

FFT Monthly Summary: November 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
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

👍 91% 👎 4% 🙋 5%

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:

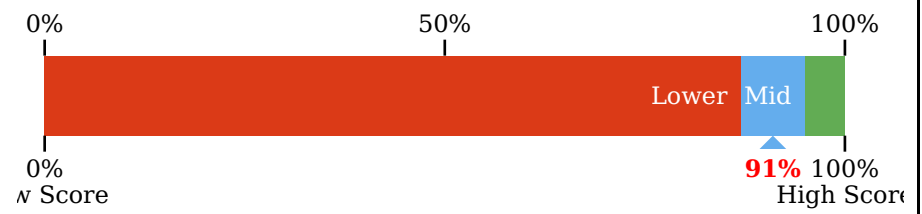
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

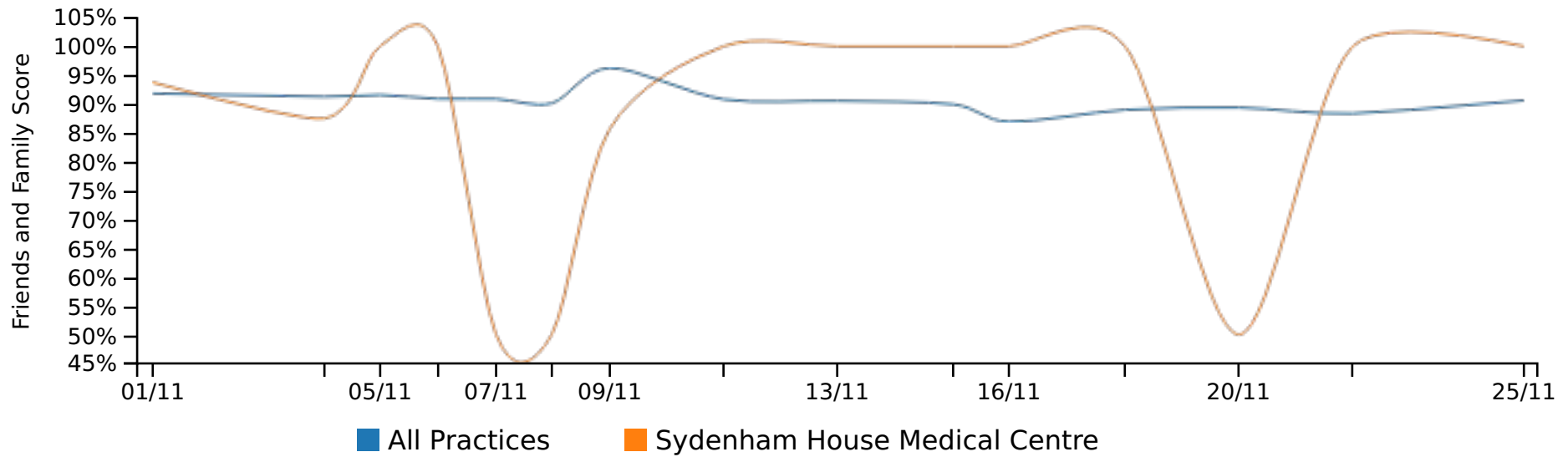
Your Score: 91%

Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



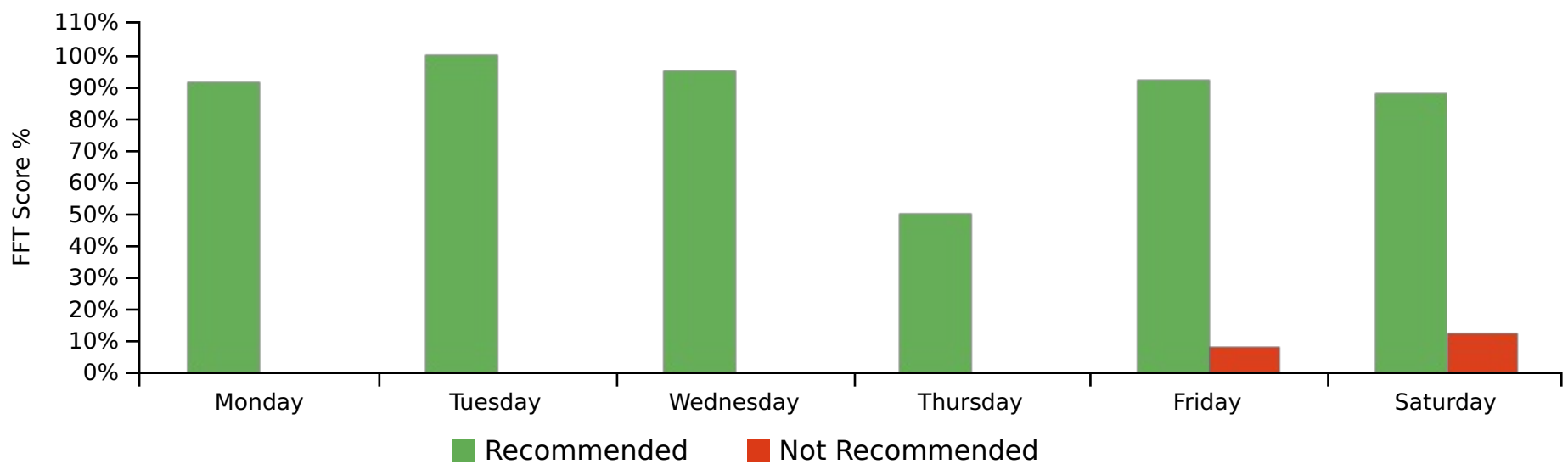
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

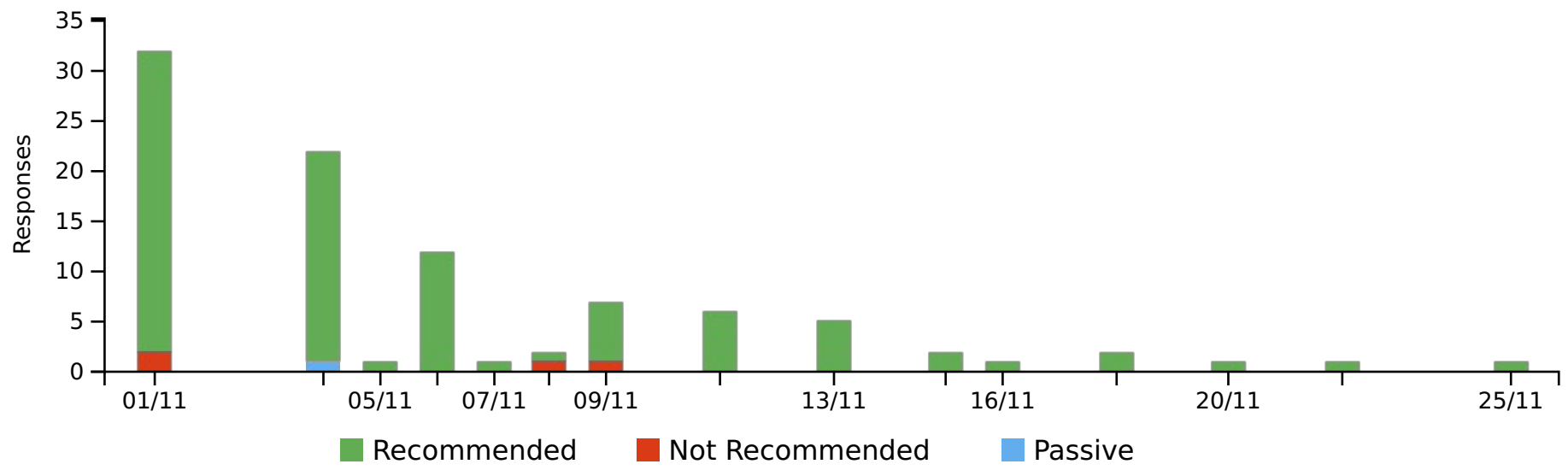
Practice Score: Day of the Week Analysis



- 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.

- ✓ 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.*
- ✓ Recently 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.*
- ✓ 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*
- ✓ 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