

FFT Monthly Summary: October 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
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

88% 5% 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:

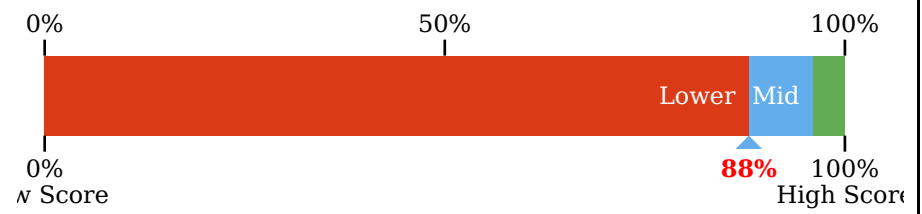
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

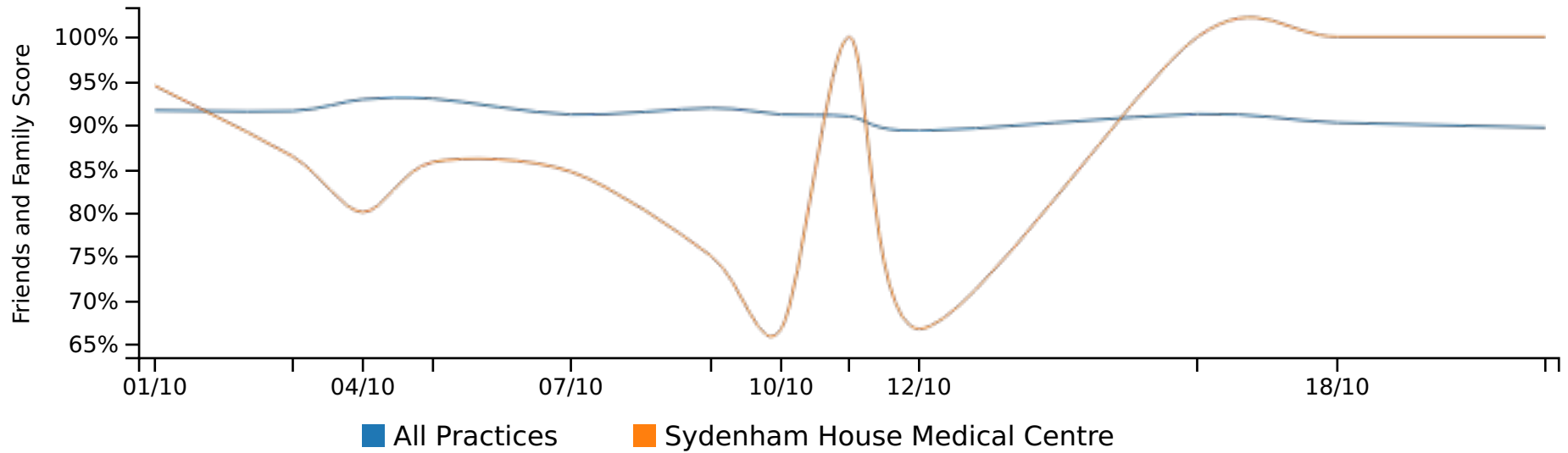
Your Score: 88%

Percentile Rank: 25TH



- 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 25th percentile means your practice scored above 25% of all practices.

Practice Score: 'Recommended' Comparison



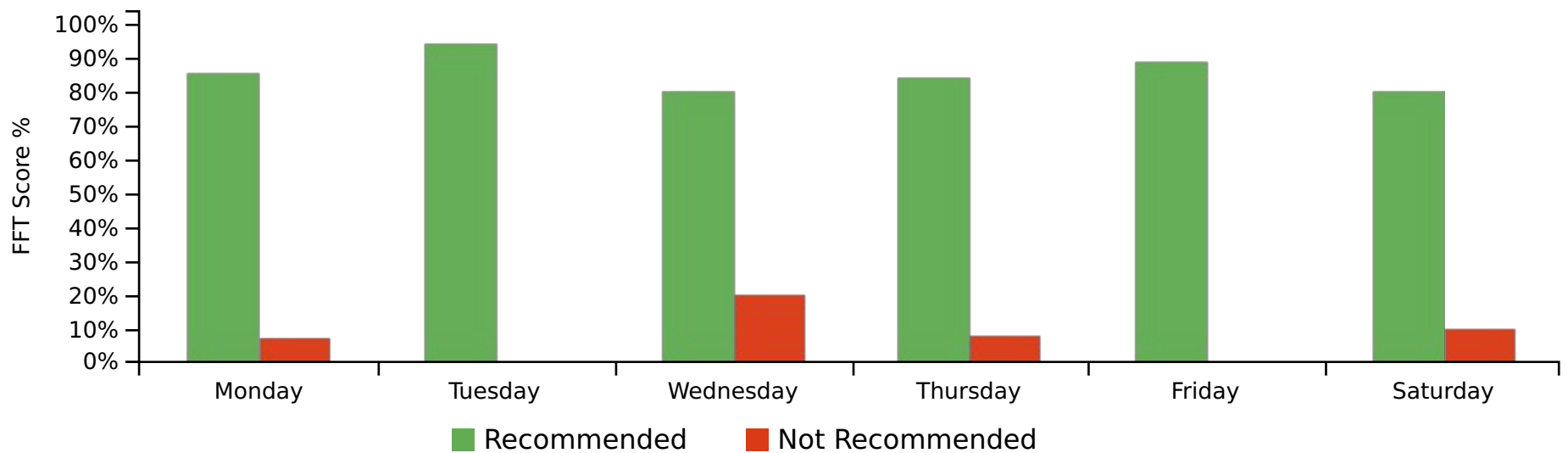
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

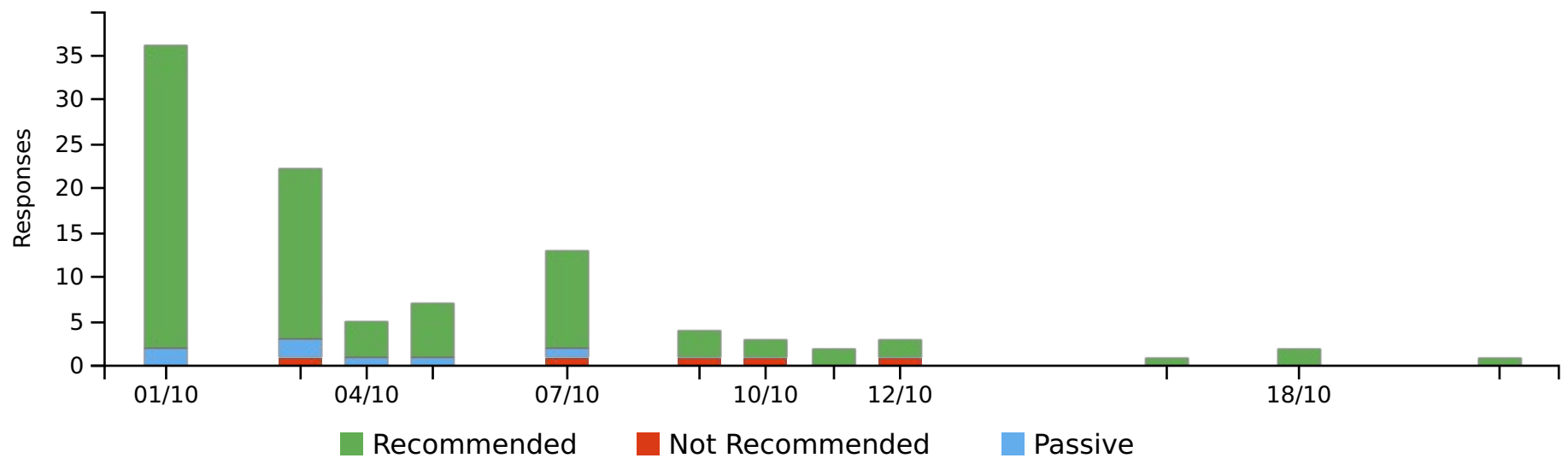
Practice Score: Day of the Week Analysis



- 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.

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
- ✓ The nurse and her assistant were very helpful
- ✓ Helpful and friendly staff.
- ✓ 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 dicuss 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.