

FFT Monthly Summary: March 2025

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	2	4	3	0	0	0	0	99	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:	329						
Responses:	99						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	67	23	2	4	3	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	67	23	2	4	3	0	99
Total (%)	68%	23%	2%	4%	3%	0%	100%

Summary Scores

👍 91% 👎 7% 🗳️ 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:

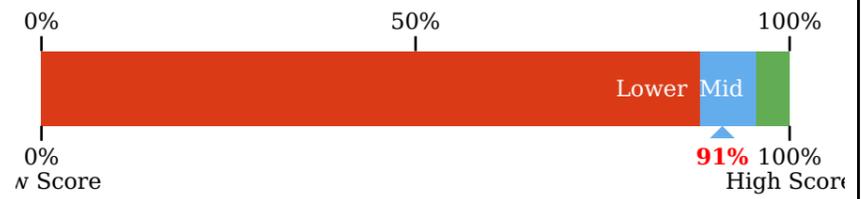
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

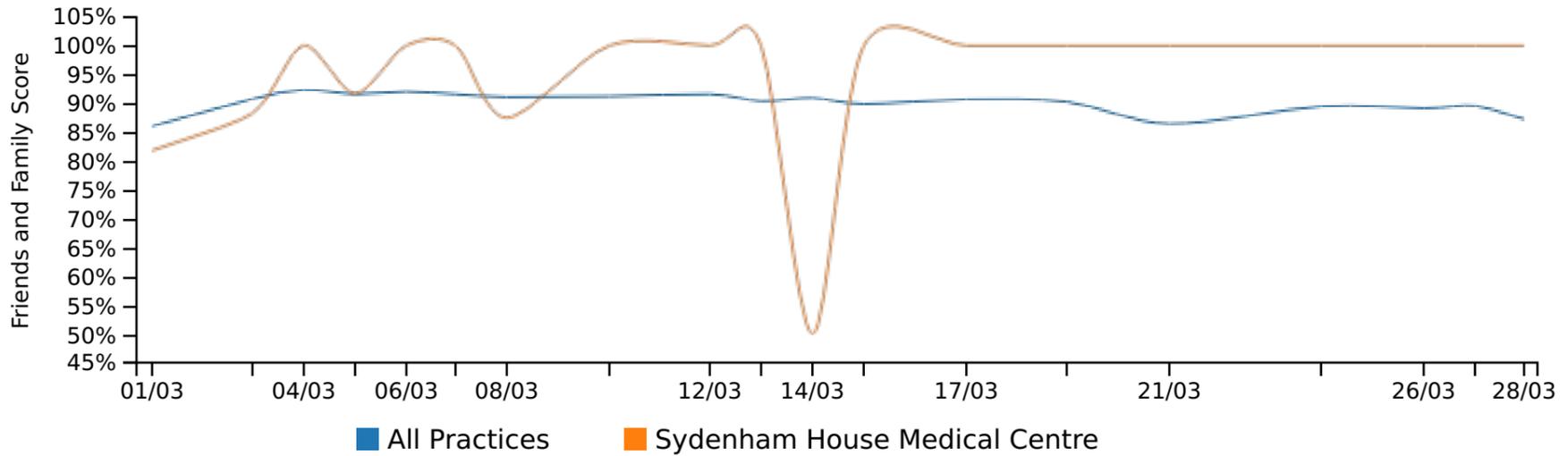
Your Score: 91%

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



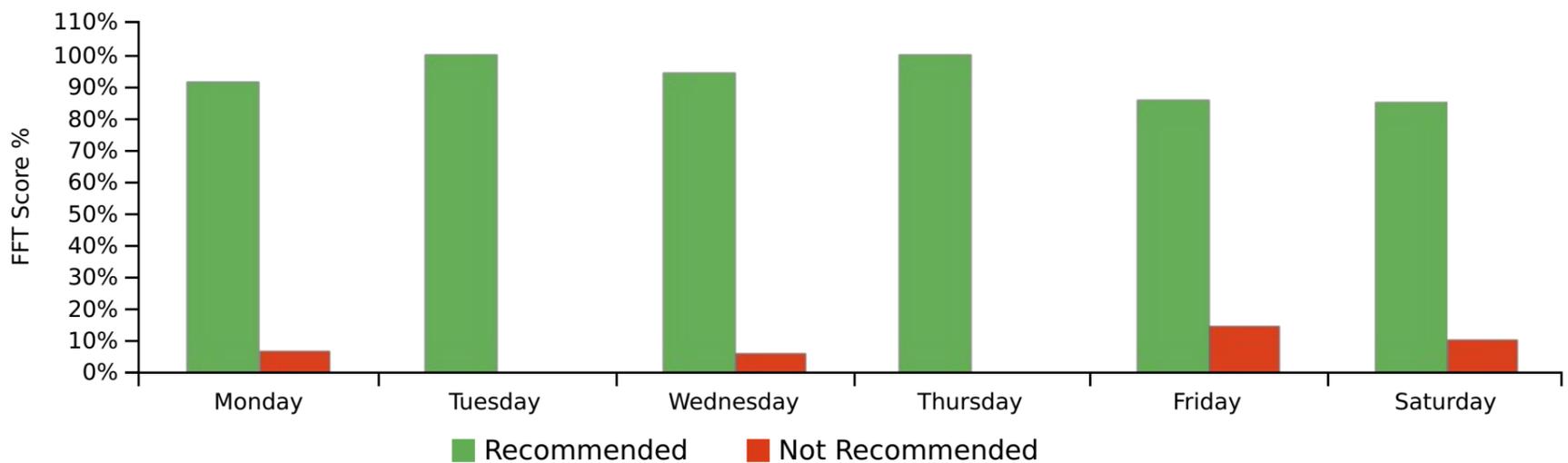
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis



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

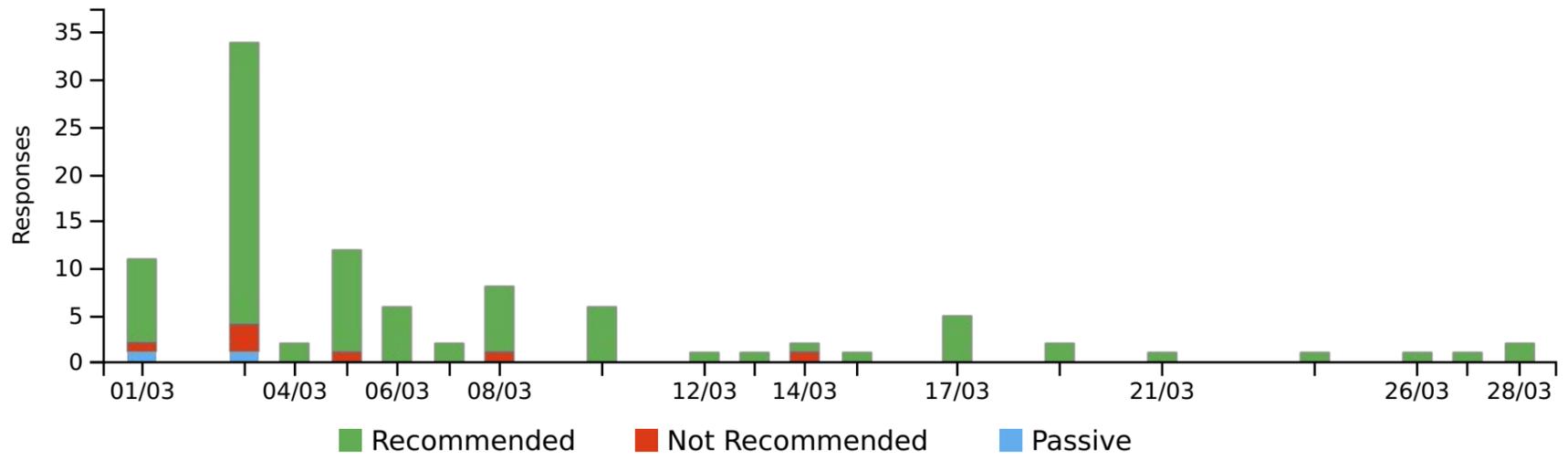
Practice Score: Day of the Week Analysis



- 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.

- ✓ *Nurse pleasant and in at appointment time*
- ✓ *I was treated with respect, and the dr explained things to me very well.*
- ✓ *Organizez and fast*
- ✓ *Good explain*
- ✓ *Very quick appointment . Was seen on time*
- ✓ *Very professional and caring, felt at ease instantly*
- ✓ *The nurse was very friendly and helpful*
- ✓ *Doctor listened to me. And I thought he came over very well new. What is talking about*
- ✓ *I've been trying to get my repeat prescriptions so I can order them all at the same time. So far I've had no luck getting it done*
- ✓ *Tanna does a very good job of dressing my leg and always polite and respectful*
- ✓ *Very polite receptionist and excellent clinician!*
- ✓ *I got to see one of my favourite Nurse's The Nurse practitioners are very professional, friendly, helpful and great listeners. The reception team are very efficient and friendly and also helpful.*
- ✓ *Have always found the practice helpful*
- ✓ *Cause the service was most efficient.*
- ✓ *Excellent service*
- ✓ *Didn't have any problems*
- ✓ *I was running slightly late for my appnt but I was still accommo*

Not Recommended

- ✓ *They lost my repeat prescription then gave me the wrong dosage*
- ✓ *I felt like the person just wanted me out of the room, wasn't very helpful at all*
- ✓ *The nurse today was excellent but the surgery overall is not good, you can only phone at 8am to get any type of appointment, the e consults go by 8:01, you can't even go in there to book an appointment at any time. The drs rely on diagnosing over the phone, no follow up, no personal input just we the patients are only. It closed over COVID (even though the majority of us worked all the way through) you opened your doors after all other businesses and still have not resumed pre 2020 services*
- ✓ *Because I experienced and that my feeling anything wrong?*

Passive

- ✓ *It was just for a blood test*