

FFT Monthly Summary: July 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
72	16	4	1	6	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:
Responses:

286
99

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	72	16	4	1	6	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	72	16	4	1	6	0	99
Total (%)	73%	16%	4%	1%	6%	0%	100%

Summary Scores

89% 7% 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:

Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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: 89%

Percentile Rank: 35TH

0%50%100%

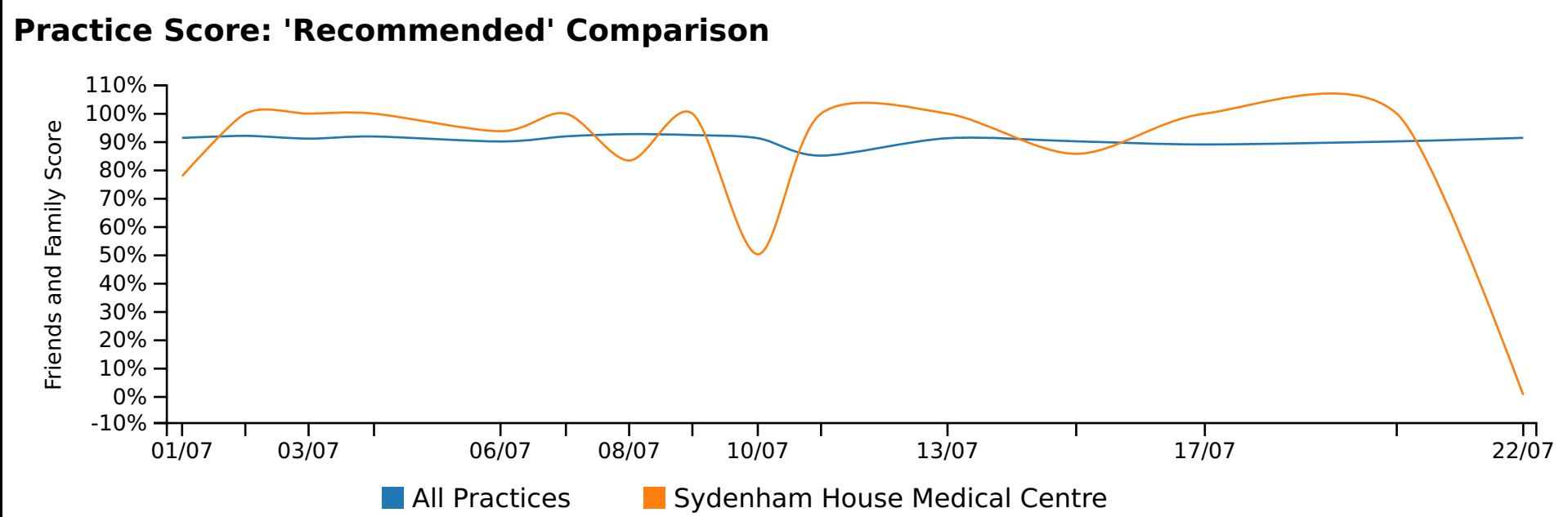
0% Score

100% High Score

LowerMid

89%

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 35th percentile means your practice scored above 35% of all practices.



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	85%	90%	94%
Sydenham House Medical Centre	67%	90%	89%

Gender

All Practices

91%

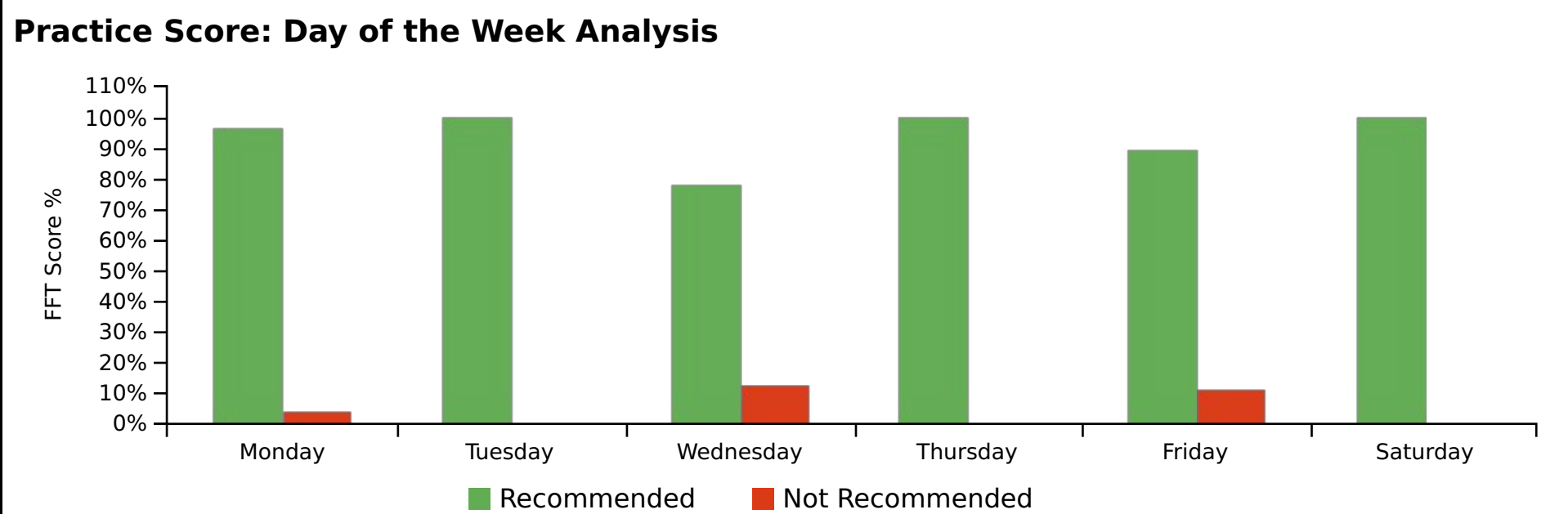
91%

Sydenham House Medical Centre

93%

86%

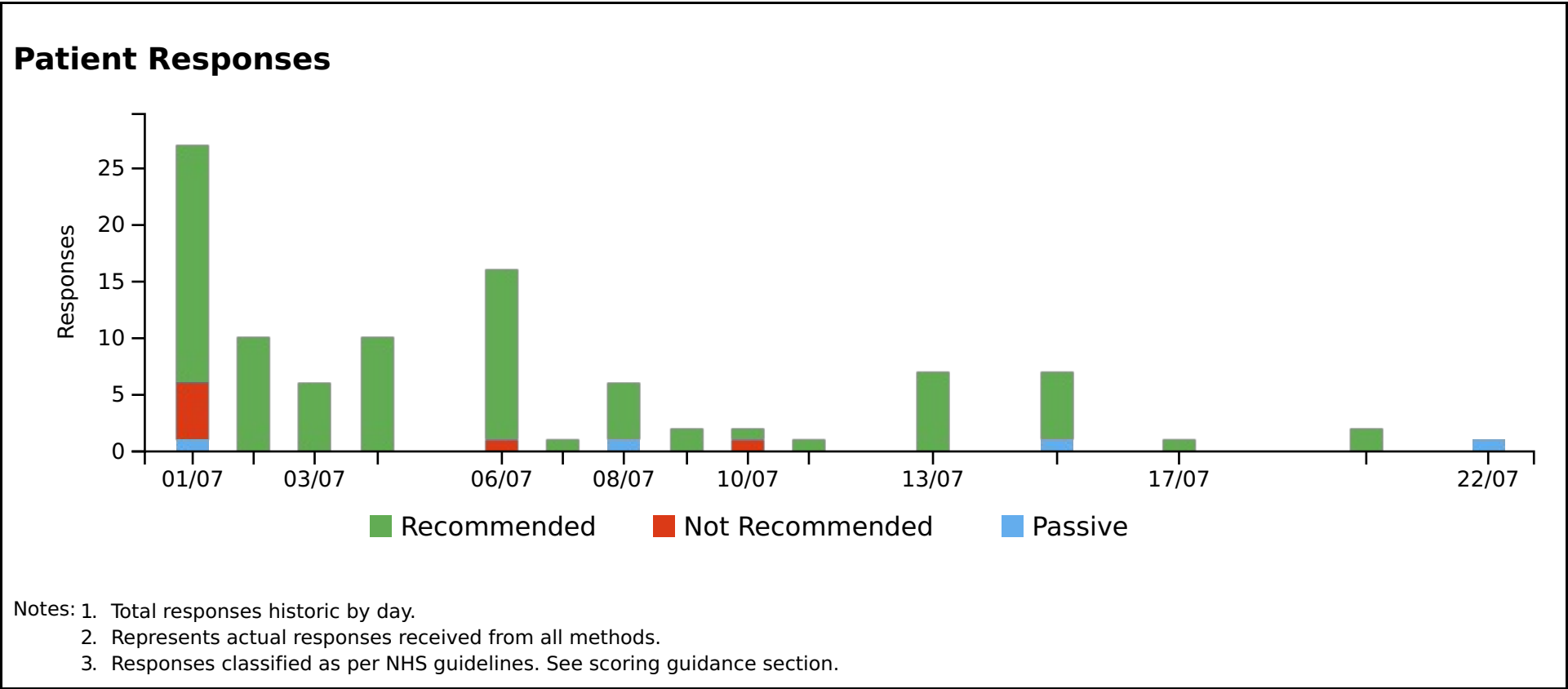
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	11
Arrangement of Appointment	11
Reference to Clinician	21

Tag Cloud

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.

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

- ✓ No problems ,parking was fine , went in on time , staff was pleasant and professional
- ✓ *because i got very good service & very good customer service*
- ✓ My dr was understanding, kind and professional
- ✓ *It was quick and efficient.*
- ✓ Good service
- ✓ *The practitioner put me at ease was very professional, friendly and efficient*
- ✓ On time appointment,Dr was understanding and explained everything.Receptionist was very good and helpful .
- ✓ *On time and efficient*
- ✓ Very good service and going care arranged
- ✓ *Because Hayley is so efficient and nice.*
- ✓ Was able to get an appointment did not have to wait long before we saw the doctor. And he was very thorough in his examination.
- ✓ *Because the receptionist was very helpful*
- ✓ Courteous and friendly and efficient
- ✓ *Was in on time for my appointment, Kate gives very good care, makes you feel are ease, always gets blood first time, other nurses don't.*
- ✓ Staff members are approachable
- ✓ *Pleased with the surgery overall*
- ✓ On tim
- ✓ *Appointment was on time and wound dressing inspection and change very good*
- ✓ It was hassle free and communication was perfect
- ✓ *Very polite and helpful and friendly*
- ✓ Ringing the surgery sometimes is a long process.
- ✓ *There is no option to ask for a follow up !!*
- ✓ Dr Shar v good. Listens and take holistic approach.
- ✓ *He was very polite and helpful, he was very nice*
- ✓ Nurse Tanya was very professional and put me at ease for my procedure. Thank you.
- ✓ *I received a good service from Kate Hymers*
- ✓ Good responce and good service and coperations quickly
- ✓ *I'm not good with new faces & needles but lady who I saw was lovely*
- ✓ It was quick, efficient, and friendly.
- ✓ *A great help in making my appointment and when I had my appointment Katie she was very helpful Matt pereira*
- ✓ The practitioner was very friendly and helpful. Put me at ease right away. Exellent.
- ✓ *Cause I was stuck in so much traffic and was last and the surgery still saw me and they always manage to help me with things I think they always do try there best for everyone and help people as much as they can .*
- ✓ It was very quick
- ✓ *The doctor was very good*
- ✓ This practice have the most helpful Receptionists, lovely HCA and excellent doctors. No complaints whatsoever. Thank you to Hollington Surgery.
- ✓ *Very friendlies help people*
- ✓ Annual Diabetes check-up. Excellent service received at Hollington Surgery.A Sydenham House response would've been very different... 4-Poor.
- ✓ *My Dr was very understanding, and was helpful, kind,*
- ✓ A very polite team to be fair, on time and explained clearly to myself what was expected
- ✓ *Never waiting to long for my appointment.*
- ✓ The nurse was lovely and made me feel at ease. Thank you
- ✓ *I was early for my appointment and was taken straight away and home before my appointment time*
- ✓ Ease of musgrove surgery Not Sydenham.Seen on time and out within 5 minutes.
- ✓ *Was on time very good service receptionist was lovely.*
- ✓ e-consult form completed on 1 July, subsequent phone call on that day and seen by GP on 2 July. Referred for MRI . Very thorough examination and excellent patient care. Thank you.
- ✓ *The team at Sydenham house surgery is friendly, understanding and explain everything to you and very professional.*
- ✓ On time and professional

- ✓ *Staff was helpful and efficient*
- ✓ I was stuck in a que and was late for my appointment the receptionist was very understanding and gave me another date
- ✓ *Doctor phoned as he wanted to see me, phoned approx 11am and saw me at 3pm. Brilliant treatment.*
- ✓ I was seen quickly and the person I saw was very helpful and informed me what checks would be carried out to diagnose my concerns
- ✓ *Polite , good service , efficient*
- ✓ Explained very well and very helpful when asked for further testing
- ✓ *The nurse is always polite, helpful and very apologetic if she runs over*
- ✓ Very quick and managed to get another appointment for foot check for the afternoon on the same day
- ✓ *Because Dr Nikita has been a great help to me in the last few weeks. She has diagnosed a condition I wasn't aware I had and I'm now waiting to be referred to an orthopedic surgeon. Please thank her for me*
- ✓ Nice polite staff
- ✓ *The receptionist are helpful and friendly. The doctors are great and understanding*
- ✓ Never have a problem in either getting an appointment or advice. Conditions are explained carefully
- ✓ *Very good*
- ✓ Very helpful getting back in touch pretty quickly.
- ✓ *Recently have been very good, when asking about things in worried about the correct actions have been taken. Each time pretty fast to, recent blood test for hba1c very fast. Also worried my testosterone may be low and need checking was done within 1 day.*
- ✓ Because that is what I thought

Not Recommended

- ✓ Because when I arrived on time for my appointment with Mr Malcom James at 1 o'clock, I waited 20 minutes to be seen before asking the receptionist Emma if there was a problem. I was then told that Mr James, who had walked past me 3 times whilst I was waiting, was out of office and presumably at lunch. I would like this noted that I was on time but not seen by Mr James and a new appointment arranged. This is unacceptable considering how difficult it is to get to see anybody at the GP Surgery anyway
- ✓ *Nurse was absolutely lovely, very knowledgeable and put me at ease. Very good experience*
- ✓ Carol the nurse was very friendly and efficient and very nice to speak to
- ✓ *Because you dont fulfill my suggestions you do what you please to*
- ✓ Because, 2 weeks ago I rang with an issue that needed to be seen by a doctor, instead I got referred to physio. I rang back the next day after a sleepless night in pain asking to been seen, all I got was a text saying the physio would see my 'lump' the next day. I ended up in A&E and then having to have emergency surgery. If I was just seen the first time I needed help, all of this could have been prevented! The doctor who finally saw me on Tuesday 23rd June was AMAZING!! And the nurse who has been doing my daily dressing has also been FANTASTIC.
- ✓ *As above tex*
- ✓ Call me and I will explain the reason for my dissatisfaction.

Passive

- ✓ 4 actually
- ✓ *Doctor was OK but I said I had a sore throat and she didn't check my throat. Only realised this after I'd left*