

FFT Monthly Summary: December 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
75	15	4	4	2	0	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:	307						
Responses:	100						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	75	15	4	4	2	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	75	15	4	4	2	0	100
Total (%)	75%	15%	4%	4%	2%	0%	100%

Summary Scores

👍 90% 👎 6% 🙋 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:

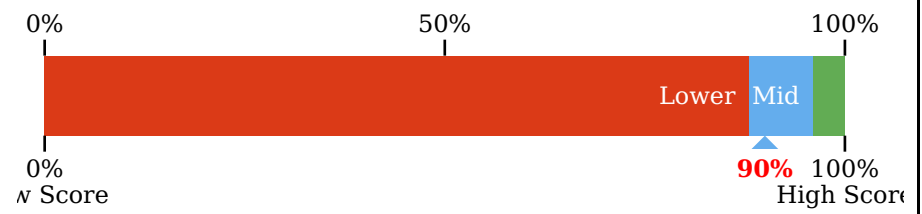
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

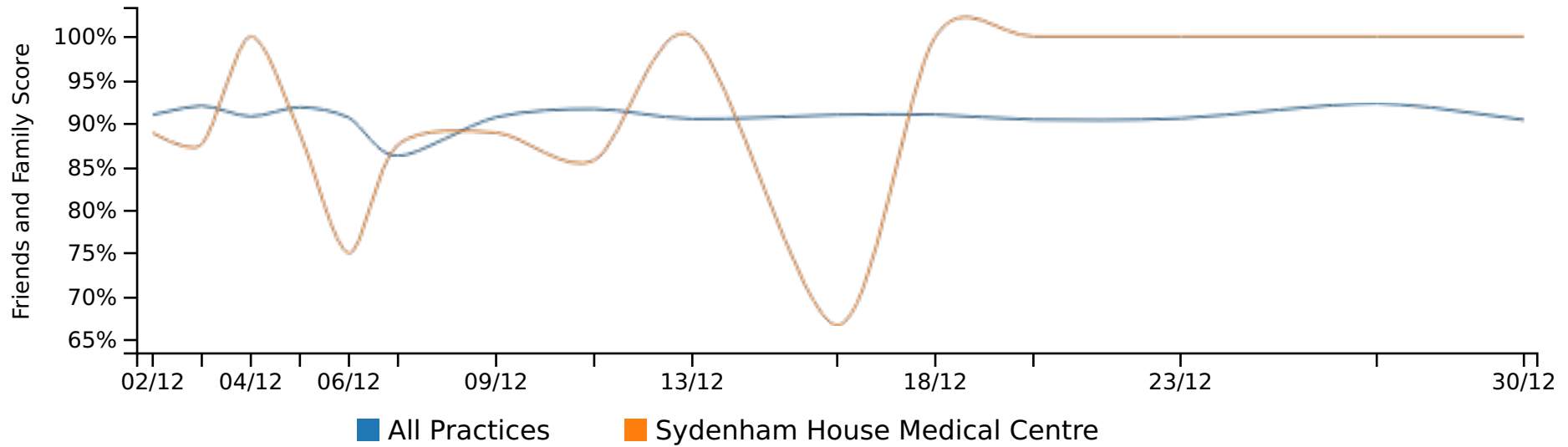
Your Score: 90%

Percentile Rank: 40TH



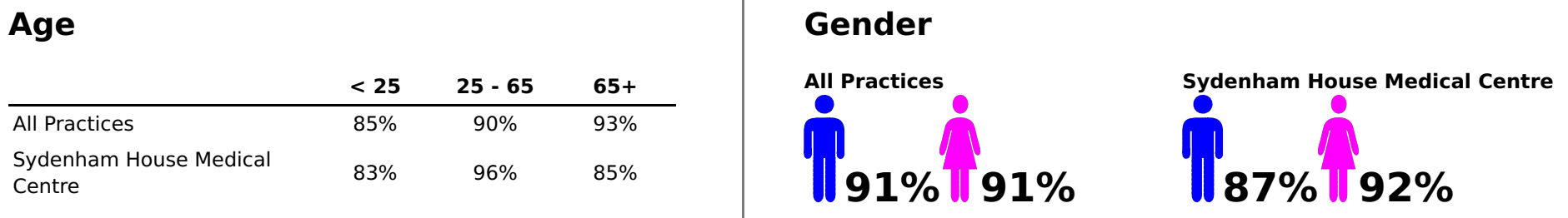
- Notes:
1. Display the 'Recommended' score and percentile for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.
 3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 40th percentile means your practice scored above 40% of all practices.

Practice Score: 'Recommended' Comparison



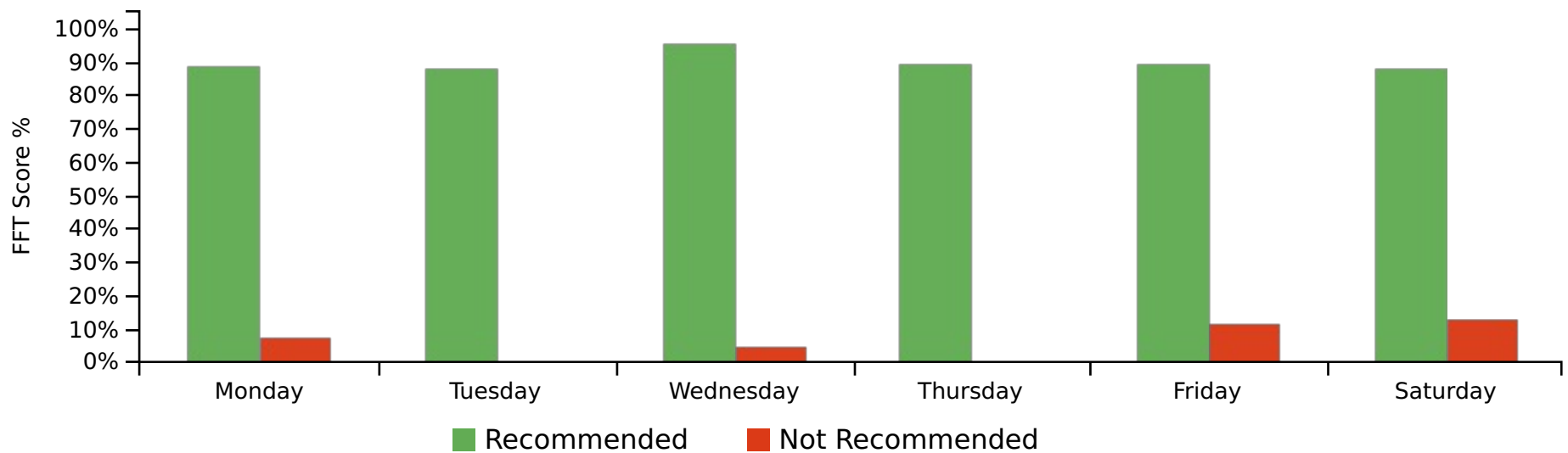
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

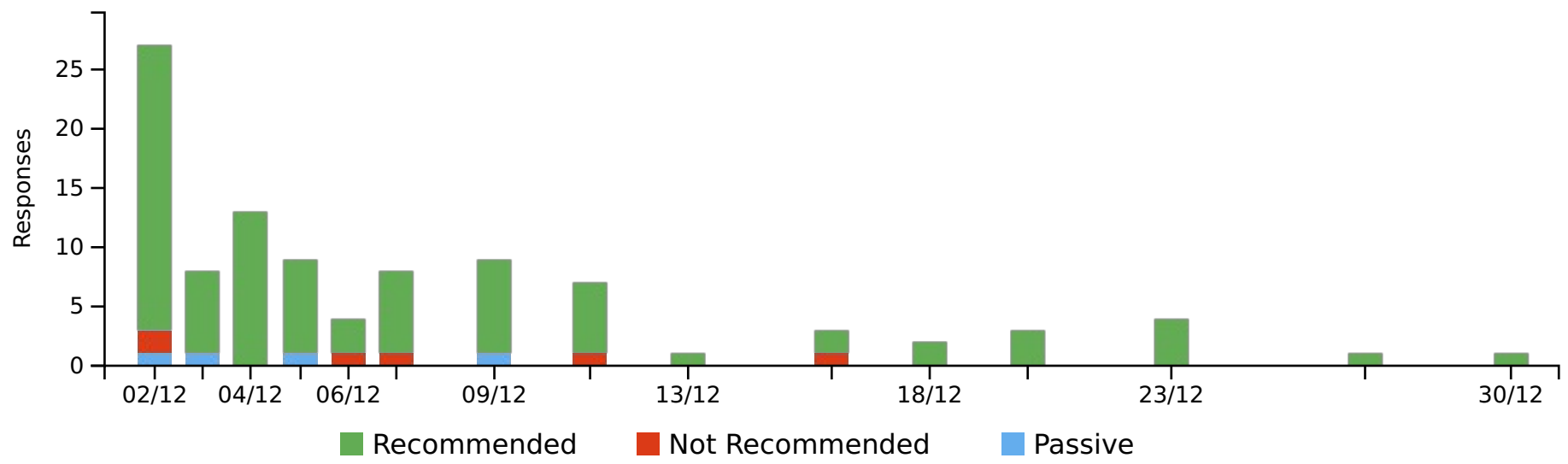
Practice Score: Day of the Week Analysis



- 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

Thematic

Reception Experience	12
Arrangement of Appointment	17
Reference to Clinician	20

- Notes:
1. Thematic analysis for current reporting month.
 2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

Tag Cloud



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

- ✓ Location is convenient, environment of Surgery is clean and everything is tidy, staff is friendly and whole consultation completed within 10 minutes, except parking places are not enough
- ✓ Pleasant staff. Efficient service. Very professional but has a family feel to this particular surgery. You feel welcome.
- ✓ Because I feel the service is good
- ✓ I got a good explanation to all my questions and she was really helpful and encouraging
- ✓ Sorry I thought it was about the appointment with the audiologist which was very good thankfully I very rarely visit the surgery apart from having Flu & Covid jabs but my request for a blood test recently was dealt with very efficiently
- ✓ Very good service. Prompt response and immediate appointment. Thank you
- ✓ Good service
- ✓ Because I think it was a fair score
- ✓ Mr miron yordanov. very nice guy . approachable. understanding .explained what was going on.
- ✓ I was seen exactly on my appointment time. The nurse was very nice and patient with me and explained it all to me and put me at my ease
- ✓ On time, good helpful advice, good professional experience
- ✓ Very thorough and knowledgeable.
- ✓ I waited on the phone for 45mins yesterday morning. I was No.50 in the queue to speak to someone . The doctor phoned me that afternoon to make an appointment the next day to fit in my working day. Despite the pressure and stress the NHS staff are being put through, I was seen this morning. Thank you.
- ✓ Young lady that dealt with me didn't seem very happy
- ✓ Phoned yesterday morning to ask about jabs and got an appointment for today which was dead on time.
- ✓ On time, the nurse explained what was going on
- ✓ got my appointment to see audiologist this morning after phone call this morning and problem was sorted out quickly
- ✓ Because it was easy to get to and come out
- ✓ Nurse and Receptionist were polite and helpful.
- ✓ I chose 'Very Good' because my family consistently receives excellent care. Dr. Shah and Others are patient and attentive.
- ✓ On time pleasant and knowledgeable
- ✓ Tanya is such a warm kind caring professional person
- ✓ Carol and the student nurse were brilliant. Carol also did the blood tests which saved me going to WHH on Wednesday. Following the EGC all Dr's were busy, so Carol had to wait to show a Dr (Dr Harry) the ECG print out. She came back to the room, apologised for the delay, informed me the reason, instructed the student nurse to remove the cables and pads and said that I could get dressed. Carol also took the 7 day BP readings from me for Dr. Dey, June
- ✓ The person I saw this morning was very professional and curtious. Explained what was going to happen through out the appointment.
- ✓ Very talented nurse. Very good at her job a d a lovely manner.
- ✓ What do you mean?
- ✓ Because the doctor I saw face to face was very thorough and listened to me
- ✓ Very professional service
- ✓ Helpful friendly staff
- ✓ Pleased that an appointment with the physio can be arranged without stress of econsult, waiting on the phone and no waiting too long . Went into surgery and made without all that stress
- ✓ It was good to see a doctor who has got experience and knew rather quickly what my son's problem was. It was the first time our son saw a GP and we really felt looked after. He took his time to listen and then contact the hospital. Also the receptionist I spoke to in the morning was very pleasant too.
- ✓ Very efficient
- ✓ I had a blood test and was seen on time. The nursery was very gentle and professional.
- ✓ Excellent care provided
- ✓ It was easy and timed well.
- ✓ Prompt friendly professional service. Blood test.
- ✓ Very helpful and informative, I felt well cared for.
- ✓ I got a quick appointment...and by quick, I meant i was not on a phone queue for 50mins. It was under 5 mins which I was impressed by
- ✓ Because the nurse was very helpfull an professional and information first class
- ✓ Linda explained everything and all went very well thanks
- ✓ Good service & quick blood test & BP check. Only did one reading which was raised as machine band was crushing my arm so much. Didn't redo or wait a while (probably due to work pressures or policy - surgery was very busy & I gave 2 readings from home which were OK)
- ✓ Presumed sent to ask how my wound check appointment went!

- ✓ I'm am happy with the service I am provided with
- ✓ Yes
- ✓ Good service
- ✓ *Because I was seen quite quickly and the person who did my cortisone injection he was very good and gentle thanks again!!!*
- ✓ professional and friendly
- ✓ *& gave me a better understanding on my conditi*
- ✓ I didn't have to wait too long to be seen. I checked in and was called to my appointment
- ✓ *Because the nurse I sore today gave me all the information about the injection I was having today.*
- ✓ I was called in before my appointment was seen and on my way home before my appointment time thank you
- ✓ *Friendly receptionist and nurse, appointment on time, invited to have additional treatment that is relevant and timely.*
- ✓ Nurse was very pleasant and explained everything, didn't rush making sure I understood procedure
- ✓ *Very efficient and straight to the point. Didn't have to explain*
- ✓ Appointment made easy and conveniently and desired location given.
- ✓ *I gave a 1 because a doctor actually visited me.*
- ✓ The staff are always so helpful and welcoming- I'm glad to have been here for a few years!
- ✓ *On time the nurse Mrs Walsh was very good at taking blood gave a good service*
- ✓ I was early and seen earlier so good for everyone
- ✓ *Experience was friendly, patient, informative, two way dialogue, shared ideas.*
- ✓ Wasn't seen on time
- ✓ *Felt valued and was very friendly.*
- ✓ She was friendly and helpful
- ✓ *Brilliant doctor Shah - so caring and thorough. Lovely Barbara who took blood - again so caring*

Not Recommended

- ✓ *Sorry I don't know who you are*
- ✓ *Sorry that was my mistake . I actually wanted to give 1 not 5.. Service and staff were very good. It was on time.*
- ✓ *Saw GP sent prescription to pharmacy for my child, we travelled to pharmacy only to find it hadn't been sent. Had to chase calling surgery, waiting for answer then no GP available to assist. Waited for call back. Eventually inhaler sent through to pharmacist but the stress and hassle upset my child and upset me*
- ✓ *Unable to get an appointment. Long waits on the telephone to speak to a receptionist.*
- ✓ *I had contacted the surgery about several moles I have concerns with and had an appointment for them to be photographed the person I saw today said she was only able to take a photo of 1 of them and asked me whitch one I would like to be photographed why couldn't she take photos of them all .Thus means if I choose the wrong one I could be dismissed as having no problem!!!!*

Passive

- ✓ You asked me and i assessed what i felt the score was- neither good nor bad.
- ✓ *Receptionist was lovely and helpful. However, my appointment was 15 mins late and the doctor was not very helpful.*
- ✓ *Because I'm new to the surgery and only seen GP once for my newborn and the Nurse twice, again for my newborn baby. The repeat prescriptions are taking longer than expected (my previous surgery). Receptionist were very good and polite each time, over the phone or in person.*