

# 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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>275</b>						
<b>Responses:</b>	<b>100</b>						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	63	28	1	5	3	0	<b>100</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>63</b>	<b>28</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>100</b>
<b>Total (%)</b>	<b>63%</b>	<b>28%</b>	<b>1%</b>	<b>5%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 91% 👎 8% 🙋 1%

## 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:

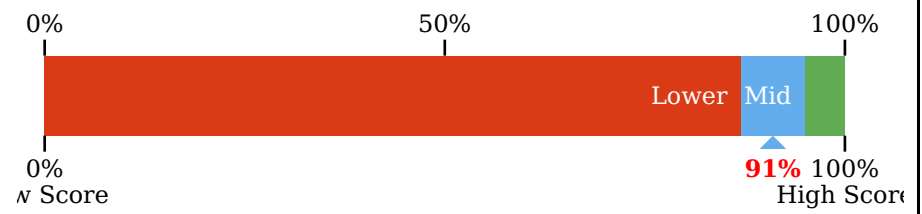
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

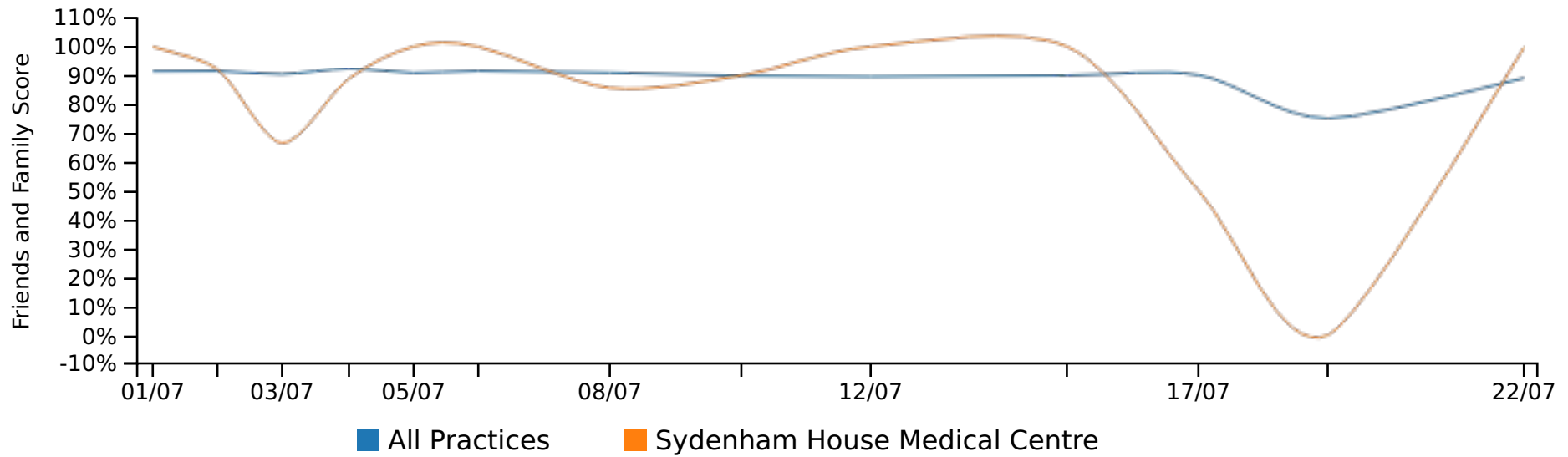
**Your Score: 91%**

**Percentile Rank: 45<sup>TH</sup>**



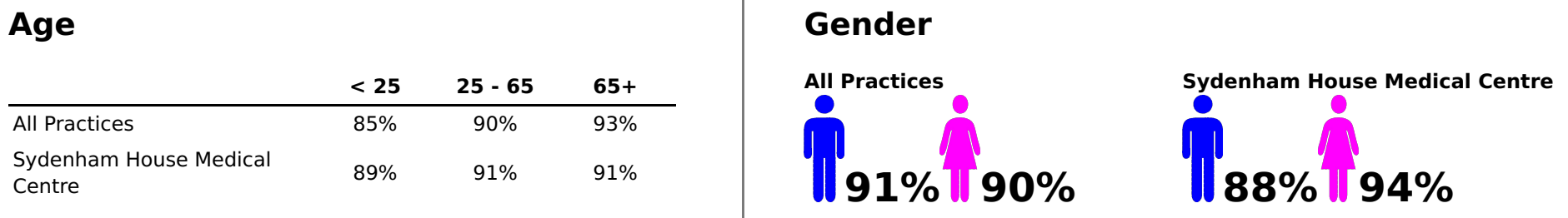
- Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 45th percentile means your practice scored above 45% of all practices.

### Practice Score: 'Recommended' Comparison



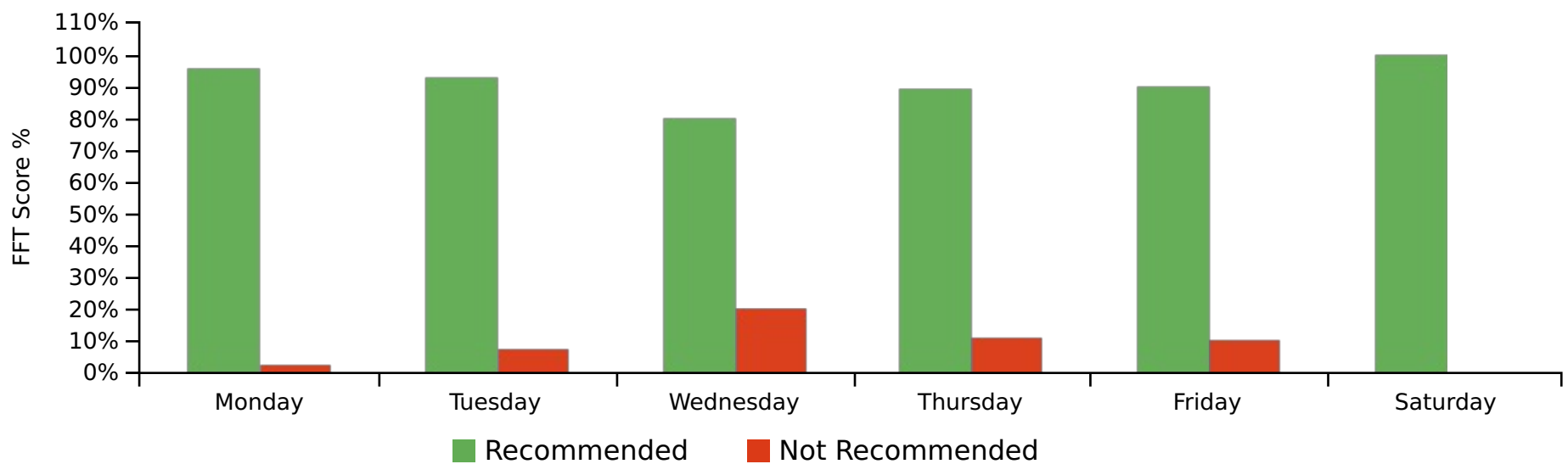
- Notes: 1. Practice score comparison of 'recommended' scores only.  
2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

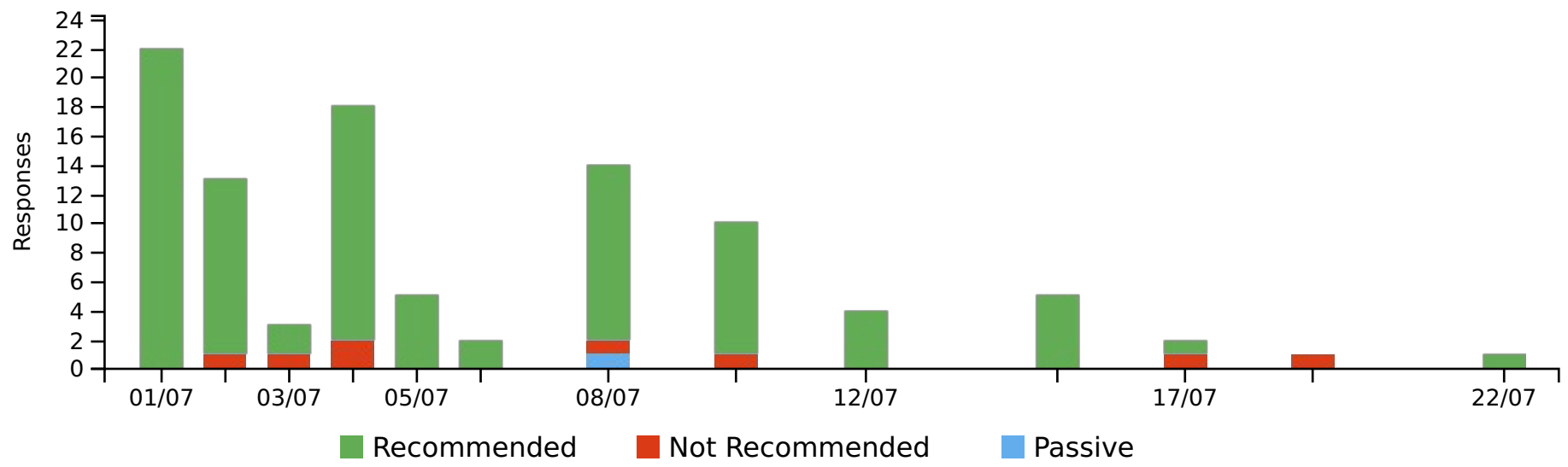
### Practice Score: Day of the Week Analysis



- 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.



✓

- ✓ *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.*