

FFT Monthly Summary: March 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
76	16	5	1	0	2	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: 287

Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	76	16	5	1	0	2	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	76	16	5	1	0	2	100
Total (%)	76%	16%	5%	1%	0%	2%	100%

Summary Scores

92% 1% 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:

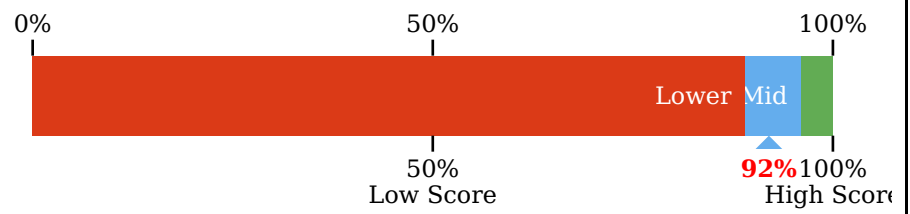
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

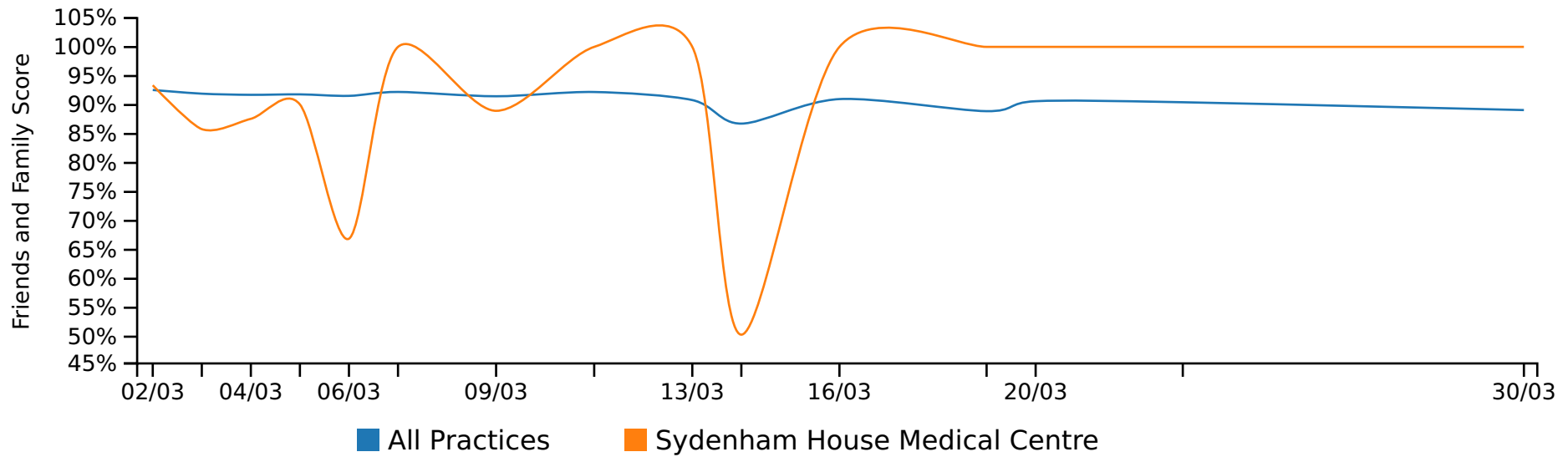
Your Score: 92%

Percentile Rank: 55TH



- 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 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



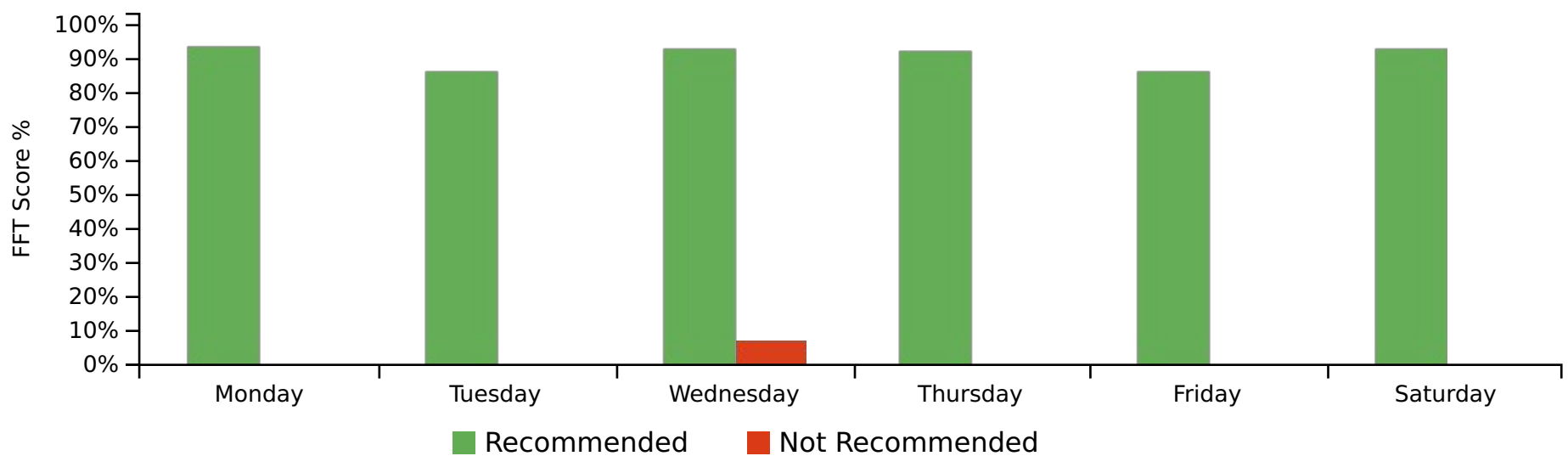
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

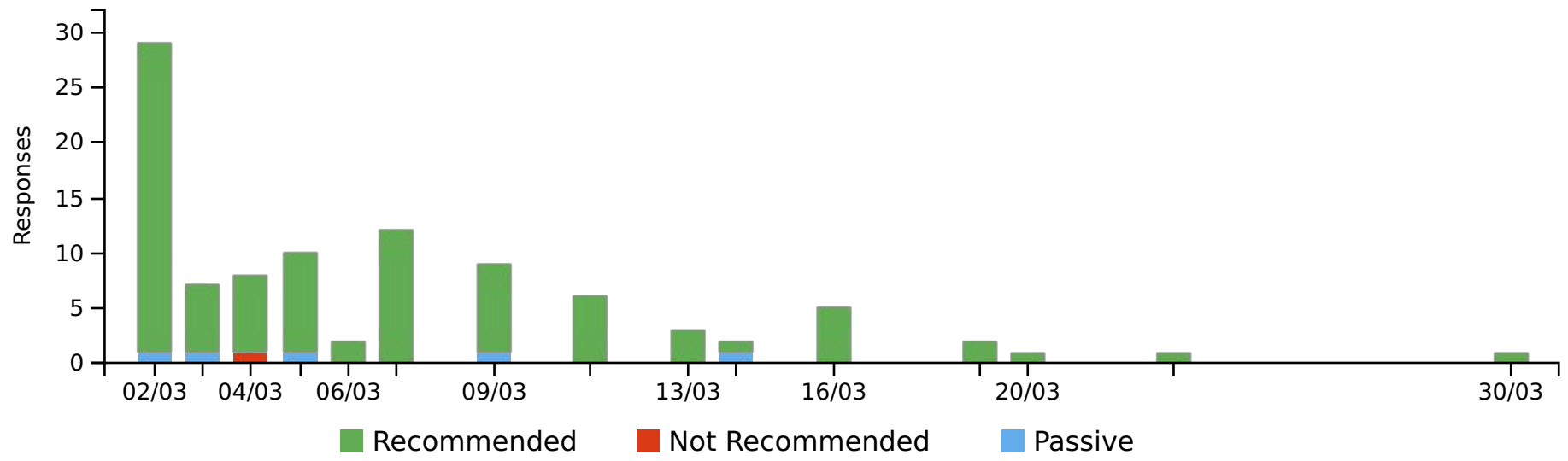
Practice Score: Day of the Week Analysis



- 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.

- ✓ *I felt heard and had my worries seen to same day*
- ✓ *Staff are always professional and caring*
- ✓ *I have received some excellent care recently from Dr Shar and also Tanya I could not have had any better treatment any where.*
- ✓ *Was seen on time GP friendly helpful and listened to me*
- ✓ *Staff have been helpful*
- ✓ *Very quick to respond, very thorough, excellent care. I feel reassured*
- ✓ *Have been helpful, whether admin or doctors . Appreciate*
- ✓ *The booking process through econsult is fairly intuitive and painless once you are used to it. My actual appointment was on time, indeed actually early, and both efficient and speedy. The Nurse I saw was very polite and fully explained the nature of the process to be performed. I would have given higher marks but for the fact that I had been expecting a diagnosis at the appointment but found that I will only receive that after results have been assessed externally.*
- ✓ *Dr A Shah was amazing. First doctor who knows exactly what to do at the GP*
- ✓ *Prompt advice and treatment*
- ✓ *Because when I pop on or e thing there are help full*
- ✓ *On time and very friendly*
- ✓ *I went for my blood test on time was saved the inconvenience of having to go elsewhere on Monday great service and very efficient nurse*
- ✓ *The excellent treatment and kindness always given by the nurse is so reassuring many many thanks.*
- ✓ *Prompt, on time.*
- ✓ *The reception lady at Musgrove (Gill) is very welcoming, cheerful, helpful and professional. I have seen two nurses over the last couple of weeks (Linda & Julia) who were both very knowledgeable, supportive, professional and friendly. Excellent staff and service in [what we all know must be, at times] a very challenging and difficult work environment.*
- ✓ *Very nice doctor*
- ✓ *Very helpful doctor feel like I'm finally being heard*
- ✓ *Service was good*
- ✓ *Prompt service did what I requested they called me back to give my results*
- ✓ *Service ok .but not on time . Had 3 messages from.the surgery. With different times .from. the time I was given . But still 15 mins late*
- ✓ *Given good advice very quickly*
- ✓ *Efficient, courteous, professional service. Good two way communication including listening. Good, helpful professional advice given.*
- ✓ *Most appropriate.*
- ✓ *I'm always liked after especially by the doctor I saw this morning thank you and please thank him*
- ✓ *Good service all round*
- ✓ *Experience was very good . Staff were good and net timescale too*
- ✓ *Very good efficient service Everyone very kind & helpful Thankyou*

Not Recommended

- ✗ *Ridiculous waiting time to get through to reception in mornings for appointments, then when you do get through you cannot guarantee an appointment. The fact that I cannot see my own doctor, just who is available at the time. If doctor says come back in four days you cannot make the appointment then you HAVE to ring back in 4 days.*

Passive

- ✓ *For once they did what they are supposed to do.*
- ✓ *I.T. systems down so there was some confusion and delays. However, the reason for my attendance did take place and staff did keep me informed.*