

FFT Monthly Summary: May 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
71	17	4	2	3	0	0	0	0	97	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: 324

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	71	17	4	2	3	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	71	17	4	2	3	0	97
Total (%)	73%	18%	4%	2%	3%	0%	100%

Summary Scores

91% 5% 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:

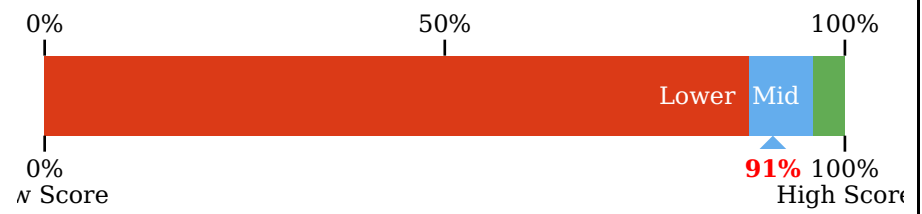
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

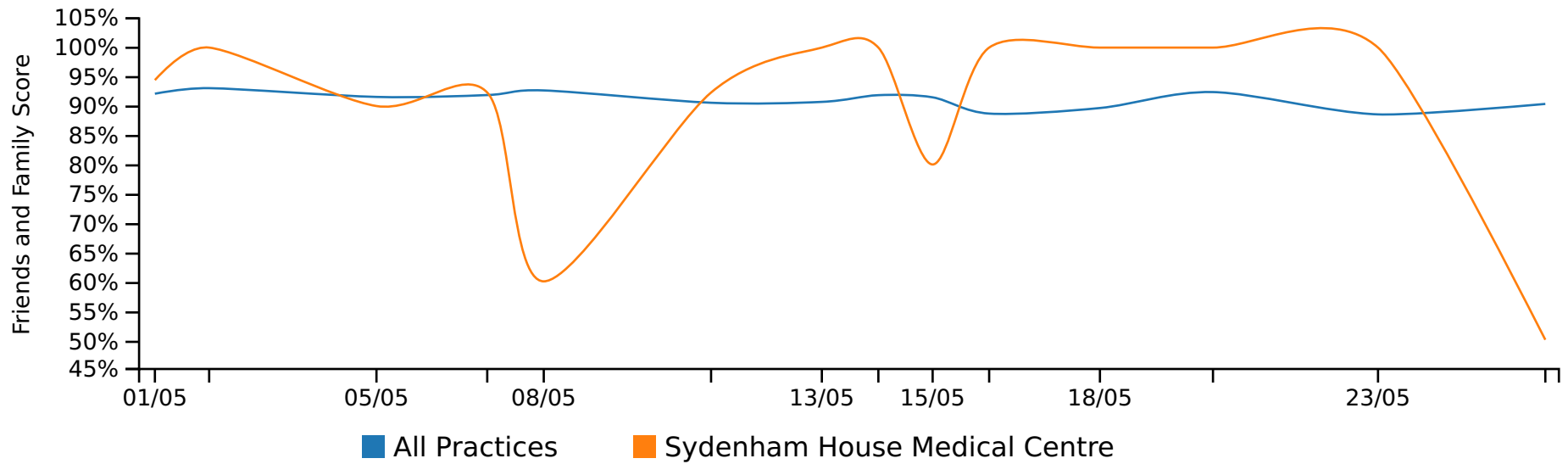
Your Score: 91%

Percentile Rank: 45TH



- 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 45th percentile means your practice scored above 45% of all practices.

Practice Score: 'Recommended' Comparison



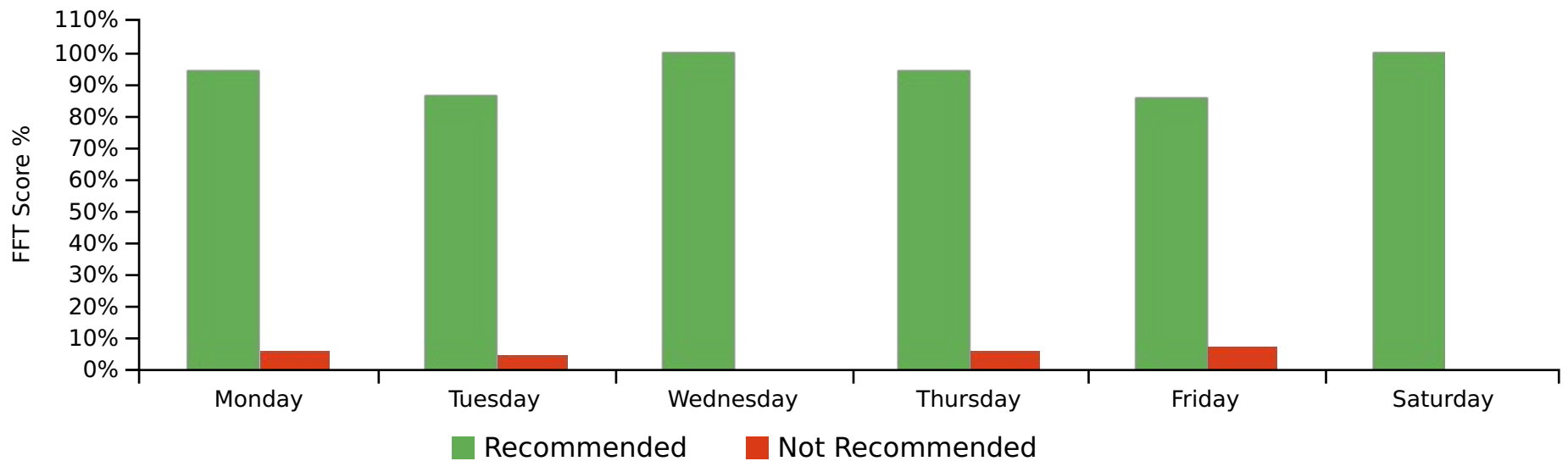
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

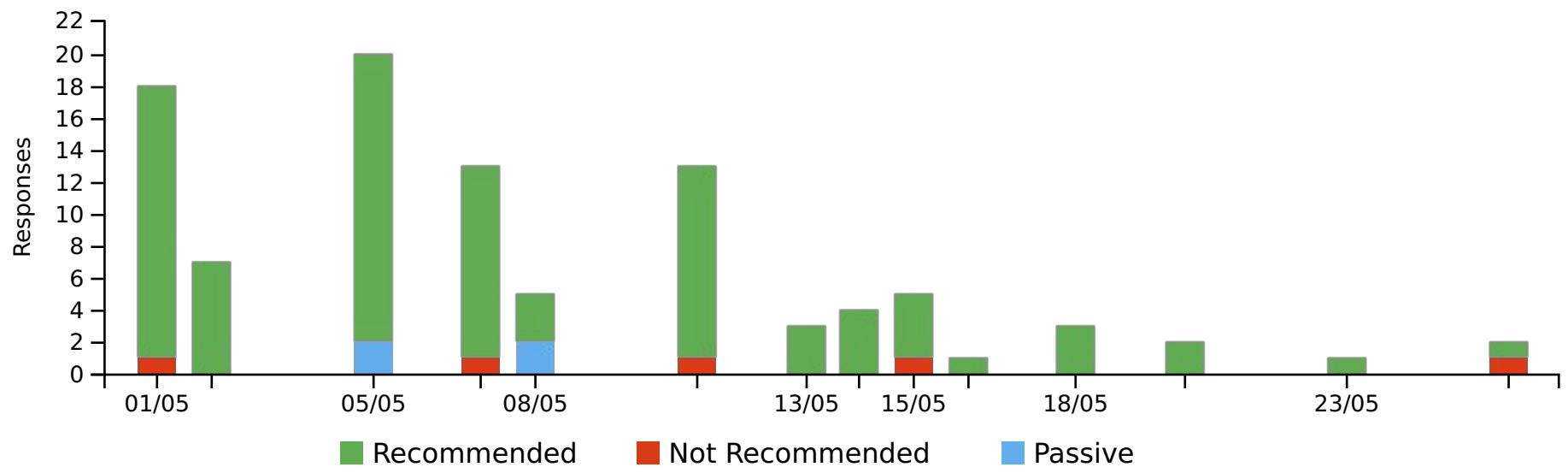
Practice Score: Day of the Week Analysis



- 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.

- ✓ It's a gd doctors Always helpful
- ✓ *The nurse was amazing and friendly , the reception team were nice*
- ✓ The nurse knows me and treats me as a person not a number. Unlike the Doctors.
- ✓ *I came to Dr. Nikita Meyangbo feeling very shy and even a bit scared, as I was dealing with a sensitive issue hemorrhoids. I was honestly quite anxious before the appointment, but from the very beginning she made me feel much more at ease. The examination was carried out very gently and with great tact. Throughout the consultation, she created a calm and reassuring atmosphere, which helped me feel comfortable and not embarrassed at all something that is really important for such delicate issues. She is extremely polite, attentive, and highly professional. Everything was clearly explained in an easy-to-understand way, the appropriate treatment was prescribed, and I was given a referral to a specialist for my condition. I left the appointment feeling relieved and truly grateful. I am very glad I saw this doctor.*
- ✓ Telephone answer was polite and positive. Visit to surgery was good.
- ✓ *Staff and nurse were so pleasant and helpful a nice experience*
- ✓ Always ready to help, nothing is too much trouble
- ✓ *I have received great service from your nurse on Wednesday and great service from today via phone call*
- ✓ Appointment was on time and advice given on future vaccinations by helpful nurse.
- ✓ *Overall the doctor saw me promptly I was impressed ...*
- ✓ Nurse was very thorough
- ✓ *Very prompt appointment and professionally carried out*
- ✓ No waiting and helpful.
- ✓ *Experience good had to wait 40 minutes nurse didn't realise I was waiting*
- ✓ Very warm welcome, the lady assessing my problem was very helpful and explained in detail my conduction and any concern. Treatment and after care as well! Just Brilliant
- ✓ *Very good service listening to my illness advising the best result how to deal with the pain and forward me to hospital thank you*
- ✓ I received excellent treatment.
- ✓ *Very kind and informative*
- ✓ Econsult response quick and x-ray discussed in consultation organised promptly
- ✓ *Very helpful*
- ✓ Experience of service.
- ✓ *The doctor was a very Kind and explained things to me*
- ✓ I found everyone very professional and I left feeling something was happening in a positive fashion!
- ✓ *On time and everyone polite and helpful.*
- ✓ The nurse was great and gentle
- ✓ *Yes gave a 1 because Kate hymers from Hollington Surgery is a great nurse, friendly, caring and listens, she very much appreciated.*
- ✓ Was given a face to face appointment more or less straight away
- ✓ *Lovely staff, slight delay but not excessive.*
- ✓ All ways helpful and sort appt out with no problems
- ✓ *Very good service with lovely staff.*
- ✓ I dealt with Rita who was excellent and did what she said she would do in organising my appointment My appointment this morning was on time and the nurse was really lovely
- ✓ *Because doctors are kind there. Staff is efficient and overall my experience has been very good so far*
- ✓ My Gp said I will need a face to face appointment and I had a face to face.
- ✓ *No waiting times, friendly and helpful service.*
- ✗ For the quick response
- ✗ *On arrival i didnt know they nurse i was seeing wasn't there i had also been late but apologised and explained why , I was booked in and told to take a seat then after about 10 minutes the nurse walked through the door. I was beating myself up for being late and my nurse wasn't there having mental health issues it would of been nice to have been told I wasn't the only 1 caught in traffic!*

Not Recommended

- ✓ *can never get tbrough for appointments.....*
- ✓ *Not one call me. I'm still waiting the doctor*
- ✓ I received excellent care. My appointment was on time and the practitioner who saw me was cheerful and very competent.
- ✓ *When I left my other surgery because we moved house, I was really worried that I wasn't going to get the same great treatment that I got from my previous surgery. However, I'm really pleased with the surgery. I've never had anything bad to say about it, the staff always really helpful the doctors are lovely. The nurses are lovely. The physio is lovely. They're also helpful and they're working so hard and doing the best they came for us so a lot of people need to stop moaning!!*

Passive

- ✓ Differing diagnosis from doctor then physio left me feeling less confident about professional judgement
- ✓ *I see a nurse ask her about the red bruise up my leg and foot And about blood thinners I am on I've only got 3 left and ask do I go back to aspirin she said I've got to talk with doctor*