

FFT Monthly Summary: September 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 |
| 60 | 23 | 4 | 3 | 9 | 0 | 0 | 0 | 0 | 99 | 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: 287

Responses: 99

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|----------------------|------------|------------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll | 60 | 23 | 4 | 3 | 9 | 0 | 99 |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| Total | 60 | 23 | 4 | 3 | 9 | 0 | 99 |
| Total (%) | 61% | 23% | 4% | 3% | 9% | 0% | 100% |

Summary Scores

84% 12% 4%

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:

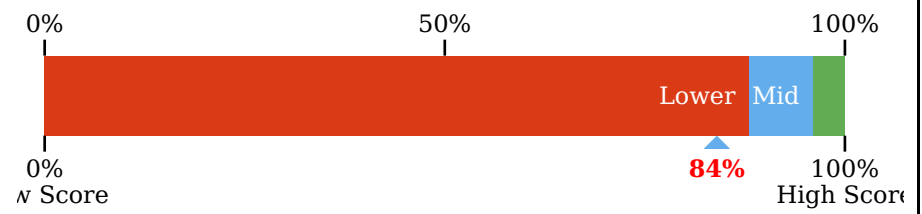
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

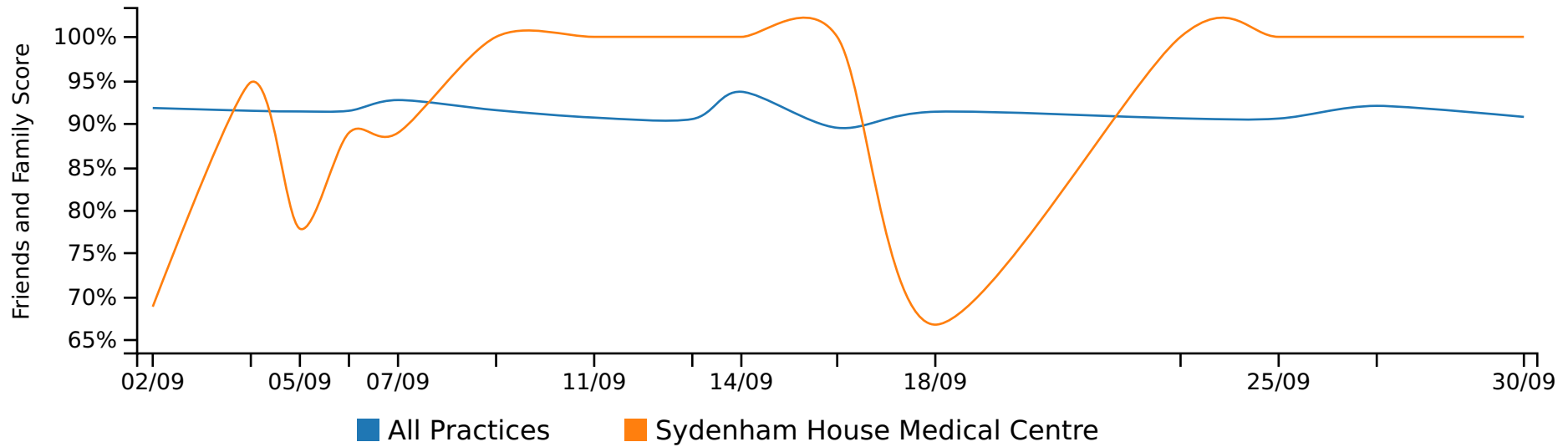
Your Score: 84%

Percentile Rank: 15TH



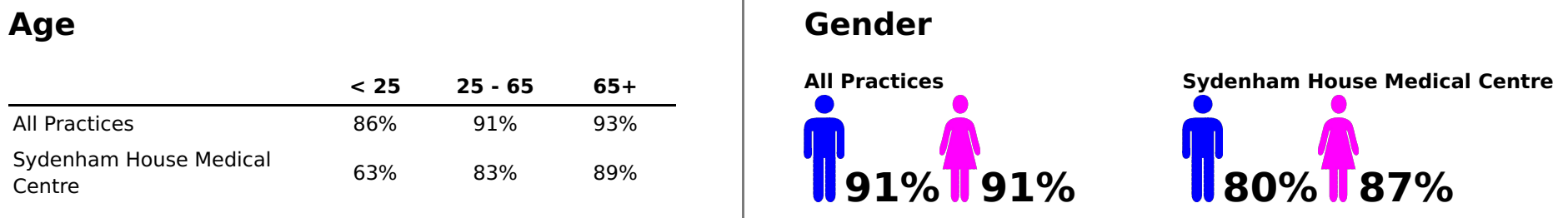
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 15th percentile means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

Practice Score: 'Recommended' Comparison



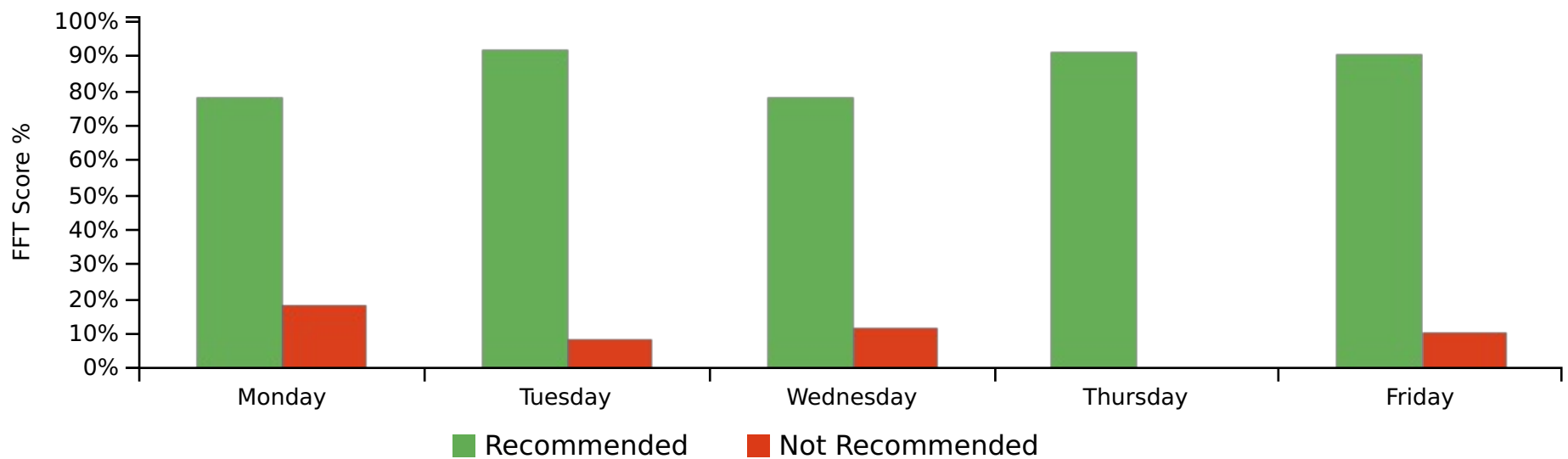
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

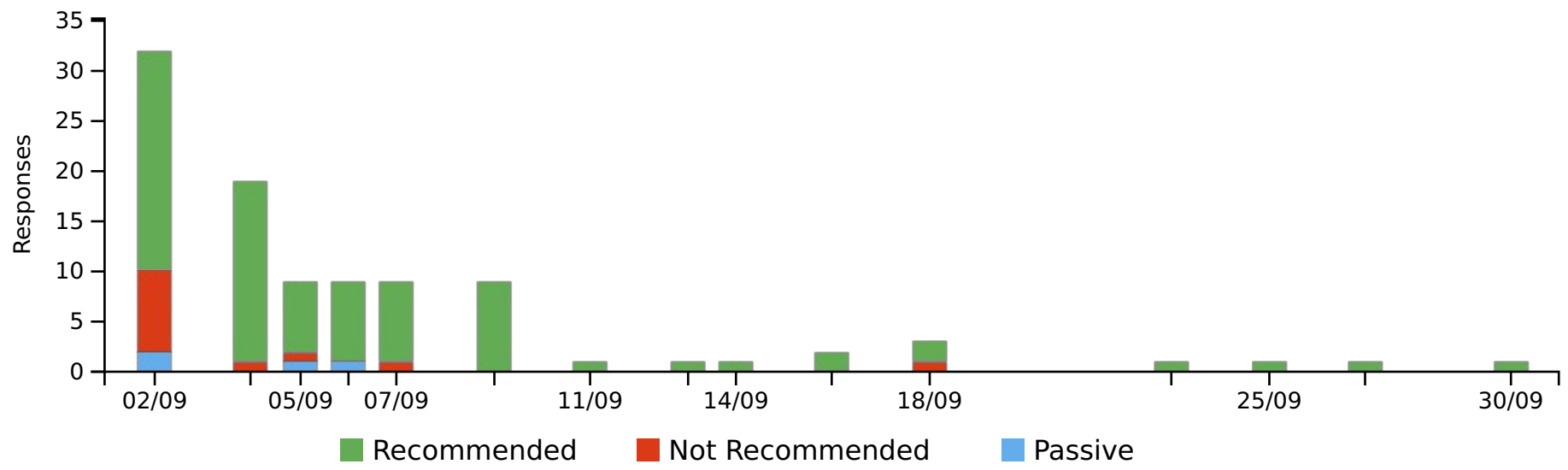
Practice Score: Day of the Week Analysis



- 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

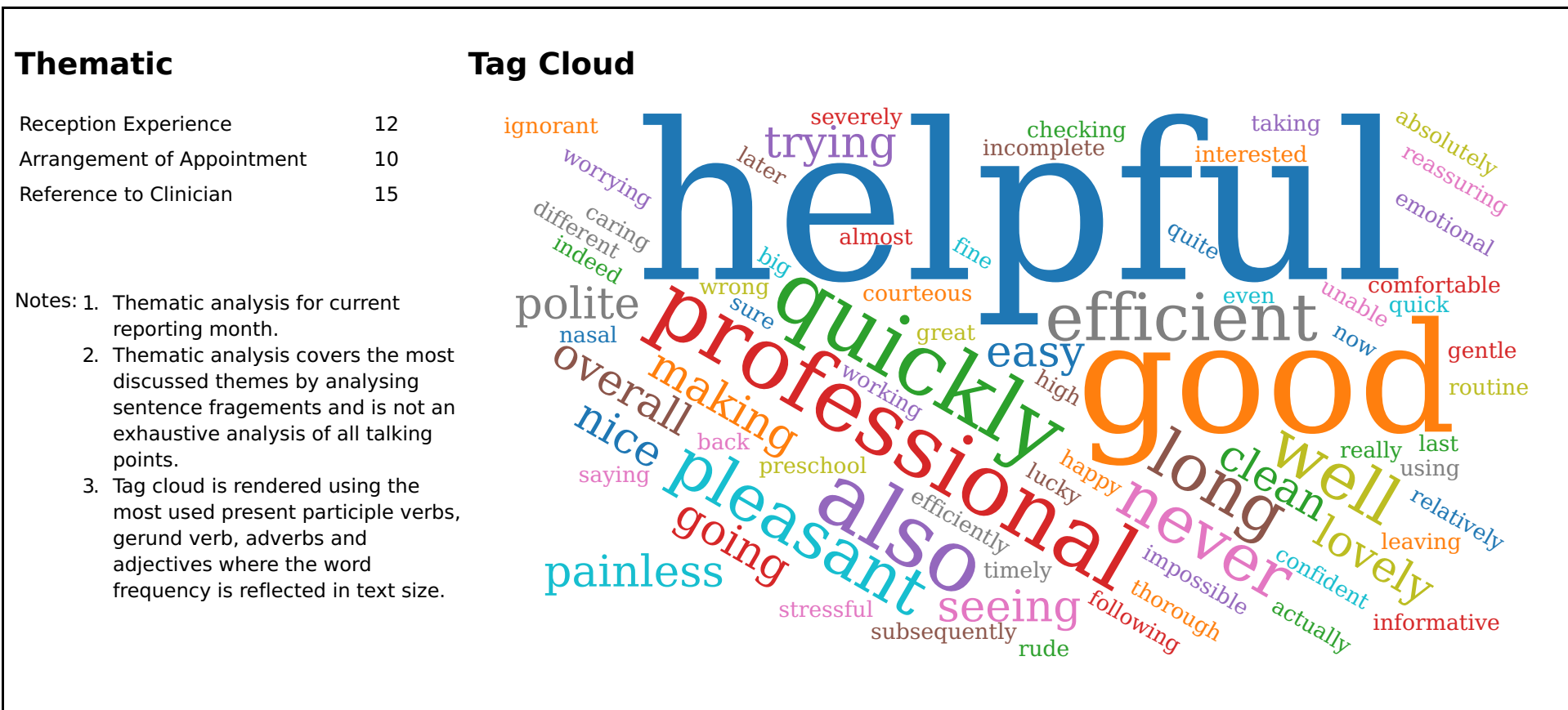
Patient Responses



- 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.

SECTION 5

Patient Free Text Comments: Summary



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

- ✓ Everything seemed easy, staff was courteous and helpful. I didn't have to wait very long.
- ✓ Making appointments almost impossible but if lucky service is good
- ✓ Friendly staff helpful clean
- ✓ Dealt with quickly and efficiently.
- ✓ Your nurses are always very helpful, and will always give you all the information you need. Always go above and beyond to help
- ✓ Very thorough visit to physio
- ✓ Very pleased with the service I received overall
- ✓ Always polite and friendly ✗
- ✓ Because you asked me
- ✓ Check in screen not working, I had a sharps box from William Harvey Hospital which I wanted to dispose of and surgery don't take them in. Receptionist didn't have contact details for collection from council
- ✓ No appointment reminder text. Incomplete paperwork.
- ✓ Very helpful & professional reception team and very caring Healthcare Assistant.
- ✓ Dr Aikaterini Charakida was very professional, efficient and organised my appointments and she help my concerns to disappear. Surgery team was very helpful too
- ✓ Good service
- ✓ The nurse was very polite and explained everything i ask her
- ✓ Was treated very well
- ✓ I am feeling very well
- ✓ Kate at Hollington surgery was prompt and pleasant to talk to.
- ✓ The lady who gave us our rsv jabs was very efficient & very kind Thankyou
- ✓ I thought it was good today
- ✓ Communication good, referral advice
- ✓ Also great service
- ✓ Quick response of what I needed
- ✓ My bloods were taken as asked and was also offered the shingles vaccination whilst there which I accepted.
- ✓ Because they are very good at making sure your seen on time
- ✓ On time good information very happy
- ✓ Mr Yordanov was very professional and helpful and kept me updated about my referral.
- ✓ I did not have to wait long to be called in after checking in. Also Carol was lovely and made me feel very comfortable and was easy to talk to.
- ✓ Because the Dr give me time to explain myself and understand my emotional situation, she makes feel I have hope.
- ✓ Lovely receptionists, doctor and nurse. Seen very quickly. Clean environment
- ✓ Nurse was efficient, knowledgeable, injections relatively painless, she has pleasant manners, interested in me and reasons for visit and seemed kind.
- ✓ Reception staff and nurse Barbora very good indeed. 8 a.m. scramble and not seeing doctors face to face severely diminish overall experience. Also, explained my worrying long covid-like symptoms to one doctor (who subsequently ordered blood tests and chest x-ray) and was phoned back by a different doctor who went through my blood test results in a routine manner and appeared to need a big nudge to address the issues for which they were ordered. Prescribed a nasal spray, leaving me neither convinced nor satisfied.
- ✓ The GP was very expert and kind and I was very satisfied
- ✓ Helpful staff +. Nurses
- ✓ Liked Please can you tell us why you gave your answer?
- ✓ Because she was so helpful and nice
- ✓ Very helpful and pleasant reception Appointment was on time and Barbara was vey polite and very gentle when taking my blood Standards have always been high in the 50+ years I have been a patient
- ✓ My appointment is always on time
- ✓ It was painless to have the staples taken out
- ✓ Yes i can i turned up booked in and everything went as it should
- ✓ Always friendly and kind
- ✓ Seen in dermatology clinic, doctor and nursing staff professional and reassuring, excellent service
- ✓ Timely manner friendly staff
- ✓ Well looked after

- ✓ Because you asked a question.
- ✓ *Very informative*
- ✓ The service was excellent, but then it always is.
- ✓ *I was seen on time and was in and out nice and quickly.*

Not Recommended

- ✓ Really friendly reception staff and seen quickly for appointment x
- ✓ *My husband very unwell but unable to get a Doctor to visit rang 111 as advised in the end. His medication needs to be reviewed.*
- ✓ Booked to have preschool jabs for my daughter only to be called 3 minutes before the appointment to be told she can't have them
- ✓ *U can never get through on phone. I tried 23 times never got through even tried going 2 surgery in person @ was told telephone appnts only!. Don't bother trying now!*
- ✓ Lack of appointments to see a drLength of time it takes to get through on the phone Attitude of the dr seen at last appointment
- ✓ *Because i had to wait over a mth 4 the appointment. Which i found very stressful*
- ✓ Friendly and helpful
- ✓ *Reception was absolutely fine. Nurse who took blood my blood was quite ignorant and came across rude*

Passive

- ✓ Haven't trying to contact surgery a number of times hours at a time ended up going to A&E before seeing someone from my own surgery for following up.
- ✓ *Had a call from a Dr ref liver scan results. Later, another call saying they were using the wrong results. Asked to provide another blood test and heard nothing since. Not confident in your processes.*
- ✓ You can never get a drs appointment to actually see Dr.