

# FFT Monthly Summary: August 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
70	15	7	3	5	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

**Surveyed Patients: 259**

**Responses: 100**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	70	15	7	3	5	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>70</b>	<b>15</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>100</b>
<b>Total (%)</b>	<b>70%</b>	<b>15%</b>	<b>7%</b>	<b>3%</b>	<b>5%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

85% 8% 7%

## 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:

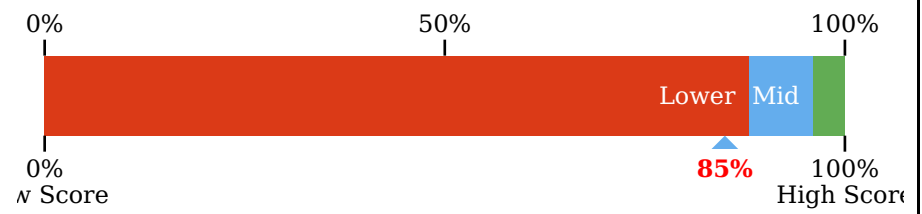
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

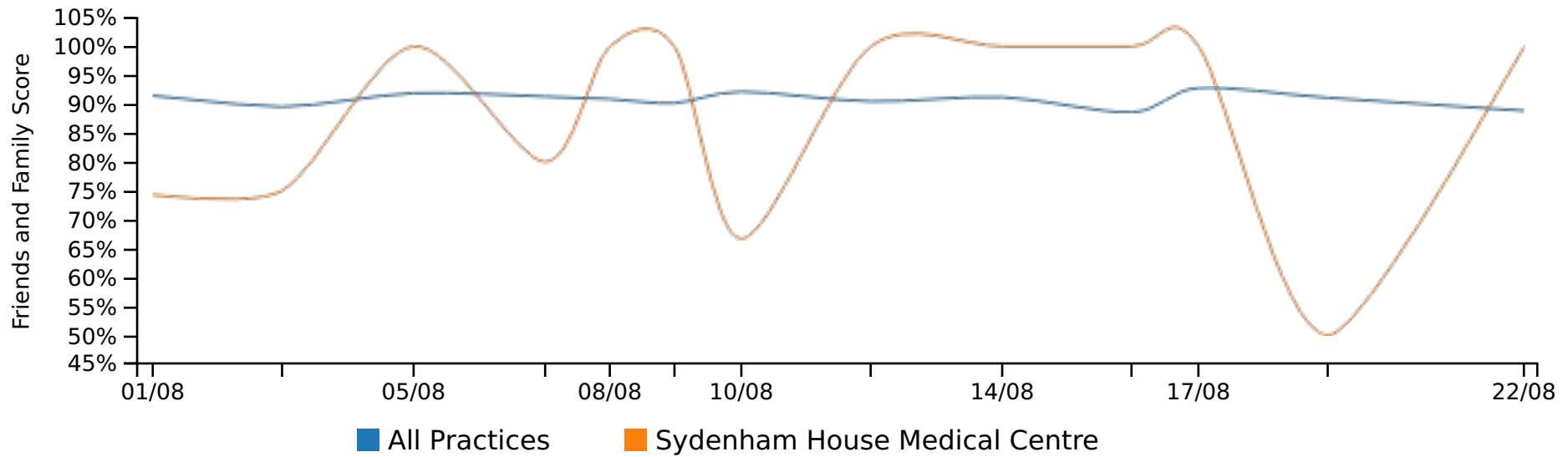
**Your Score: 85%**

**Percentile Rank: 15<sup>TH</sup>**



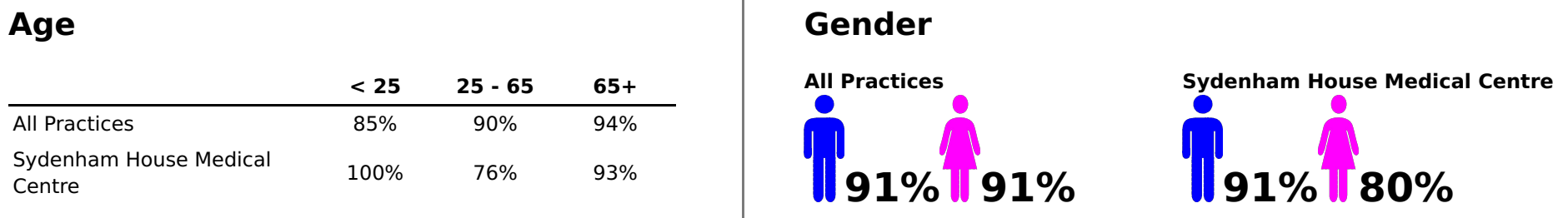
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.
  3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 15th percentile means your practice scored above 15% of all practices.

### Practice Score: 'Recommended' Comparison



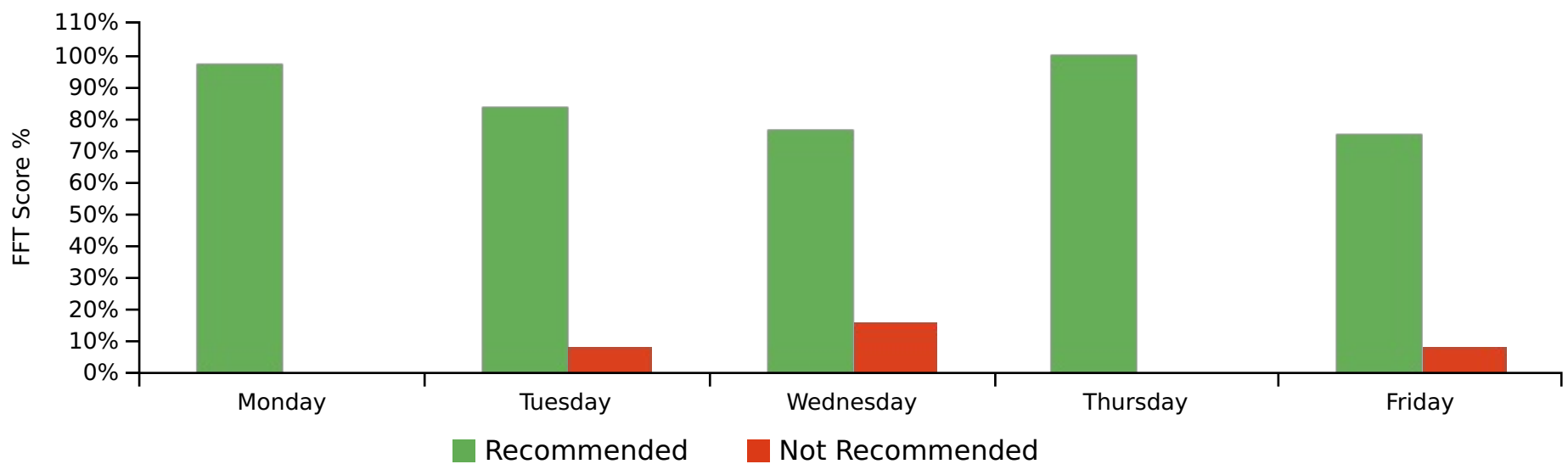
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis



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

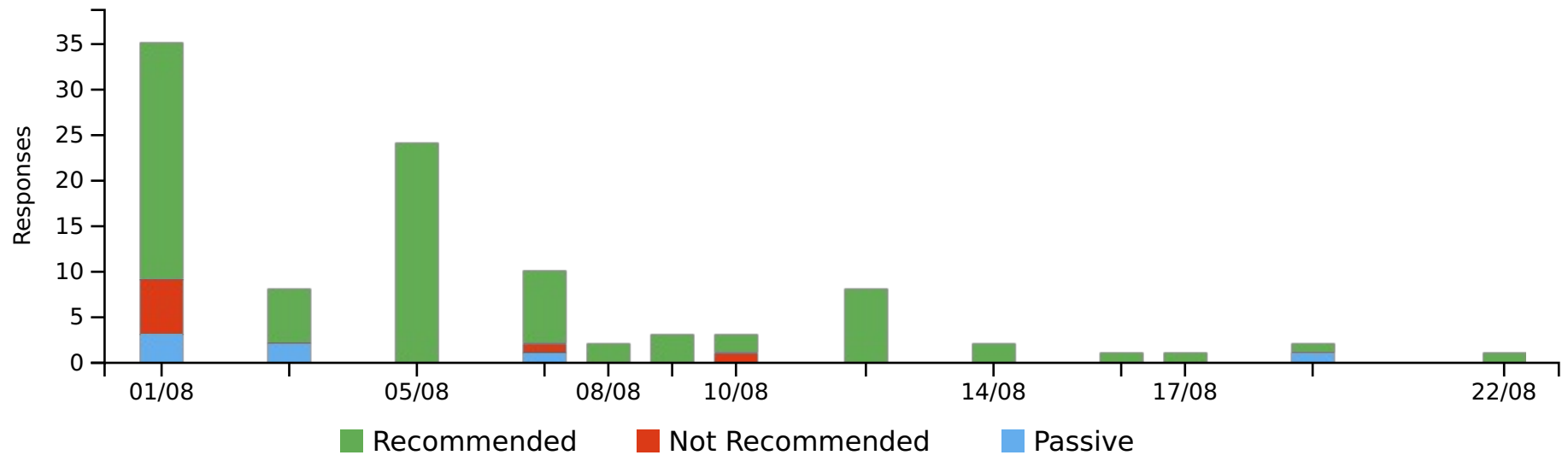
### Practice Score: Day of the Week Analysis



- 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.



- ✓ Overall everything was great, polite , friendly, informative , felt at ease
- ✓ *Everything went well*
- ✓ Friendly and professional
- ✓ *Very efficient for my blood test but not so easy to have a normal appointment . The nurse was wonderful*
- ✓ Because it's true,all staff were excellent
- ✓ *The service I was given was definitely great.*

### **Not Recommended**

- ✓ **Very rude and hostile**
- ✓ *Poor across the board - minimal options, minimal communication In and out without 5 mins Not good enough*
- ✓ **I often feel rushed during my appointments and that I can't always get any questions / concerns I have answered.**

### **Passive**

- ✓ I missed my appointment but still went to the surgery, I was 20 minutes late but still made the effort to go to the surgery, I felt that the receptionist wasn't interested and said u would need to rebook, just didn't feel she was very helpful!
- ✓ *It's was very good*
- ✓ Hard to get appointments if you work from 8am as can't be on hold whilst on wards working , w constant does open till 8am so same can't be on phone whilst on wards also when working nights I have so set alarm to wake me up to sit on phone awaiting to see if I will get appointment- nothing in place for night workers
- ✓ *Yes, firstly, I called your surgery to get some antibiotics for a water infection. The receptionist was very nice & helpful, getting a GP to call me back@ back*