FFT Monthly Summary: October 2026

Sydenham House Medical Centre
Code: G82050

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
80	15	2	1	1	1	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: 263

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	80	15	2	1	1	1	**100**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**80**	**15**	**2**	**1**	**1**	**1**	**100**
Total (%)	***80%***	***15%***	***2%***	***1%***	***1%***	***1%***	***100%***

Summary Scores

95% 2% 3%

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:

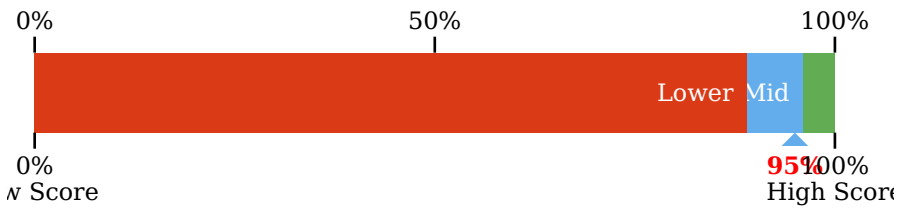
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

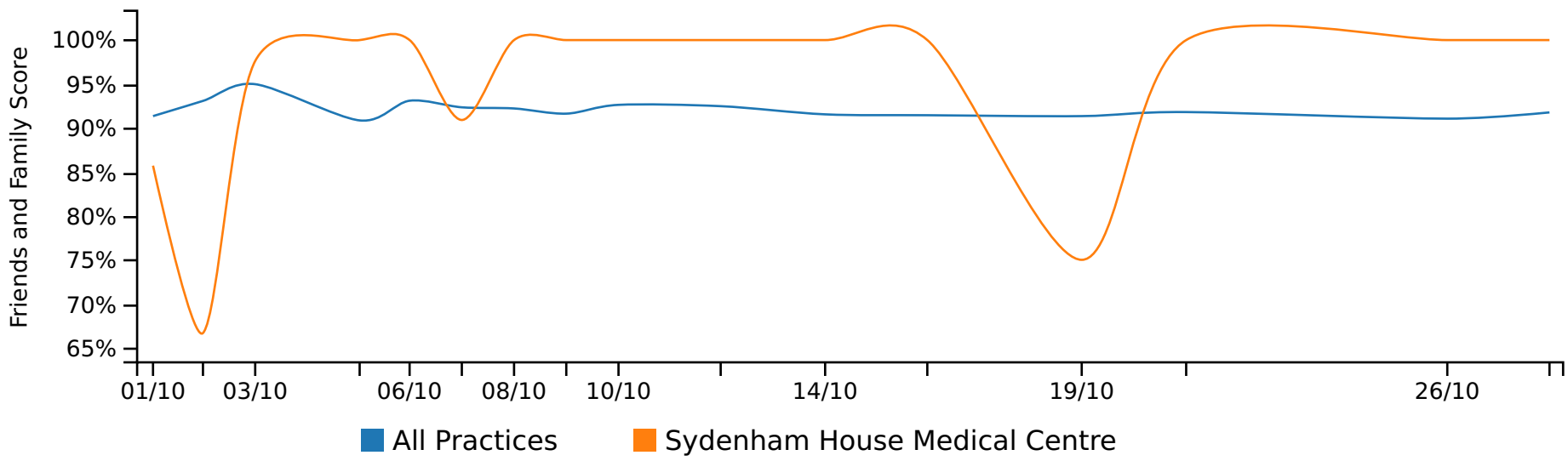
Your Score: **95%**

Percentile Rank: **65TH**



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 65th percentile means your practice scored above 65% 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%	94%
Sydenham House Medical Centre	100%	89%	98%

Gender

All Practices

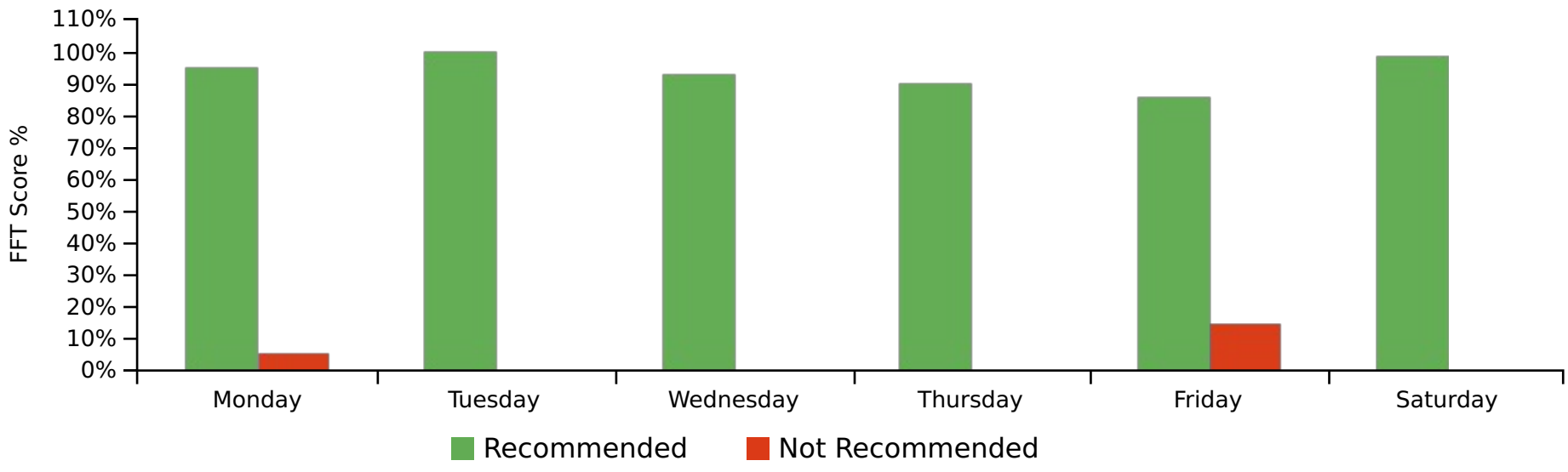
92% 92%

Sydenham House Medical Centre

95% 95%

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

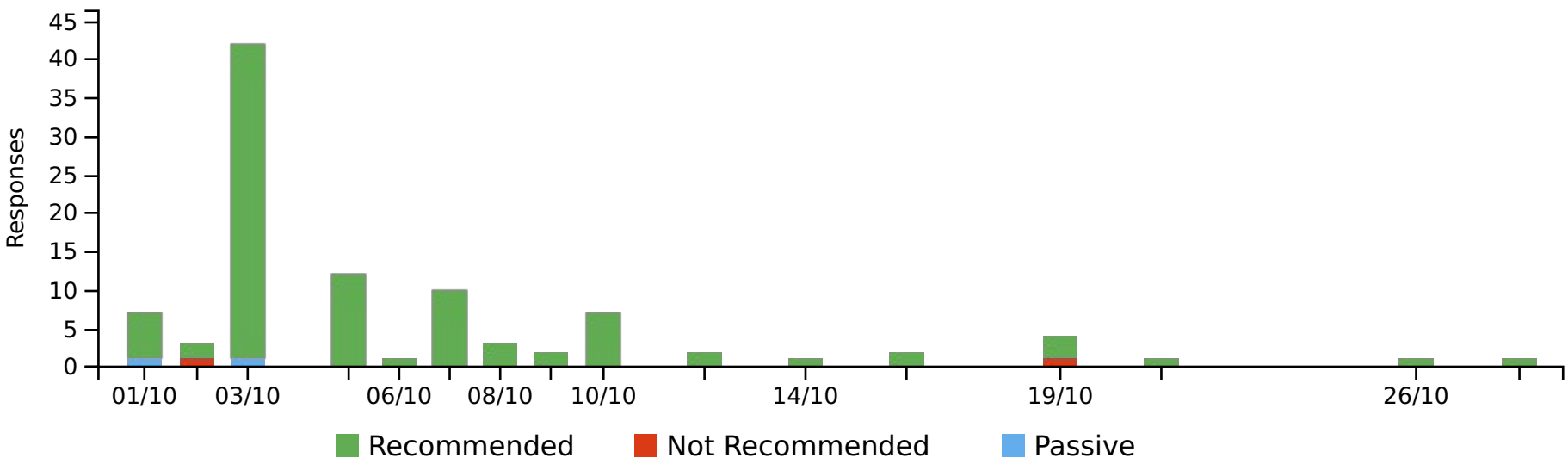
Practice Score: Day of the Week Analysis



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	17
Arrangement of Appointment	9
Reference to Clinician	23

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

✓Listened to the problem, cared about my health
✓*Very Good*
✓Experience at the practice has NOT been good but yesterday the GP listened and was pleasant & efficient.
✓*Nurses were very good got flue jab and they gave me a my husband 2nd shingles jab so all done in one visit thank you*
✓They appointment was on time and the injection not painful
✓*The nurse, Mrs Eksha Samyu Limbu who saw me today was friendly, polite and explained everything to me. Also she was very good at giving me my injection. Very satisfied*
✓Because I like customer service
✓*Very good kind nurses*
✓Mostly good service and able to achieve a good result sometimes difficult to get an appointment and the e- consult form is a little laborious
✓*Very efficient & professional*
✓Polite professional staff Quick treatment in and out quickly
✓*My blood is difficult to get out.Health care assistant and nurse spent 25 minutes to get the blood out but finally managed it*
✓Dr Shah's level of care is exceptional. He is thorough and listens. The reception team when we arrived today were happy, interacted with my son and very helpful.
✓*Usually Quick and efficient*
✓Happy with service
✓*Very efficient service & the nurses were so kind as always Thankyou*
✓Excellent professional service !
✓*Very cheerful nurses, helpful & pleasant*
✓Was seen on time which I didn't think would happen with the amount of people waiting and also got shingles jab which wasn't expecting.
✓*Friendly polite staff. I attended early and was seen straight away.*
✓Very quick and easy to get seen. Physio was very thorough and referred for further tests.
✓*The lady on Reception was lovely and Dr. Shah was brilliant , so thorough, helpful and reassuring. Thank you.*
✓No waiting and so friendly and helpful a fantastic surgery
✓*Very efficient and friendly*
✓Welcoming and friendly staff and very professional
✓*I was seen straight away and was very satisfied with my appointment*
✓No waiting, was seen immediately
✓*The nurse was very good*
✓Very well organised and quick
✓*Because the nurse was excellent during my time with her in the surgery.*
✓I was greeted with a friendly smile, didn't have to wait long and staff were kind and helpful, thank you
✓*Asked to come earlier very good doctor*
✓Very prompt - courteous- and very polite
✓*My appointment was on time no waiting*
✓Kate and Jack your nurses have been superb. I have been back and forth for treatment for the last 4 weeks and nothing has been too much trouble for them.
✓*Nurse was friendly And efficient.*
✓Very efficient
✓*The nurse miss Todd was really nice and made me feel at ease*
✓Ray called me this morning following an e consult form submission yesterday. He invited me for an appointment a couple of hours after, was on time for the appointment and talked though my concerns following a BP check. He considered the bigger picture for me rather than narrow view and gave sound advice and reassurance
✓*I walked in slightly early checked in and sat down 4 minutes later I was called up the vaccination programme seemed extremely organised to maximise individuals getting their flu jab In and out in less than 10 minutes and before my scheduled appointment*
✓Because the doctor got back to me day of econsult and he actually gave me time to talk about all my concerns with patience and feedback afterwards to discuss.
✓*Was seen on time, polite nurse, offered shingles vaccine as well as flu,didn't hurt at all.*
✓Friendly, welcoming reception throughout our visit. Very professional. If only it could always be this way.
✓*Great service now that you have the call back service! not having to wait on the phone .*

✓Because i was seen very quickly by very happy and friendly staff.,
✓*That's what it deserves but the nurses was good*
✓Hi i have never had any problems with the practice and im lucky I don't often have to go to surgery
✓*Because they are lovely and always on time*
✓Very efficient, on time and thorough!
✓*friendly staff*
✓Very straightforward and quick.
✓*Fast and efficient service today. Usually quick response*
✓Very friendly staff. Seen on time.
✓*Tanya has dealt with me for years and always gives me good advice*
✓I didn't have to wait, the appointment was handled smoothly and professionally
✓*Staff friendly and quick*
✓The dressing lady at Hollington Place was very knowledgeable in advising myself to check the swelling on my back when I showed her as she was replacing my dressing
✓*Only had to wait a few minutes after my appointment time.*
✓Very friendly and helpful
✓*The medical staff were extremely competent and courteous.*
✓All the staff are very helpful in these difficult times.
✓*I was seen on time flu and Covid jabs professionally given questions answered with care and patience.*
✓Went for flu jab very organised nurses explained and friendly
✓*Nice,to,talk,one,to,one*
✓The staff were friendly efficient and helpful
✓*Reception had good spirits and were very polite and helpful.. The only thing I found wrong as not understanding as the pronunciation of my name was unrecognisable 3 of us sitting there just couldn't understand*
✓Everyone was helpful and friendly!
✓*Very friendly staff and helpful*
✓Easy checking in, pleasant staff, consultant brilliant as always

Not Recommended

✓Because the doctor hadn't read any of my notes regarding my medication changes over the last few months regarding my depression. Had to explain everything when surely this should be documented.
✓*Because you didn't read my request on my consult form. I wanted the GP that was dealing with my case. I don't want to have to explain everything to a GP that doesn't even bother to read the notes before calling despite the econsult being very specific*

Passive

✓Today i have seen dr only next appointment i will get treatment and i will have treatment experience , today no treatment no experience
✓*Was very happy with my treatment and the speed that it was done*