FFT Monthly Summary: October 2024

Sydenham House Medical Centre Code: G82050



SECTION 1 CQRS Reporting

CQRS R	eportin	g									
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
73	14	7	2	3	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:	255						
Responses:	99						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	73	14	7	2	3	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	73	14	7	2	3	0	99
Total (%)	74%	14%	7%	2%	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.

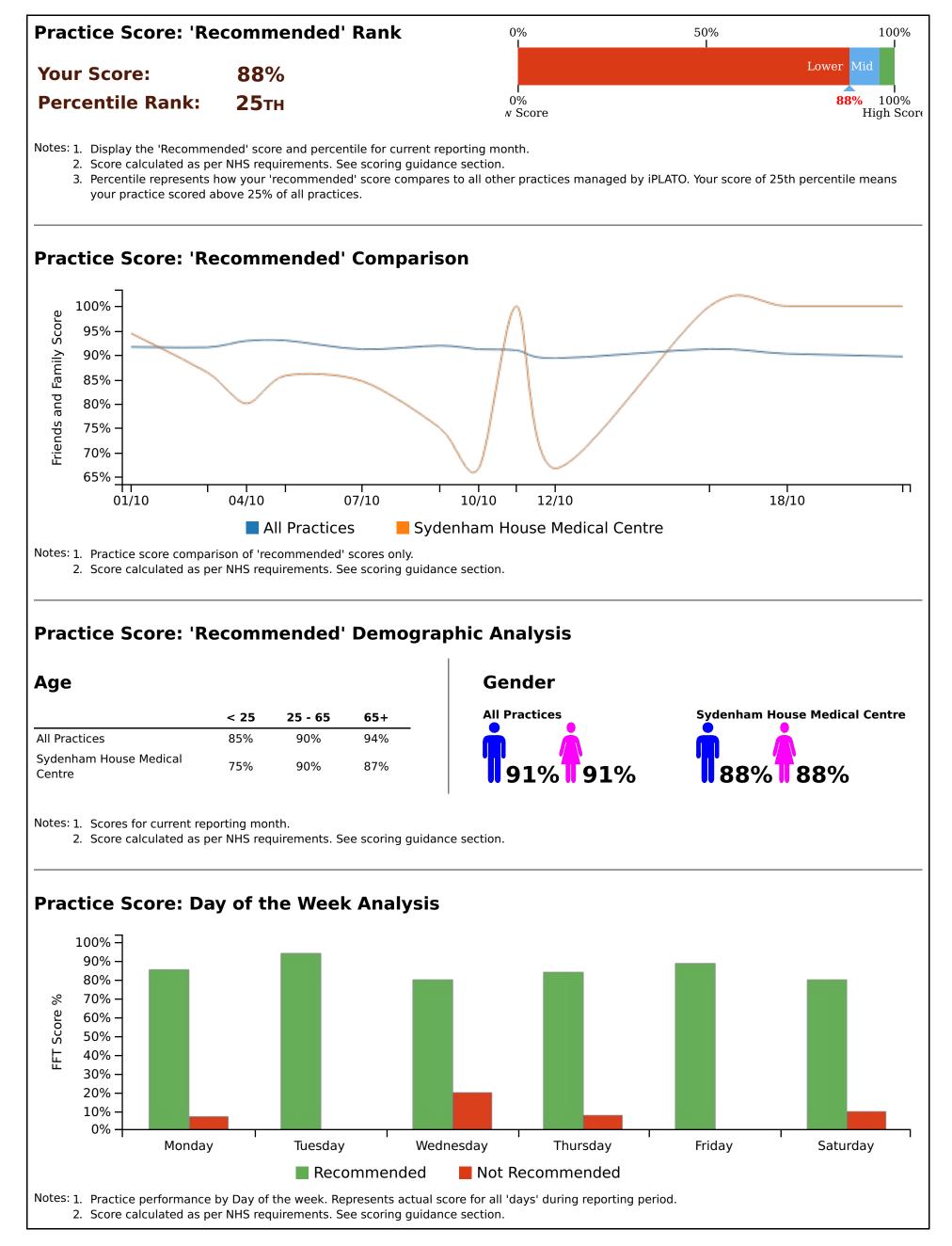
The percentage measures are calculated as follows:

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

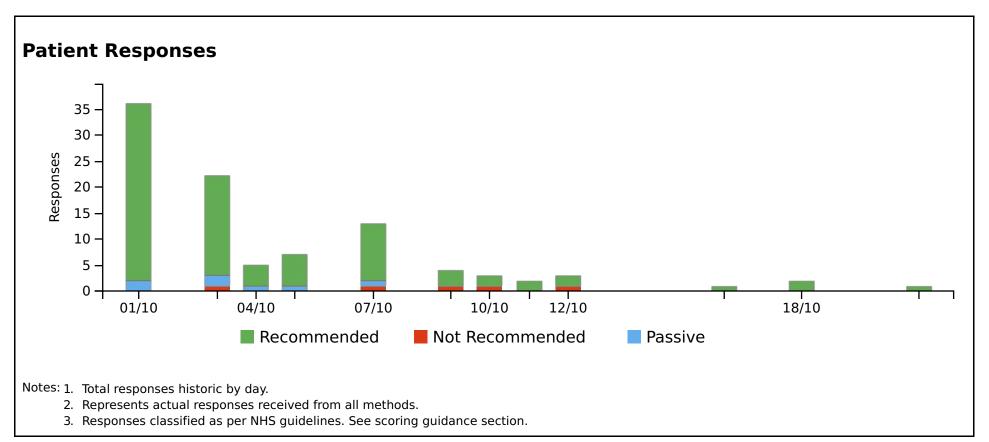
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring



SECTION 4 Patient Response Analysis



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

✓ Excellent service

I saw Ray Furr, he was fantastic. Compassionate and thorough and reassuring. What spoils the experience is always the hassle involved with making an appointment. Having to ring at 8am on the dot, wait in a queue for ages and take a chance on whether the receptionist will be pleasant and helpful or not, is anxiety inducing. I imagine that the receptionists get a lot of abuse, which is inexcusable, but I do feel the system adds to callers frustration and exacerbates the situation

✓I was sent a reminder of my appointment, I was attended to exactly the time it was scheduled, when it was my turn, the staff were so nice, gentle

- ✓ Very quick service
- Very friendly put me at ease
- ✓ Very well organised & seen on timeCourteous staff
- ✓ Very good service
- Both nurses, one who called and one that did bloods were absolutely fantastic. Really understanding and just so much kindness given and I really needed it. Thank you to both of them
- \checkmark Kate the Nurse at Hollington is so caring . and listen's . wish more like her . Thank you kate
- ✓ The receptionist was very polite and the doctor was on time and very helpful
- Because I don't have any problem.
- Not being impolite but I would have thought the rating gave the answer. I was treated by Kate this morning and always found her willing to listen and in no rush always very pleasant and efficient
- \checkmark Mrs Walsh put me at ease was professional and also friendly, did not feel hurried
- ✓ No waiting. Nurse was polite and courteous. Explained about the vaccine. Made me feel comfortable and confident. Lovely experience.
- I have never visited Hollington surgery before. The staff are so helpful and Nurse Alice was attentive and a pleasure to talk to, I felt that she really listened and cared.
- ✓ Phoned Monday and had an appointment Tuesday. Very good
- Generally we have good experiences. Only frustrating thing for me personally is E-consult never seems to work despite trying at 8am every time I find it impossible to believe all the slots for e-consult are gone by 8.01 every day I have tried. I can't always spend an hour trying to get through on the phone whilst I'm at work.
- ✓ Fast service, appointment on time and very friendly staff
- ✓I went to Musgrove Medical Center this morning with check nurse
- Tanya is extremely professional and helpful
- Because of the service that I received this morning pleasant and friendly efficient
- Because I'm satisfied with the service I receive. My only criticisms I have if you phone the surgery you can wait up to 40 minutes to get through. I have

difficulty finding a space in the car park. I have parked in Euro car park and had a fine of 120

✓ The appointment was 15min late

✓ Perfect. On Time. In and out. All done with a smile

✓ Professional, communicative and non dismissive.

✓ Friendly, helpful & efficient.

 \checkmark I was handled very well by the doctor

✓ Service was delivered in an efficient and friendly manner on time.

 \checkmark Nurse was prompt, very clear explanation of what happens at appt

✓ Fitted me in when busy and changed a dressing that had got wet also informed me a blood test was due and carried that out aswell,

 \checkmark I was seen on time and nurse was very friendly

✓ Appointment was on time and the vaccination was painless. The nurse explained the background for the vaccination, and made one feel comfortable.

The appointment was on time, no delays. Your employee was polite, friendly and helpful. Altogether a very efficient member of your team.

✓ Doctor went out of way to see me and check I was OK. Then the service w my son's preschool vaccinations was also seamless and very professional.

✓ Kate is so kind and makes me feel relaxed

✓ because the doctor I saw last week listened to what I said

✓ Staff very caring and put you at ease.

✓ Good service

I phoned this morning, a doctor phoned me back within 2 hours. He was very thorough. He then made me an appointment for this afternoon to which I went in on time. The person I saw explained things well. Everyone I had contact with was polite and helpful

✓ Phone Lines are a nightmare and some of the drs should read the patients notes. However saying that Dr WOLDE-AMANUEL, Bezabesh and Tanya the nurse

are fantastic and a real credit to the surgery

✓ always very pleased

✓ excellent

✓ Timely appointment, expert opinion, and guidance provided in a professional manner, hope to feel better soon.

✓ very efficient and polite staff who were dealing with many many people, Kate was fantastic as normal

✓ It was empty and I was seen promptly.

✓ I couldn't complain about the service it very good

 \checkmark The nurs and her assistant were very helpful

✓ Helpful and friendly staff.

 \checkmark We were very satisfied with the service and didn't have to wait long.

✓ The receptionist was clear and welcoming and the nurse was lovely, helpful and understanding

✓ Because the doctor was affechant n usaly I cant get to see one but he was good at explaining everything clearly to me

✓ Very efficient and pleasant.

✓ Reception lovely and nurse so nice and explained everything made me feel at ease. Really happy

Not Recommended

✓ Never able to see a GP face to face

Had booked flu+covid jabs at Hollington only to be told by nurse I was 35th person expecting covid jab, when Hollington cannot store covid - how can that be right? Having to wait, having tried phoning at 8 for appointments, sometimes 40 in queue, dead on 8, then no appointments left, how does that happen? Not being able, when finally see a doctor, to see a doctor who speaks and understands English as their first language, I am english, with hearing aids, I should be treated equally to all other foreign language speakers. Reception staff at Sydenham House are OK but are limited in what they can do. Receptionist at Hollington yesterday was unhelpful to the point of rudeness.

Lost sample. Told by receptionists on multiple phone calls that the results were not back from hospital. Only to find out nearly two weeks later when chasing for results again that the sample had been lost after being dropped off to Sydenham house.

Because you cancel appointments at short notice, don't give appointments for over a year, and refuse to see me when I'm 15 mins late, but don't care if we wait for over 30 minutes when you're running late... your view is your time is precious and important...the patients time is worthless.... everything is geared around what suits you best

Passive

Rarely offered face to face appointment and made to feel like a nuisance if ask for one.Recently had an x ray with some concerning results and was surprised the doctor wanted to discuss over the phone. Doctor was in my opinion frustrated when I asked to discuss the results in person.!!!!!

✓ I believe in Doctors not in the invisible.

Sometimes good sometimes bad nothing wrong with treatment the problem is trying to get appt

Because I was diagnosed in March with a broken back I have now been informed it wasn't and at my appointment today was advised it could've been dealt with over the phone. After all the suffering I've been through this last 7 months and I'm now no further forward

I received a text message to say that I had an appointment today for a blood test. I didn't know about this test previously and did not have the form I was asked for as I did not receive it. It turns out that this blood test should have been scheduled for 3 months time after I had started taking the statins. This appointment was made within the practice and not by me. A few days ago I had a blood test at the same time as an ECG which the nurse kindly arranged for me. Today's appointment could have been given to someone else. I felt I wasted the nurses's time today although it was not my fault. Sydenham House surgery was efficient in getting me the required appointments but no-one checked and cancelled today's as the blood test had already been taken. I didn't know about and arrived in case it was important. Thank you for asking my opinion.