

FFT Monthly Summary: February 2026

Sydenham House Medical Centre
Code: G82050



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
67	23	3	1	1	0	0	0	0	95	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:	313						
Responses:	95						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	67	23	3	1	1	0	95
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	67	23	3	1	1	0	95
Total (%)	71%	24%	3%	1%	1%	0%	100%

Summary Scores

👍 95% 👎 2% 🗑️ 3%

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:

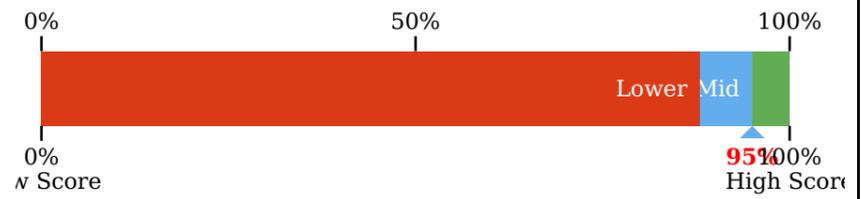
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

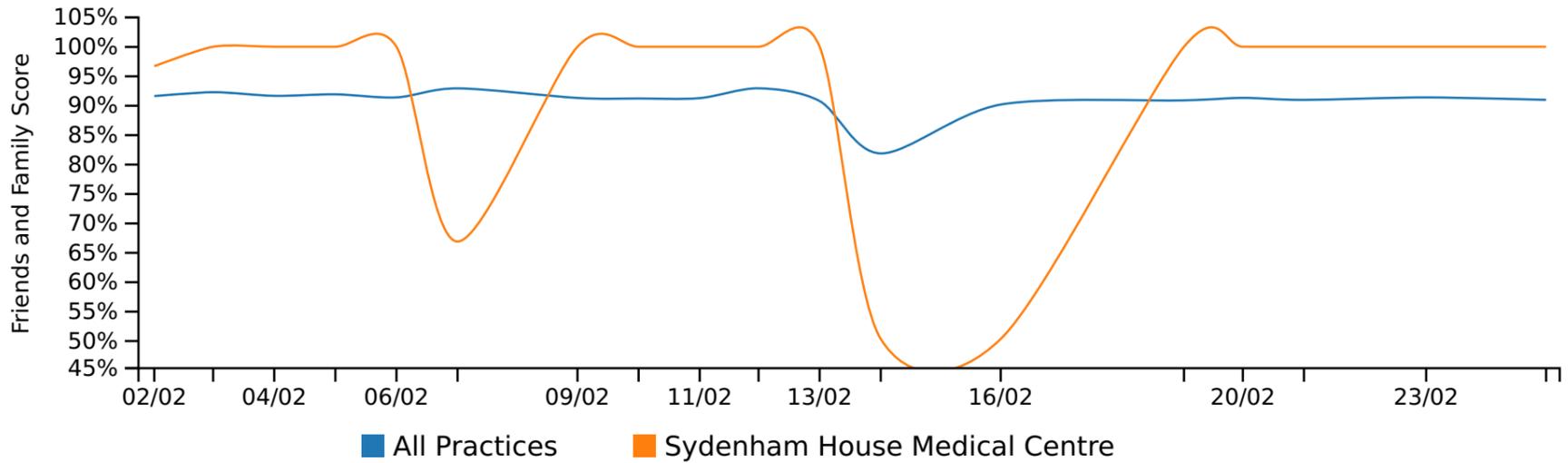
Your Score: 95%

Percentile Rank: 75TH



- 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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



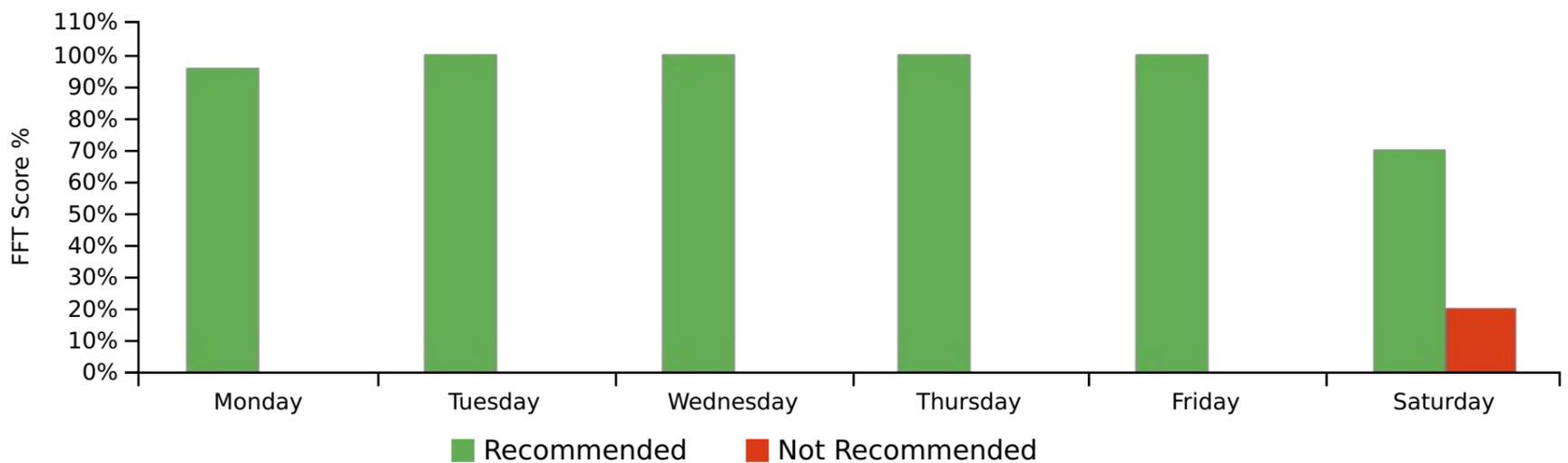
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

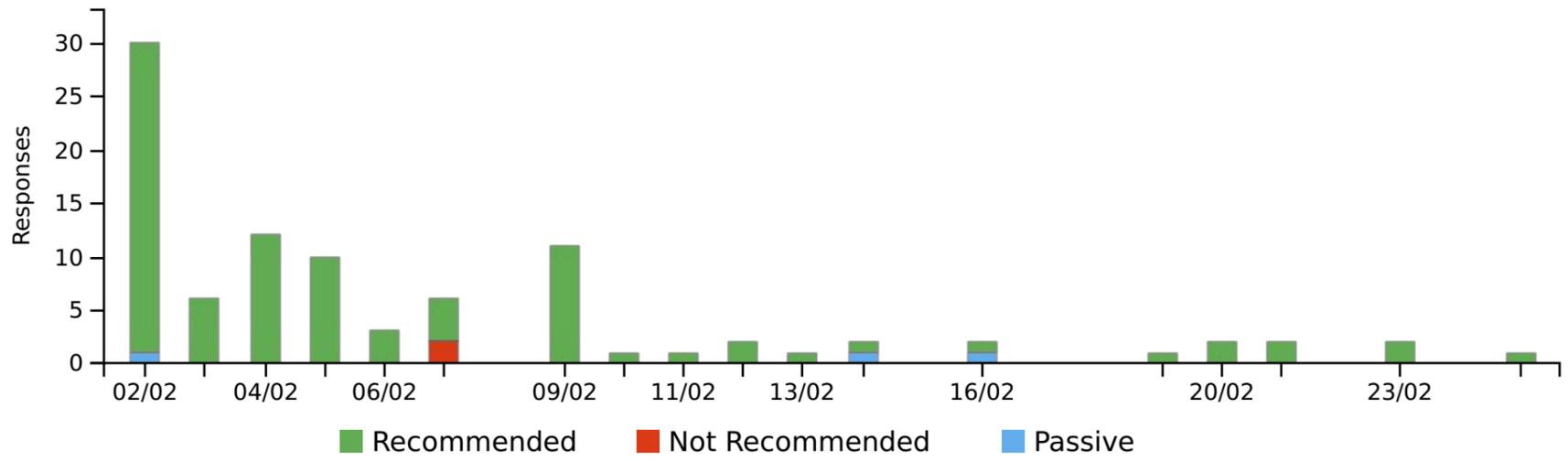
Practice Score: Day of the Week Analysis



- 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.

- ✓ *Dr Shah is an asset to Sydenham house don't over work him and lose him*
- ✓ *Great service, and booking of appointment*
- ✓ *The nurse was great*
- ✓ *All the years Kate has taken my blood she never leaves her mark also she respects my age*
- ✓ *You are given me appointments straight a way!! Thank you*
- ✓ *Lovely appointment. Very friendly, felt listened too and not rushed.*
- ✓ *Kate is very nice and knows my medical history.*
- ✓ *Got taken on time and a follow up*
- ✓ *Really professional and friendly, Eksha was calming for Lyra and gave her a sticker for her vaccinations. Very helpful and caring. Thank you*
- ✓ *Friendly and professional*
- ✓ *Very friendly staff, blood test handled very professionally, advice was given, so the surgery at its best, ?*
- ✓ *The HCA was very lovely, kind and explained everything to my daughter. She was helpful and put her at ease*
- ✓ *The physio was very thorough, and put my daughter at ease.*
- ✓ *Got appt. as requested, GP took time to listen, tests carried out with satisfactory results*
- ✓ *Dr made me feel at ease, listened to my concerns and explained everything with clarity.*
- ✗ *Not always given the correct info*
- ✗ *Because it was good*
- ✗ *Service I received was excellent and nurse that attended to me was very calm, friendly and professional.*
- ✗ *Staff very helpful*

Not Recommended

- ✓ *The GPs just want to prescribe antibiotics for everything without getting to the root cause - they ask 'do you want antibiotics' rather than establishing do you need antibiotics. They rush the appointment which leads to repeat appointments which could have been dealt with in one if LISTENED to.*
- ✓ *I didn't solve nothing with the doctor and I requested a prescription cream for my nose because I have done an operation and I didn't got.*

Passive

- ✓ *It's just difficult to show and explain certain condition over the phone I'm sure the GP is trying to do what he thinks is correct*
- ✓ *I've just told you, read the post.*