

# FFT Monthly Summary: June 2024

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	21	3	0	3	0	0	0	0	98	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

<b>Surveyed Patients:</b>	<b>311</b>						
<b>Responses:</b>	<b>98</b>						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	71	21	3	0	3	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>71</b>	<b>21</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>98</b>
<b>Total (%)</b>	<b>72%</b>	<b>21%</b>	<b>3%</b>	<b>0%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 94% 👎 3% 🗳️ 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:

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

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

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

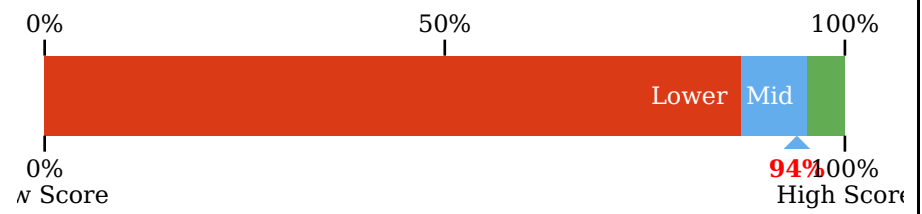
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

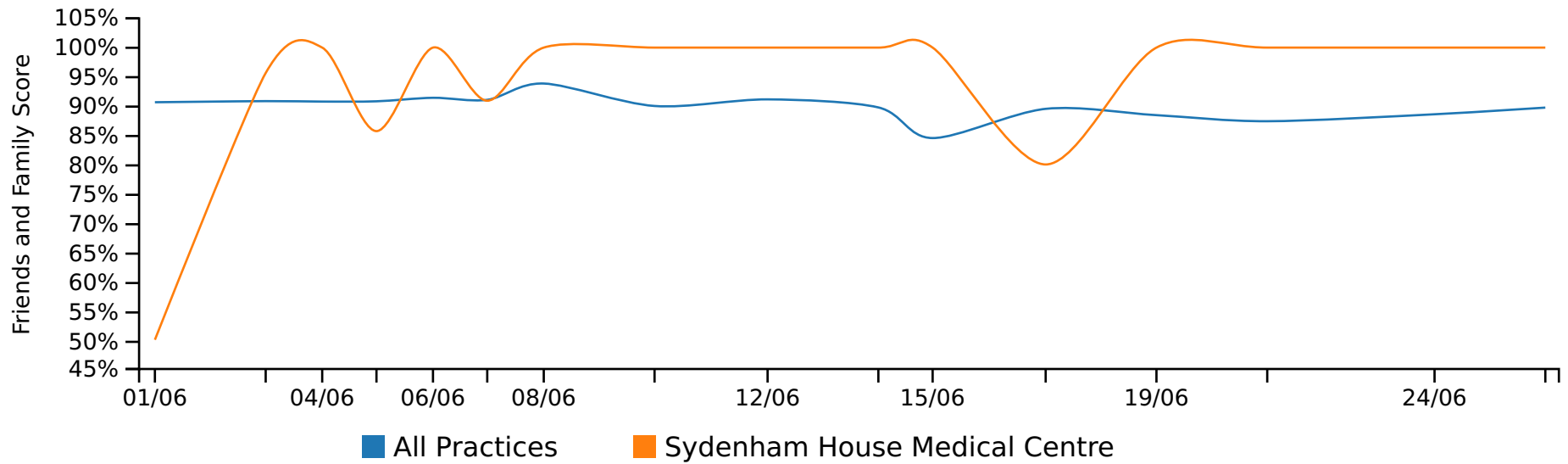
**Your Score: 94%**

**Percentile Rank: 70<sup>TH</sup>**



- 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 70th percentile means your practice scored above 70% of all practices.

### Practice Score: 'Recommended' Comparison



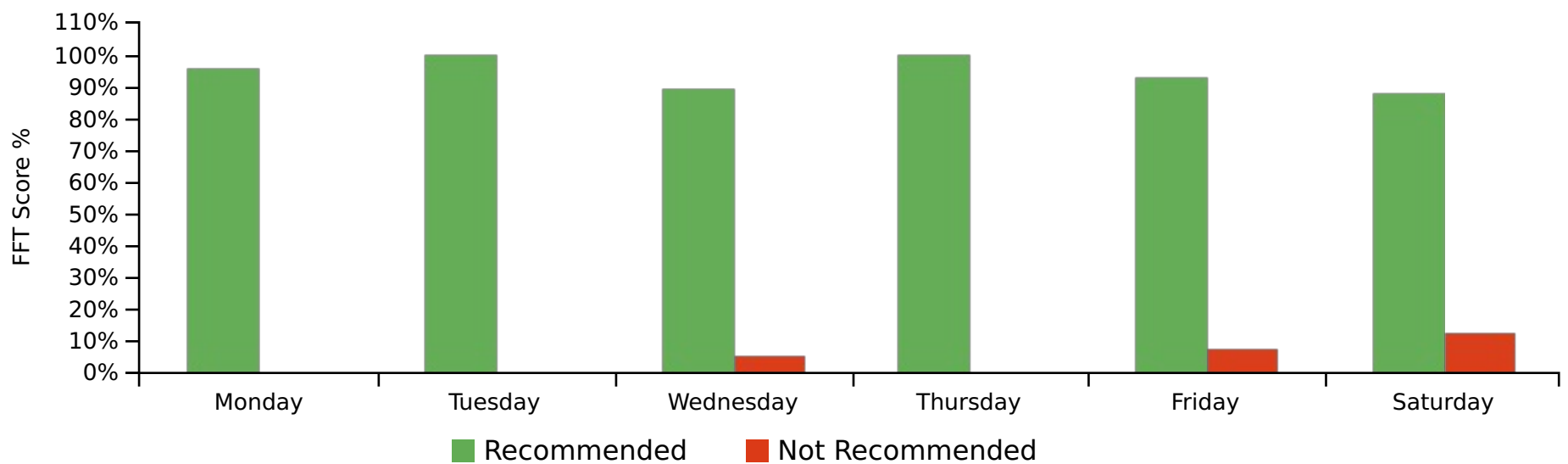
- Notes: 1. Practice score comparison of 'recommended' scores only.  
 2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

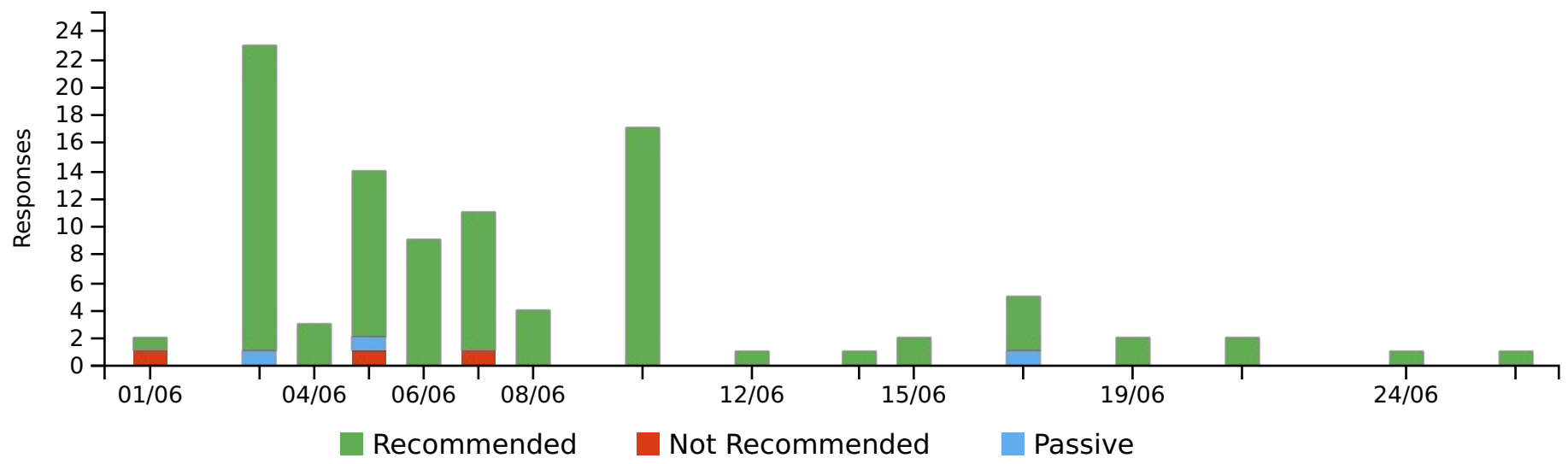
### Practice Score: Day of the Week Analysis



- 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.



- ✓ Difficult to get an appointment. But after that seen on time. Reception staff polite and helpful. Doctor patiently listened to me and agreed next plan of treatment.
- ✓ *Prompt service, the nurse was extremely helpful.*
- ✓ Because you asked me !!!!
- ✓ *My experience was very good*
- ✓ Easy to arrange blood test, as was able to travel easily to another surgery in the practice
- ✓ *Prompt and professional*
- ✓ Because the two nurses were friendly and helped me to relax. Gave all information that was needed and were generally just lovely, exactly how they should have been.
- ✓ *The staff were really helpful and friendly and explained things well*
- ✓ On time
- ✓ *I felt listened to, respected, acknowledged my theories. The Dr appeared knowledgeable in the area and I left feeling reassured*
- ✓ The surgery
- ✓ *Prompt, efficient and informative.*
- ✓ Dr spoke clearly and explained everything to me in lay man's speech very good .
- ✓ *Ms Barbora Gubaniova was very helpful and explained things.*
- ✓ Very helpful to day, with an issue out side my appointment
- ✓ *Seen on time, very friendly and professional. Plenty of information given .*
- ✓ Because the audiology give me time to ask what I want to know
- ✓ *Helpful and accommodating*
- ✓ From the receptionist answering the phone this morning to the doctor calling and advising she'll make the appointment with the doctor we had seen previously for the same thing , she felt the consistency in my disabled daughters care would be beneficial to everyone, no one could ask for a better service, I felt listened to and up most my daughter was relaxed during her appointment as he was very gentle, kind and softly spoken which helped relax my daughter keeping her calm, Well done to you all.
- ✓ *Punctual & pleasant*

### **Not Recommended**

- ✓ *I was waiting for a call and they called i missed it by the second and i haven't received a call since. I tried to call the surgery to say i've missed a call and everything is closed. So i haven't received the service today*

### **Passive**

- ✓ *I was told I had keytones in my urine and to go to A&E. I said I wasn't keen on going up there and she said it's a +2 if it goes higher I have to go but then sent me home with no way of testing them if they go higher. So now I dont know and am reluctant to spend hours up A&E if I dont have to*
- ✓ *Over all I have a good service but when I called I was given the wrong advice by the doctor*
- ✓ *Very difficult to contact surgery and speak to doctor. Good care from nurse when I did get an appointment.*