

# FFT Monthly Summary: January 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
74	19	1	3	0	1	0	0	0	98	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients: 327**

**Responses: 98**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	74	19	1	3	0	1	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>74</b>	<b>19</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>98</b>
<b>Total (%)</b>	<b>76%</b>	<b>19%</b>	<b>1%</b>	<b>3%</b>	<b>0%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

👍 95% 🚫 3% 🤷 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/>

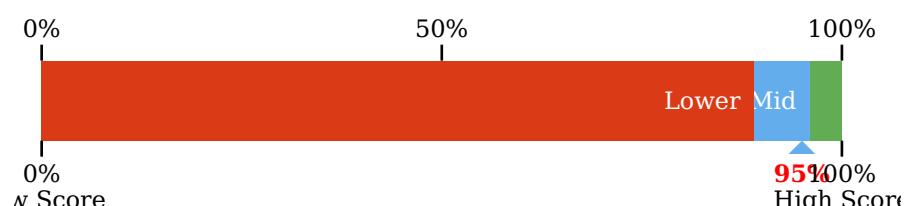
## SECTION 3

### Practice Scoring

#### Practice Score: 'Recommended' Rank

Your Score: **95%**

Percentile Rank: **65TH**

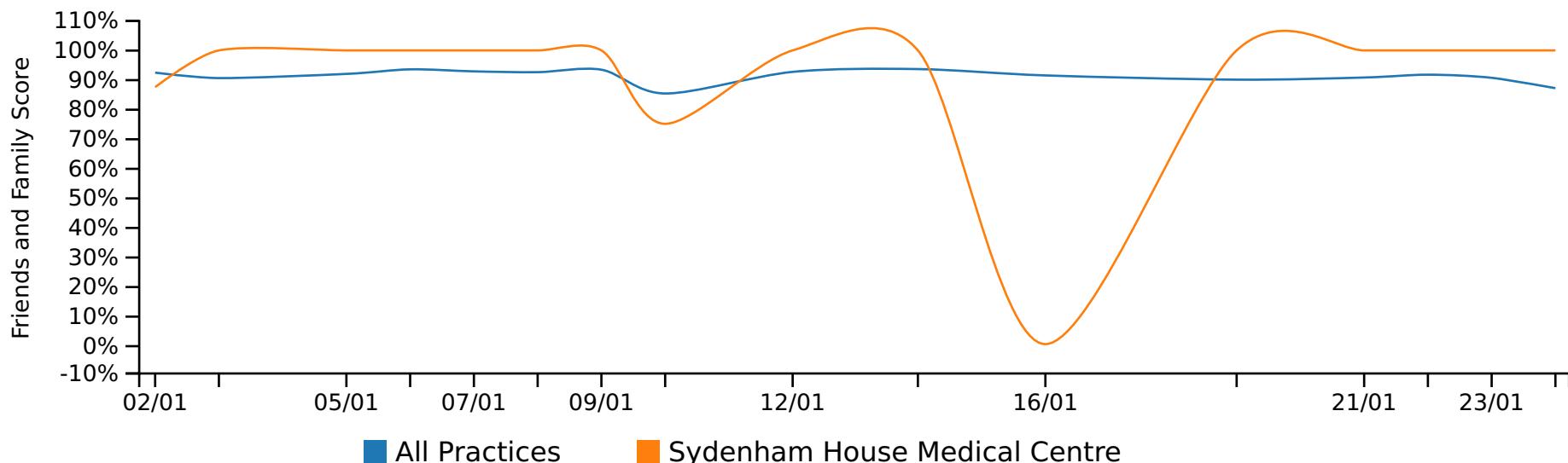


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 65th percentile means your practice scored above 65% of all practices.

#### Practice Score: 'Recommended' Comparison



Notes: 1. Practice score comparison of 'recommended' scores only.

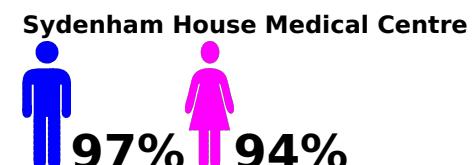
2. Score calculated as per NHS requirements. See scoring guidance section.

#### Practice Score: 'Recommended' Demographic Analysis

##### Age

	< 25	25 - 65	65+
All Practices	88%	91%	94%
Sydenham House Medical Centre	89%	93%	100%

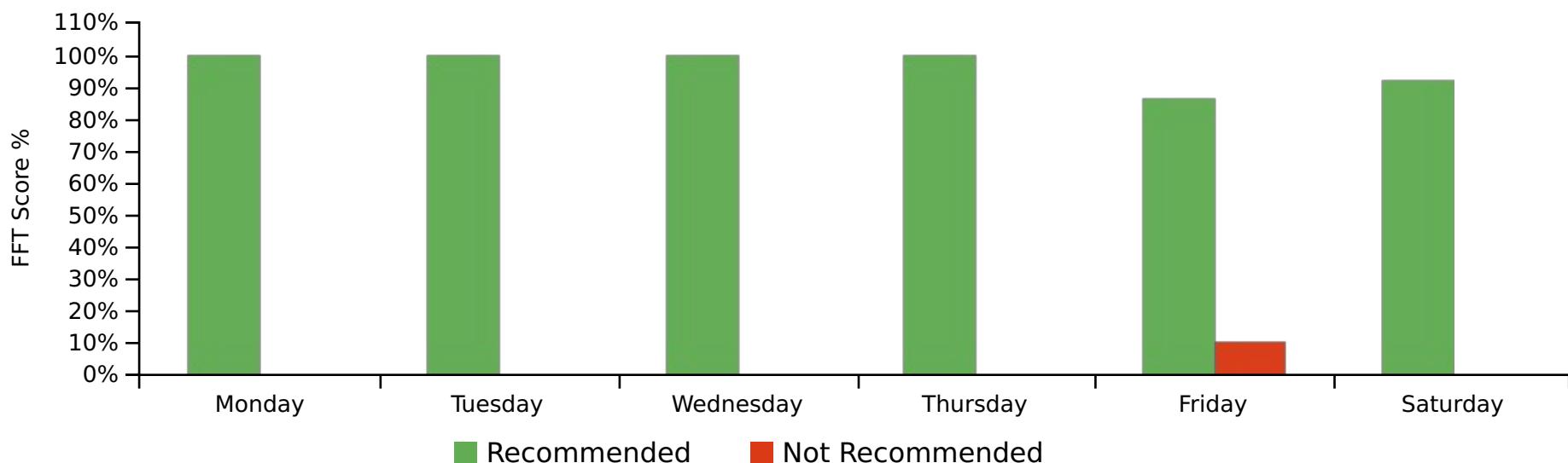
##### Gender



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



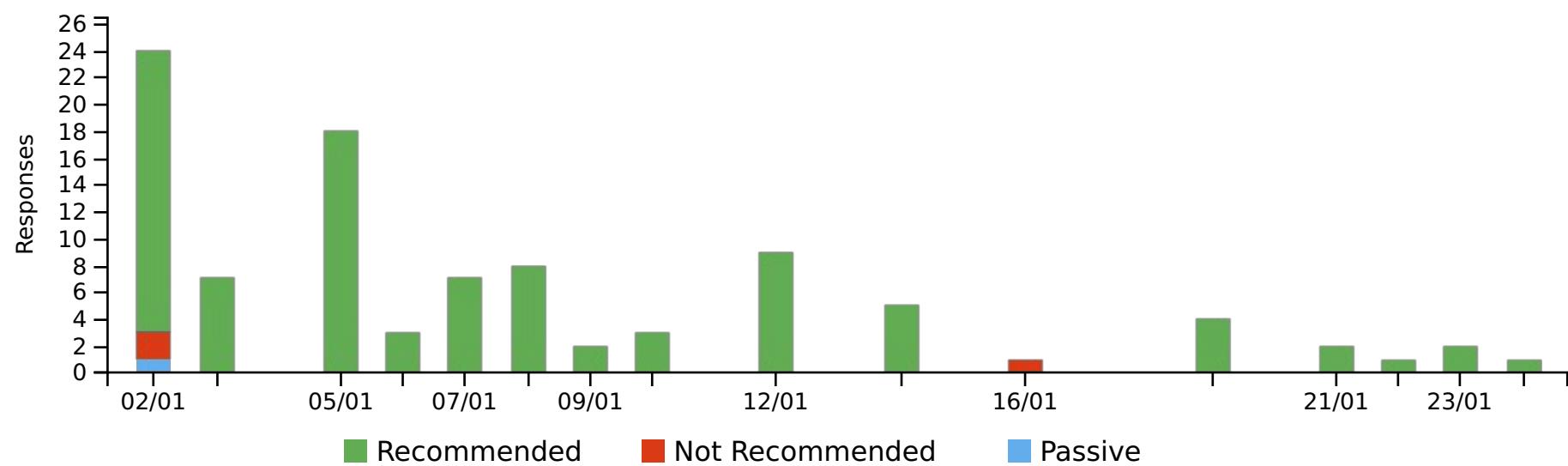
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

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.

## SECTION 5

# Patient Free Text Comments: Summary

<b>Thematic</b>	
Reception Experience	9
Arrangement of Appointment	14
Reference to Clinician	28

Notes:

1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
3. Tag cloud is rendered using the most used present participle verbs gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

## Tag Cloud



## Patient Free Text Comments: Detail

Notes: 1. Free Text Comment received for current reporting month.  
2. Classification based on initial response to Q1 rather than content of message.  
3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment

## Recommended

- ✓ All around nice people
  - ✓ Because Katie is so cheerful and thoughtful
  - ✓ TO FEEDBACK AND APPRECIATE THE STAFF FOR GOOD SERVICE
  - ✓ Nurse put me at ease and explained everything that was going to happen
  - ✓ Nurse really helpful
  - ✓ What do you mean? ?
  - ✓ Prompt , polite,Professional service!!
  - ✓ On time and very professional.
  - ✓ The receptionist was polite, the surgery was clean and the nurse was efficient, polite and empathetic.
  - ✓ Service was good very helpful
  - ✓ E-consult worked efficiently and I received a message offering an appointment the next day. Appointment was on time with a lovely doctor and a satisfactory plan for treatment going forward.
  - ✓ Today I found the in house physio very helpful and informative. Very quick to get appointment this time.
  - ✓ I'd always prefer face to face with a doctor.
  - ✓ Very Professional and helpful.
  - ✓ Friendly and professional
  - ✓ Today's blood test was excellent at your other surgery. Generally id rate the practice as a whole 3
  - ✓ I am pleased that the GP recognised that I have a problem and ordered some blood test at least now I am. Getting some answers at long last
  - ✓ Excellent service from referral to appointment .The audiologist gave a comprehensive review of the results of my hearing test with a clear explanation and recommendations for future planning .Very grateful for this fantastic service ,review by GP last November to all involved .Thank you
  - ✓ Punctual and friendly service
  - ✓ Because I was treated very well. Xx
  - ✓ I felt listened to, cared for and helped by Dr Shah
  - ✓ Got appointment on time. Caring consultation.
  - ✓ The physician addressed my issue wholly
  - ✓ I know Hayley anyway but she is always so lovely and explains what is what!
  - ✓ I was very happy with the Nurse's performance in examining me. Very polite
  - ✓ Very friendly and kind doctors
  - ✓ Receptionist really helpful and we were seen very quickly. Dr was very nice
  - ✓ Alice is such a lovely, kind nurse, very grateful to her
  - ✓ Lovely nurse & very helpful
  - ✓ Kate is very good at her job and caring
  - ✓ Very amicable & professional staff
  - ✓ Becuse staff is very friendly and halfull Thanks
  - ✓ Thorough, friendly and clear communication
  - ✓ Caring staff
  - ✓ I managed to see a gp
  - ✓ Although the Dr was good the appointment seemed rushed
  - ✓ Because he explained things to me
  - ✓ I have worked in the NHS for 44years and I briefly at your surgery once I retired. And will always be truthful in surveys.
  - ✓ Sarah was very polite, helpful and put me at ease even though all the computers were down make her work load much heavier
  - ✓ Seen on time and an excellent appointment with Dr Reza as always.
  - ✓ The Dr explained the likely cause and then following examination concluded it was what she thought it was. Her explanation was straightforward and easy to understand.
  - ✓ It was good. Nothing is ever 10/10
  - ✓ The service I received was excellent
  - ✓ Ive been a patient at hollington for many years and have always been treated very well today was a blood test with kate who is always very gentle
  - ✓ The nurse I saw was very caring and made me feel at ease
  - ✓ The nurse was kind, informative and caring

- ✓ Doctor was very good explaining to mum, made allowances for her deafness and explained things/what happens next so she understands. And His patients with her
- ✓ *I got very good service*
- ✓ Because lady was helpful and friendly
- ✓ *Made an appointment to see dr. got seen and received treatment and future treatment if required..*
- ✓ I was seen quickly, pretty much on my appointment time. The nurse was friendly and efficient.
- ✓ *1 very good today*
- ✓ Quick to give an appointment thoroughly checked over and prescription sent across
- ✓ *Seen quickly & on time.*
- ✓ Because you asked
- ✓ *Because the nurse was on time so didn't have to wait long*
- ✓ Nurse is always good
- ✓ *Not applicable*
- ✓ There was only a little waiting time, all was done swiftly & I was given good information as to what to do next
- ✓ *I was seen well within my time and was put at ease and given the information I needed*
- ✓ Had physio appointment. Very useful information given . Referred for MRI scan .
- ✓ *Caring, professional, punctual*
- ✓ I had an appt with Mr Miron Yordanov for 8.30 this morning. Unfortunately he was held up, but he got a message to me via one of the staff apologising for the delay. He listened to my concerns and explained things very well. He has now referred me for further treatment. He told me to get back to him if things don't improve.
- ✓ *I had a procedure with the nurse and I was extremely nervous but the nurse was very kind. She put me at ease and helped me to understand what I needed to do. I am very thankful for her advice and came away feeling reassured*
- ✓ Katie the nurse is lovely always makes my experience so comfortable
- ✓ *Hayley was very calm and helped us a lot, the receptionist was also very helpful*
- ✓ Had a professional and great service. Physiotherapist was really helpful and knowledgeable. He did more than I expected.
- ✓ *Initially with e consult response was unsure if I would get a response today or tomorrow*
- ✗ Getting the econsult was easy both days, however, if Dr Reza could have booked me in for the next day after she had talked to me (all her appointments were gone), I wouldn't have had to resubmit another econsult and given you more work to do. Otherwise, thank you for seeing me and sorting me out.

### **Not Recommended**

- ✓ I didn't get seen until 20 minutes after my appointment time due to the doctor being busy on the computer and forgetting I was there waiting
- ✓ *Never feel listened too and with my autism ment to have things written down for me but never is*
- ✓ I was early n my appointment was 15 minutes later. The receptionist wasn't very understanding

### **Passive**

- ✓ I was left waiting for 20 minutes in the waiting room after the time of my appointment was due.