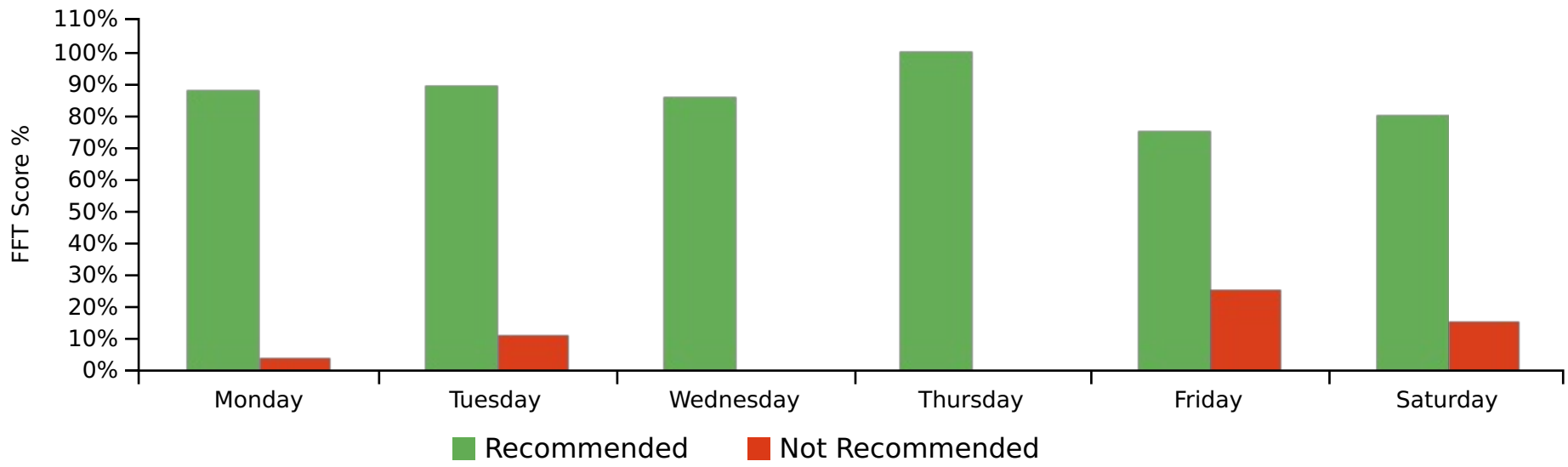
All Practices

Sydenham House Medical Centre



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

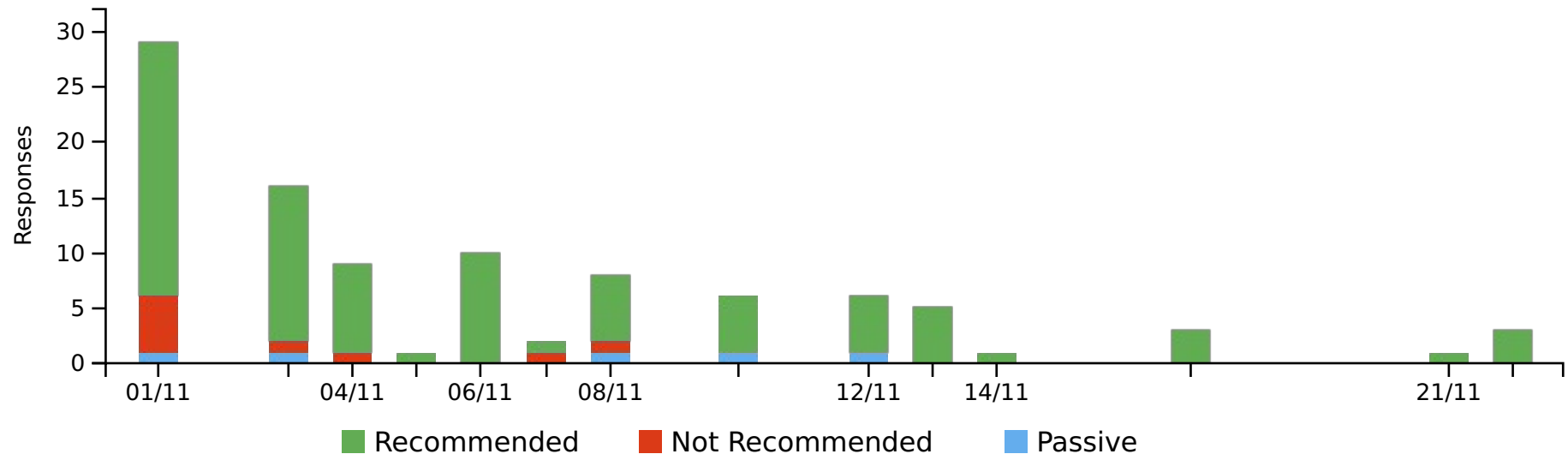
Practice Score: Day of the Week Analysis



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

Thematic

Reception Experience	16
Arrangement of Appointment	12
Reference to Clinician	26

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.

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

✓On time quick and pleasant nurse
✓*Good customer care friendly and flexible gave flu jab when requested*
✓Kate the nurse is so lovely and professional, she is a joy to see.
✓*I was clearly informed and well served.*
✓Yes generally good but not anough staff even to do a blood test at short notice I.e within 4 days it's something that only takes 10 minutes at most I do understand you are stretched to breaking point.
✓*I accidentally arrived early and they fitted me in for a flu jab rather than sending me away*
✓Was seen straight away
✓*Because he explained the cause of my problem and made me try some physical exercise to help myself to cope a bit.*
✓I felt I was given time and listened to, with steps forward in my diagnosis
✓*The nurse was extremely friendly and most importantly did not rush*
✓The staff we're all very friendly, helpful and professional
✓*Prompt and efficient.*
✓Was seen on time and the nurse/staff were courteous and polite
✓*On time. Good parking.*
✓Nurse have been doing an excellent job
✓*The staff were polite, easy to book*
✓Because the lady was very good at sorting out another oppmeant for me tomorrow
✓*I had to see the nurse this morning, I had some queries about my visit to the doctor last week. Nurse Kate was extremely helpful and explained everything to me. All the staff in Hollington House are very friendly and helpful.*
✓The receptionists listen to your questions and needs and try to find ways to get you answers promptly.
✓*The wonderful care and kindness the Reception assistants have shown me. Listened to me. Assured me.*
✓The e-consult is creating problems. It only accepts one item. I am a care for my husband I have had two reminders to contact surgery as an e-consult. I have two different e-consults. So today have two missed calls with no message left. So I don't know who to contact.No caller id. Surgery is shut until Monday.
✓*Becsuse not sure how econsult is working early days and being cautious .in my feedback*
✓Dr chinni was very attentive with my baby's care
✓*The staff was polite and the nurses professional.*
✓Kate Hymer is a very good nurse. Feel very comfortable whenever I have to see her
✓*I had my flu jab before my alloted time*
✓Because i had my flu jab done, and i didn't feel a thing.
✓*Because i always feel like i'm being listen to, and that they actualy care.*
✓Very good service and friendly staff
✓*Your team are always helpful and polite.*
✓I have had some good experiences recently with your reception staff who have been patient and really helpful with things like checking if a referral had been made for me and completing an e consultation for me to discuss medication with the GP. I have been so impressed knowing how busy they are - they have had a real 'can do' attitude. I seem to have needed GP appointments quite a lot recently, more than ever, and feel that my symptoms are being looked into quite thoroughly. Please pass on my thanks to your teams.
✓*Tanya always does a wonderful job, always cheerful and professional.*
✓Appointment ran too time nice nurse polite friendly helped book in for injections with good explanation
✓*Ease of booking appointment and quickly given a date for a blood test, thank you*
✓Because we were in and out on time
✓*Pleasent lady, information given, time taken ,made to feel I was somebody*
✓Very good receptionist got me booked in, attended found it all very efficientl.
✓*Excellent service*
✓Tanya the nurse is amazing
✓*Excellent service from the reception staff and the dermatologist we saw*
✓Because the service via telephone has improved. I had a fantastic and thorough face to face consult with Mr Raymond Burr, Nurse Practitioner. He was excellent, examined me, answered all my questions. I came away satisfied that I had been properly dealt with.
✓*The appointment was on time, it was explained to me the procedure and was done in a very efficient manner*
✓The timing was very good however the process to request the appointment was not intuitive

✓ *Clinician was very patient, kind and thorough.*
✓ I got appointment quickly & the doctor was good & advised me well
✓ *Friendly nice professional nurses*
✓ Dr Riza replied promptly, and with courtesy, sympathy and professionalism
✓ *The Gp answered my questions The Gp was very kind and patientThe receptionist helped get appointment*
✓ Excellent process from calling the dermatology team to getting an appointment within a week and seeing my regular consultant who is excellent ?
✓ *That was my experence on the day*
✓ Perlite and new what he was doing
✓ *I was made to feel welcome relaxed and comfortable*
✓ All done quick and easy
✓ *It was Olly a phoh to*
✓ Almost no waiting time
✓ *Received a text message asking how I felt regards the service I received from Sydenham House surgery .and I replied. ?*
✓ Nurse always very nice and helpful
✓ *I was seen on time by Tania who was friendly and helpful*
✓ I received a phone call and an appointment the same day
✗ *Quick , very pleasant staff. No problems*
✗ Because its the correct answer

Not Recommended

✓ Considering I only received a text after I sent the e-consult with no back up I spoke to a receptionist expecting the doctor to call I waited, no call I sent another e-consult expecting a call nothing then late Saturday afternoon I spoke with the doctor. So it has taken almost a week to speak with doctor. Today I am going for a scan let's hope when the results came back I will get a quicker response
✓ *Long waits, practice not following NHS guidelines.*
✓ I was happy to receive the flu vaccine but I could not get covid although I have many morbid symptoms if I get covid I believe I would have a high risk of dying and I felt bullied not under stood
✓ *Can't get appointment*
✓ I talk with an electrolarynx and it doesn't work on the phone and I very often don't have someone to call for me so I have extreme difficulty/impossible to make appointments/repeat prescriptions, I was in for a flu jab this morning and also tried to arrange an appointment for next week while I was there face to face, was told I can't book an appointment on Saturday, will have to comeback Monday, I will just try and cope without seeing doctor, there is no provision for someone like me it's so frustrating,full laryngectomy for t4 tumour is my condition
✓ *I already have I was told two weeks ago by the receptionist that the only way to speak with a doctor is by e consult which my husband and I can not do it was bad enough to wait in a queue but at least we finally got to a doctor now we don't stand a chance and we are not the only ones our generation did not do computers we are the lost group of people who are suffering my answer is still 5*
✗ Yes the NHS has gone down the hill. I'm so sick of this government. It took me a whole week to get an appointment with ThatE consult

Passive

✓ Years of disappointment with the service.
✓ *Generally very difficult and time consuming to even talk to a GP let alone see one.*
✓ My resent visit was really good, earlier have been disappointing