FFT Monthly Summary: November 2024

Sydenham House Medical Centre Code: G82050

connecting patients transforming healthcare

SECTION 1 CQRS Reporting

CQRS Reporting												
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012	
71	20	1	1	3	4	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	295						
Responses:	100						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	71	20	1	1	3	4	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	71	20	1	1	3	4	100
Total (%)	71%	20 %	1%	1%	3 %	4%	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.

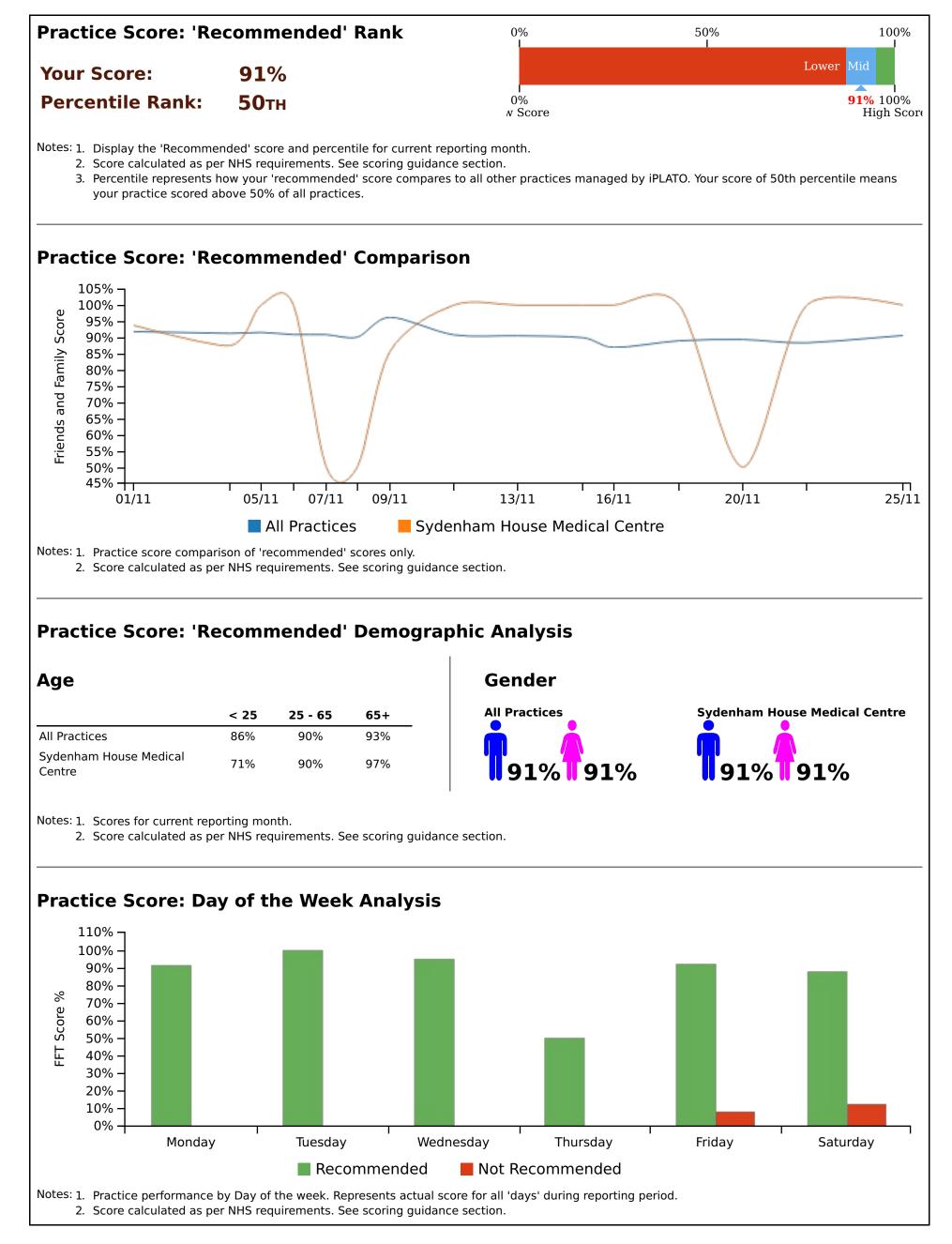
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know x 100				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

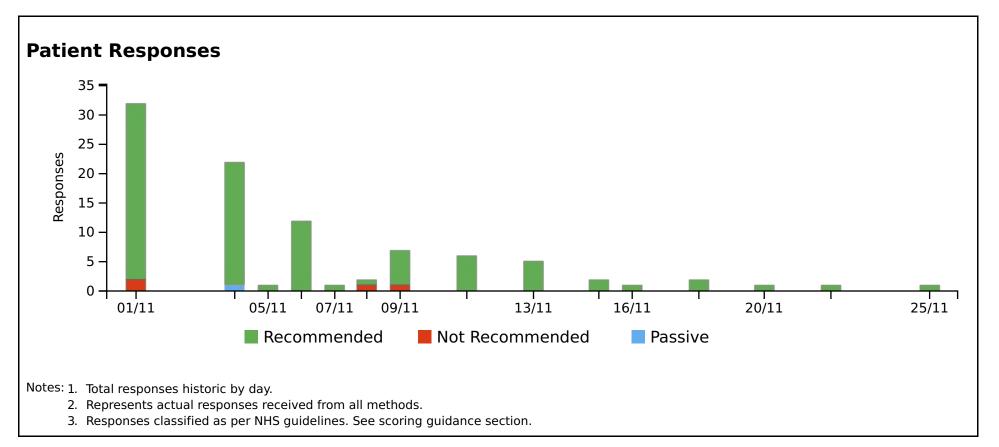
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

- \checkmark From the receptionist to the doctor my experience was excellent
- ✓ Nurse is always good
- ✓A great nurse
- ✓ Nurse practitioner went above and beyond to make sure I was on the correct medication and very kind.
- Appointment given quickly, nurse I had today was very lovely and patient with me was able to do the job and give me all the information I needed overall happy
- ✓ Because GP was. Good., Efficient .
- ✓I have really good service from econsult. When I come into the surgery, all of the staff are polite and serve quickly and efficiently to what I need.
- As a patient they did a good job
- \checkmark The fast and efficient response to my problem may it continue
- Excellent service great practice staff are very helpful and things get sorted out very happy still after all the years I been there. Thank you all
- ✓ QUICK and easy
- ✓ Referral dealt with promptly
- \checkmark Always a pleasant environment Lovely staff who are helpful and friendly
- It was a 5 because, as per usual, econsult was unavailable straight after 8am and the landline is constantly engaged, so I decided to pop in. The friendly and helpful receptionist mentioned a physio just happened to be on site with free appts, so immediately booked me in
- I thought the doctor I had was brilliant. She made me feel welcome and felt very knowledgeable. I would of given a 1 but I had to phone 111 to get an appointment. There's quite a few things I need an appointment for now and I've been unable to do so
- ✓ My appointment was on time and Tanya was very friendly and helpful.
- Yes this week I have had amazing service from the practice. Everything has worked as it should. To best honest over the last few years the practice as a whole has been abysmal, where individuals have been working very hard but somehow things never carried through. *Miron was great*
- ✓ Nurse was very professional but friendly and put me at ease whilst doing the procedure
- ✓ I came for an ecg and then I saw the dr who was very pleasant
- I was dealt with very professionally and in a most thoughtful and kind way. The nurse is exploring all aspects to identify what the cause of my cough is. I felt listened to and valued.
- ✓ The nurse was very gentle and explain the whole process to my 4 year old, also helped with his measurements. Quick and informative
- Was seen on time and booking jabs was easy
- ✓ The receptionist was friendly, Carol the nurse was really nice and made me feel at ease.
- ✓ Because he explained everything and that he was also referring me to physio and also hospital

✓ The nurse was very supportive

Kate at Hollington surgery is very efficient, kind and caring. Her experience and expertise in finding a vein and taking blood is excellent. Many other professionals always have difficulty in finding my veins. The Doctors who I have spoken to recently have also been efficient.

✓ The nurse was friendly and happy to chat

Excellent service and advice

✓ Because I have been see on time and very good

✓ There way of talking, and good service they provided to me

✓ Self explanatory

 \checkmark Was seen quickly n the appointment was looked into to cover what was needed

✓ I saw Miron Yordanov. He was very helpful, informative and explained a lot.

✓On time

✓ Nice easy appointment

✓ BECAUSE I WAS SEEN ON TIME AND A FRIENDLY NURSE

✓ Nurse excellent

Have had a lot of great care in the passed and been looked after we'll. The last couple of times have needed to see a doctor due to problems with medication and a rash(the rash is still there) Doctor advised to stop taking the medication which I have done. Blood test this morning with Kate always a very good experience there

✓ I was very happy with procedure. Appointment was just few min late but ok. Nurse was very nice and kind.

✓ Theresa is always helpful and proactive. Very pleasant to talk to and understanding patients problems.

✓ First class service. Nothing was too much trouble. Everywhere very clean & tidy.

✓ Friendly staff, very clean, short wait time.

✓ Only went for RSV jab but very good seen on time no waiting around

✓ Efficient and didn't even feel the needle. Very steady hands!

✓ The lady who was looking after me was good kind and patient and busy.

✓ Resently I had to put a repeat pet

✓ The nurse was very helpful

Receptionist was lovely and my nurse was super nice and kind.

The dermatologist has been fantastic, Caring and kind. Our daughter has been seen regularly to monitor her mole and from the time we decided to have it removed, she was given a date for 2 weeks time. From the removal we have had contact via text requesting a photo for progress, prescribed cream and a follow-up appointment 7 days later. Very happy

✓ Very satisfied

✓ Well organised. On time. Good communication. Be good to make making a doctors appointment as slick.

 \checkmark On time and very professional and a lovely nurse.

✓ PSA blood test always a pleasure with Kate.

✓ Overall good service

Not sure I liked the raffle ticket idea, cause my sen daughter had a time. Would've of preferred yo be called by our names. It was a bit to busy considering it was for covid and flu jabs. The nurses were very good to my daughter. Tried one jab then did the other. It went well. My daughter is not a good patient normally but copied well. Thank you

Because they were brilliant
Very pleasant nurse. Helpful. Kind

Very pleasant nurse. In
Polite and friendly

✓ It was very good. My appointment was in their system which the reception find it easy and helpful. The staff are skilled, explained the procedure and provide privacy and dignity .

✓I saw Tanya, she is so lovely, helpful and kind,

I thought the treatment was very good. I got an appointment today and the staff were polite and efficient. I didn't give a 1 as I couldn't access the online booking to get an appointment. And I had to hold on the phone for 40 minutes to get an appointment. Hence why a 2 rather than s score of 1. That said, the service overall was good. My thanks.

✓ Efficient, good parking. Pleasant staff.

Doctor did phone call appointment. Wanted to check to see what treatment I needed so arranged a face to face appointment (photos only show so much and not the swelling etc) area checked and antibiotics given. Helpful and understanding Dr xx

Because you ask me that's why

Not Recommended

The nurses and doctors are amazing but trying to get through to the surgery is awful even the receptionist talks like they don't want to be there when they answer

✓I meant 1

Because my sister came down to see the dr was told it was a virol infection 2 days later she's in kings college hospital fighting for her life with a bleed on the brain

Passive