

FFT Monthly Summary: April 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
73	15	2	2	3	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:	319						
Responses:	95						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	73	15	2	2	3	0	95
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	73	15	2	2	3	0	95
Total (%)	77%	16%	2%	2%	3%	0%	100%

Summary Scores

👍 93% 👎 5% 🗑️ 2%

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:

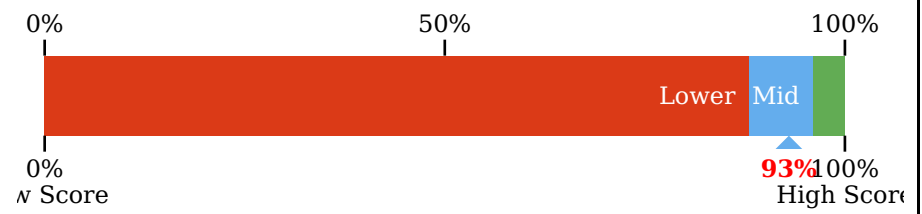
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

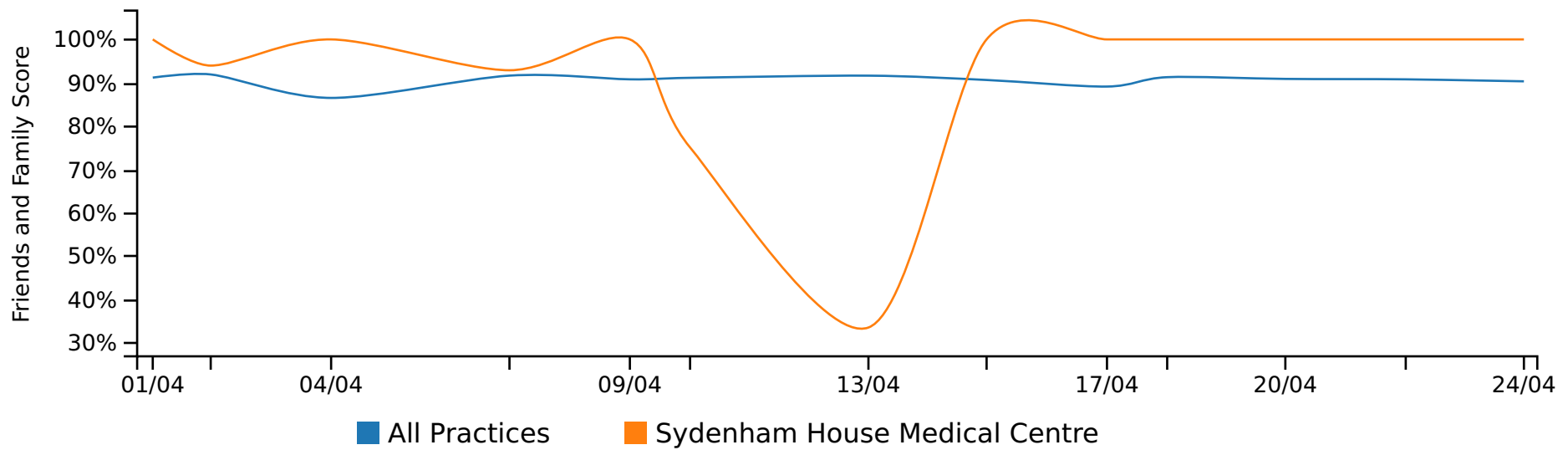
Your Score: 93%

Percentile Rank: 60TH



- 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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



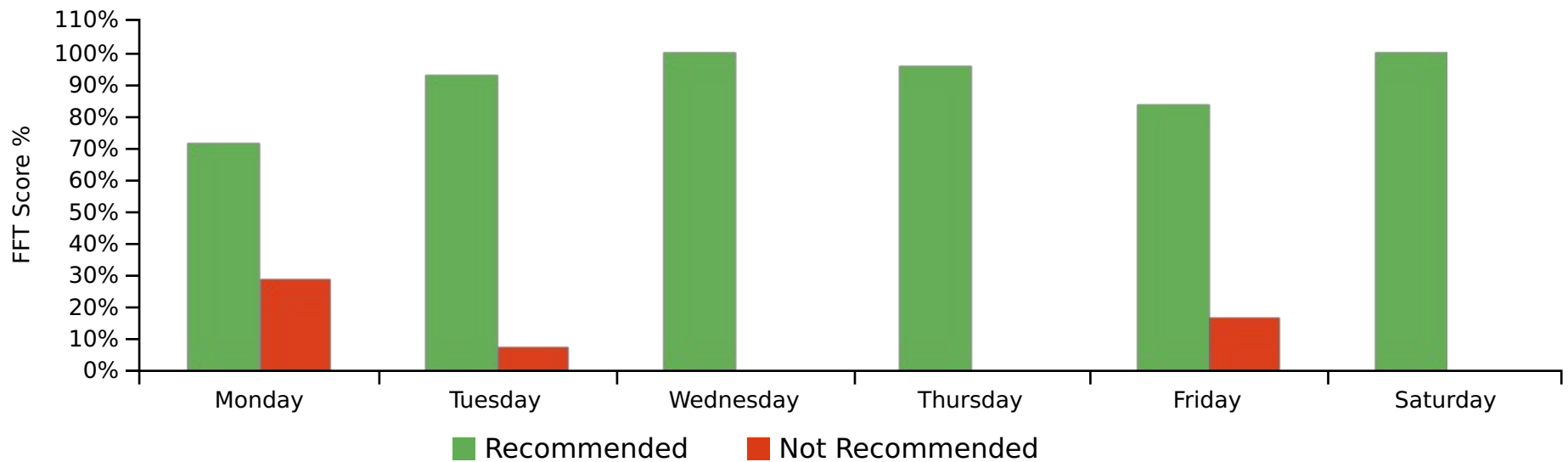
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

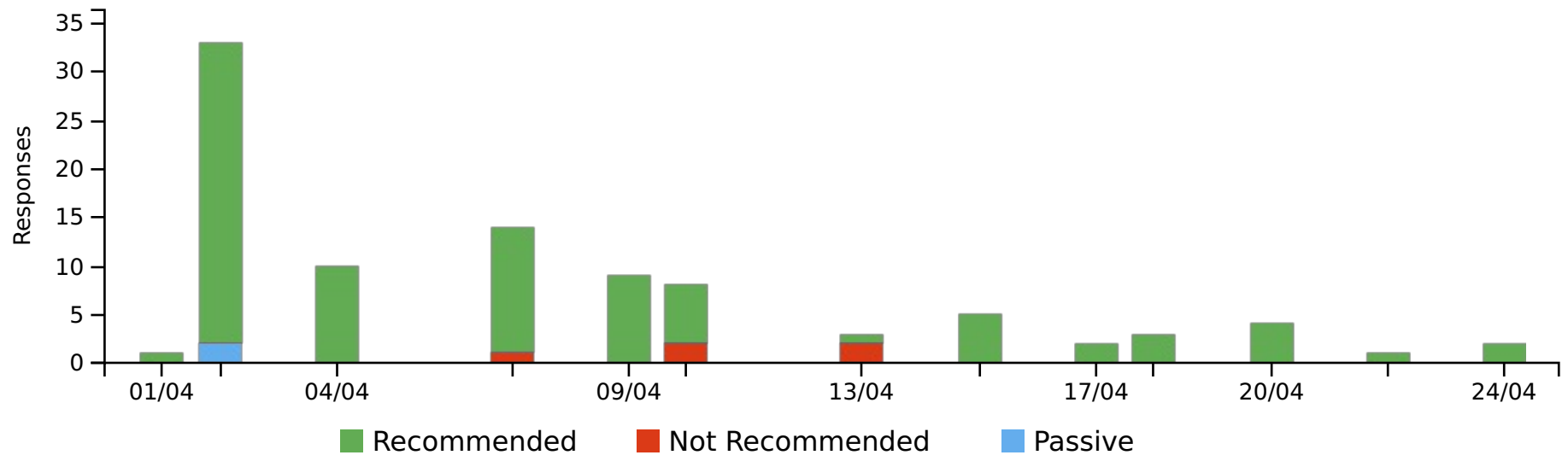
Practice Score: Day of the Week Analysis



- 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.

was asking. It was decided to stop the pregabalin recently prescribed by the surgery because of the side effects I am having. He also set up a food review and is writing back to a consultant to discuss what other medication could be prescribed. All in all a very good consultation

- ✓ *Went in on time very professional kind nurse*
- ✓ *Very profesho*
- ✓ *One of the reasons I was at the surgery was because my repeat prescription was messed up when I went to pick it up the tablets I have been taking for a number of years was not there so frustratingly I am chasing tablets but the receptionist was very helpful and took time to hopefully resolve the issue which I appreciated.*
- ✓ *Tanya always looks after me when I see her*
- ✓ *Been with the Surgery for years . It's always been good to me and my family*
- ✓ *Been with you for years started with your surgery since i was a young boy retired now thats how good you are thankyou very much*
- ✓ *It was pleasant and I was seen on time. I could also park ok.*
- ✓ *Ontime, clean, and friendly*
- ✓ *Prompt appointment time and as always very friendly and helpful staff*
- ✓ *Dr Shah has been continuously helpful and available. I feel very lucky to have such a service.*
- ✓ *Easy check in. Informed of slight delay on screen. Nurse was friendly, professional, and efficient. The only issue is surgery parking, but tesco is next door so I parked there*
- ✓ *Very efficient and good news!*
- ✓ *The Doctor was exalent*
- ✓ *Because the experiance was great and it's easy to answer*
- ✓ *Dr Shar is approachable and a caring GP- He was very thorough today when I saw him in surgery*
- ✓ *Quick response to e consult and a sensitive, listening doctor.*
- ✗ *When I have an appointment i am usually seen on time. Very rarely have to wait. Nurses and receptionists very helpful*
- ✗ *Seen about on time and was offered exploratory treatment*

Not Recommended

- ✓ *Should have been 1. Very good service and updates.*
- ✓ *So over the past few years the level of service provided has fallen drastically and most of the time I can't even speak to a dr. I am more than happy for you to contact me directly to discuss said issues again.*
- ✓ *Never get to see a doctor or the same doctor, econsult most of the time you are told to go to the pharmacy .I feel we should all be able to book an appointment and see a doctor.*
- ✓ *The doctor I saw was not interested in my problem he even asked me what pills I wanted when I said I could not take Co-codamol it's a joke I am not a doctor I have been to the WHH and for a scan in Dover and now have to wait ages for a MRI scan and I am in a lot of pain struggling to walk.*
- ✓ *I, could, yeah...but most likely nobody cares about my feedback, just as they don't call me back with my X-ray results, even after I've booked the E-consult for that only, after not being called back by the doctor about the results in the 1st place after 12 days time.*

Passive

- ✓ *I gave this answer because my overall experience with the GP practice was very good. The staff were kind and helpful, it was easy to get an appointment, and the doctor listened carefully to my concerns. I was happy with*