FFT Monthly Summary: July 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
63	28	1	5	3	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: 275

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	63	28	1	5	3	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	63	28	1	5	3	0	100
Total (%)	63%	28%	1%	5%	3%	0%	100%

Summary Scores

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

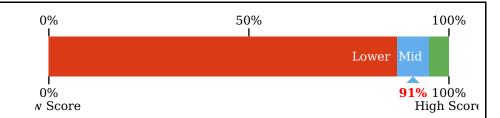
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

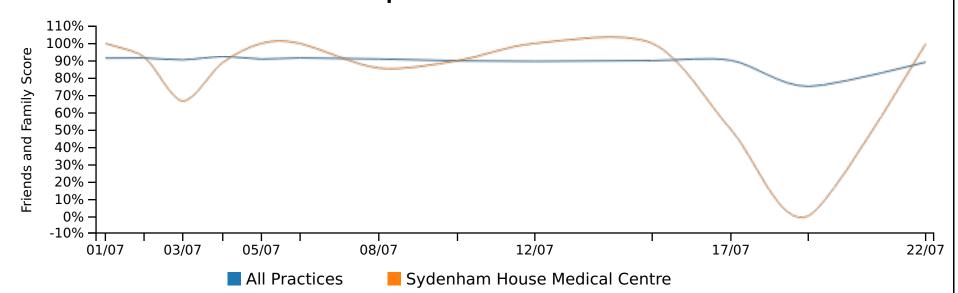
Your Score: 91%
Percentile Rank: 45TH



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 45th percentile means your practice scored above 45% 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	85%	90%	93%	
Sydenham House Medical	89%	91%	91%	

Gender

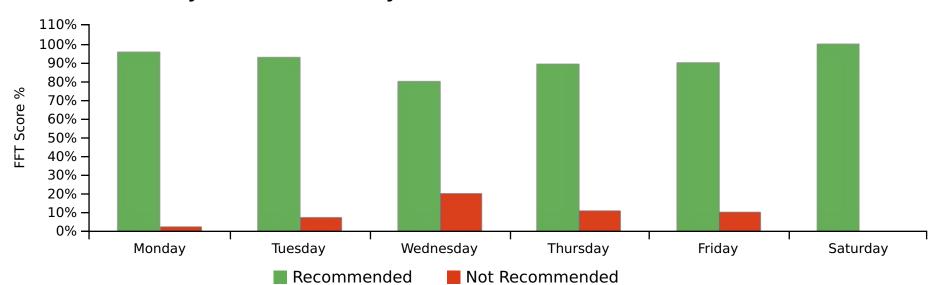




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

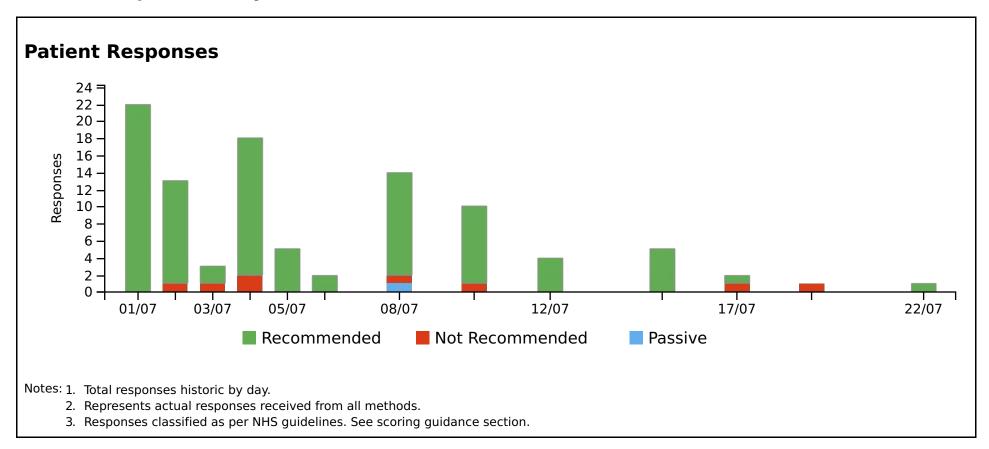
Practice Score: Day of the Week Analysis



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



Thematic Tag Cloud $c_{OMfortable}$ Wond obviously 14 Reception Experience Arrangement of Appointment 10 Passing Reference to Clinician 22 clearly knowing personal anonymous Stopping Notes: 1. Thematic analysis for current afterwards reporting month. forward 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking efficiently 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.

acceptable

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

- ✓ Dealt with quickly and efficiently
- ✓ Because she was really good with my daughter making her feel relaxed before her blood test . Very happy lady x
- ✓ Very wick, prompt and efficient
- ✓ Because Tanya and The Dr's have been very good this year
- \checkmark Yes the nurse are very good just want to let us know when our surgery will be back to normal at Musgrove
- ✓ Very good thanks
- ✓ Very helpful
- \checkmark I was very pleased with the attention I had x
- ✓ It was only a blood test on time no problem
- ✓ I like your costumers service and it's done really quick I just want to say keep up your good work and treat everyone as same like me enjoy cheers
- ✓ Saw the nurse for a blood test, in and out no problem
- ✓ Appointment was punctual. Everyone was friendly,helpful & polite. Great medical care
- \checkmark Because Nurse Tanya is so good at her job, she's caring and
- ✓ Doctor was very attentive and patient with Eileen who is 84 and rather hard of hearing
- ✓I'm satisfied with the service, staffs were very friendly & explained everything clearly regarding my child's vaccination.
- ✓ The treatment and counselling was good, but I had to wait for 14 weeks to get an appointment with doctor.
- ✓ Wonderful service, professional team, well prepared
- ✓ Staff and medical team would have scored 1 or 2 .phone contact times let's everyone down
- ✓ Happy with service
- \checkmark Very helpful and kind answered my question and listened
- ✓ The service I got today was excellent could not fault it
- ✓ Good service
- \checkmark Apart from a short wait everyone was pleasant and all went well.
- ✓ Excellent friendly staff
- ✓ Treatment by doctor's and staff very good but to wait over two weeks for a blood test when a 97 year old has an infection is not acceptable. The WHH was over a weeks wait. If there was an issue it would be too late! Needs a more appropriate approach and the blood test to be at the same visit to the surgery, mobility for my mother is difficult. Regards, Neil Shorter
- ✓ The nurse was very helpful and friendly and the procedure was very quick and easy and so much better now going to the hospital.
- ✓ Great attitude and very professional staff.
- ✓ As always at this clinic I have found my appointment on time and treatment very efficient. Always knowing the type of procedure . Very happy .
- \checkmark I find Hayley the warfarin nurse very efficient. But the trouble is you can never see a doctor.
- ✓ Doctor was very helpful but would have preferred face to face in the morning without having to go through triage since results of my weekend online GP appointment are already on my NHS record.
- ✓ The nurse explained what the immunisations were, what she was going to do and what the side effects would be. She was really kind and showed real care afterwards
- ✓ Because Barbora is excellent at taking blood . I didn't feel the needle going in.
- ✓ Polite helpful reception staff.
- ✓ Works like a well oiled machine. Just no personal touch.
- ✓ Excellent service
- ✓ Lovely staff
- ✓ Because I have had good treatment there
- ✓ Yes after waiting 3 days on the morning call line that's the problem I'm a Dibetic not good for a foot problem,
- ✓ The GP call back was early morning, I was given an appointment for this morning, and the GP had a lovely way with my son and obviously did his best to put him at ease.
- ✓ Services I receive are good so far
- ✓ All staff very helpful, good service when I attend, which is not very often, in the past 12 months, only attended for a 1 off injection. Otherwise OK.
- ✓ Because there was no reason not to
- ✓ Friendly polite service.
- ✓ Staff is very nice and helpful, make me feel comfortable during the process
- I was greeted with a smile on entering the practice and treated well by my professional.

- 1
- ✓ Professional and pleasant interaction and nice to know that my practise is automatically doing a good review to ensure my health is maintained.
- ✓ The doctor that I saw made me feel very relaxed and she was very friendly. She also offered to do my blood test which I was booked in to the hospital on Thursday so now I have no need to go there also! She is a credit to your surgery for sure!
- ✓ Because she has given us good and politely service .
- ✓ Still have long time waiting u JMLong time to answer the phone when trying to see the doctor.
- ✓ Although I was chasing up a prescription I had put in a week ago and it hadn't been raised till today, it was at my pharmacy by 2.30pm today.
- ✓ The nurse was very thorough
- ✓ Easy to make appointment, friendly staff, made the process very easy.
- ✓ Econsult immediately closed as full then 48 minutes in a cue for reception to answer. Check in screen was filthy and no wipes out to use for cleaning before use. Disgusting filthy waiting area
- ✓ Quick prompt call back and meds given
- ✓ Nurse was very good and polite
- ✓ The staff and medical staff are always helpful and everything is explained to you
- ✓ Staff was very helpful and cheerful
- ✓ Receptionist answered a question I had and my appt. was on time.
- ✓ I went on econsult at 8am, had a call by 10am, appt was booked for the afternoon for when my daughter finished school. Was seen by ray who was very thorough and excellent In the way he was with my daughter and how he explained. Cannot fault any part of our experience today. Ray deserves 10/10
- ✓ The doctor missed a chest infection on my 2 year old son which resulted in my having an A&e trip to get antibiotics and steriods
- ✓I had a bloody test, the appointment was on time and very professional, friendly. Very good appointment.

Not Recommended

- ✓ So much for being anonymous, the answer is in my reply, it's a lousy system.
- ✓ Specialist wrote to GP asking to continue my HRT prescription last year. It has never been put on repeat which means when it is due to run out I cant get through. The phone system is terrible, cuts you off when you've been waiting 40 minutes, econsultation is never available. I always run out of medication. This is stopping my treatment which is terrible and all because the GP hasn't put it on repeat. I do not need to see anyone that is what the specialist is for. I spoke to a nurse today re asthma pumps who kindly tried to put the HRT on the script so we will see if that works but its terrible.
- ✓ Because it's never straight forward to get the right answer from the receptionist.
- ✓ Difficulty in getting an appointment, wait times on telephones.
- ✓ Arbitrarily changed the appointment time without consideration for the impact on my working day. Then they were late anyway
- ✓ It's so difficult to get an appointment to see the GP at the clinic eversince the passing of the last Dr, Dr Yi Mohd.
- ✓ It's a absolute nightmare trying to get through to you .Just wanted a phone conversation with a doctor, only to be told none were available. Had be ringing from eight in the morning, got through at nine fifteen. It just seem nobody cares anymore

Passive

✓ It is very hard to get to see a doctor and I believe doctors should at least see their patients at least once a year.