

FFT Monthly Summary: October 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
68	22	7	1	2	0	0	0	0	100	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:

259

Responses:

100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	68	22	7	1	2	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	68	22	7	1	2	0	100
Total (%)	68%	22%	7%	1%	2%	0%	100%

Summary Scores

90%

3%

7%

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:

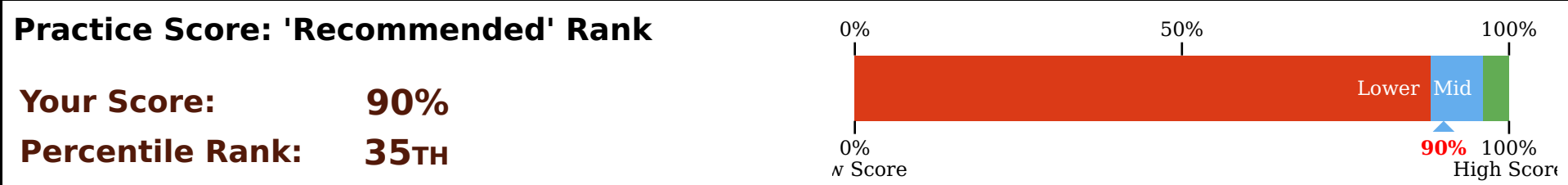
Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

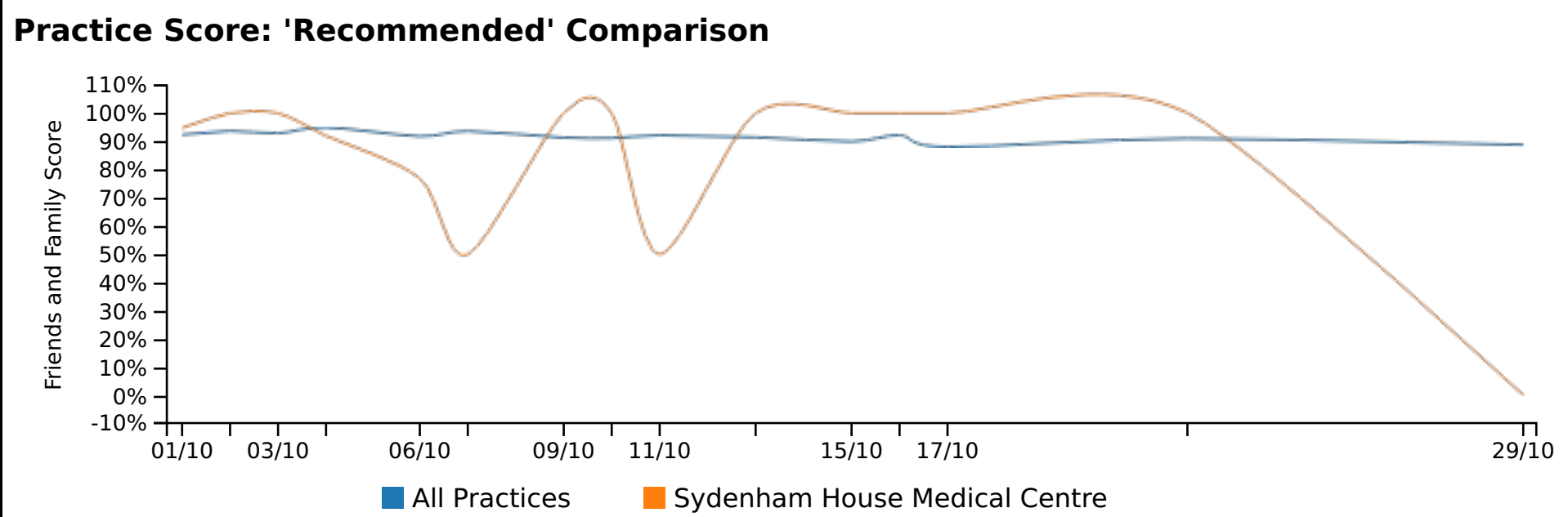
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

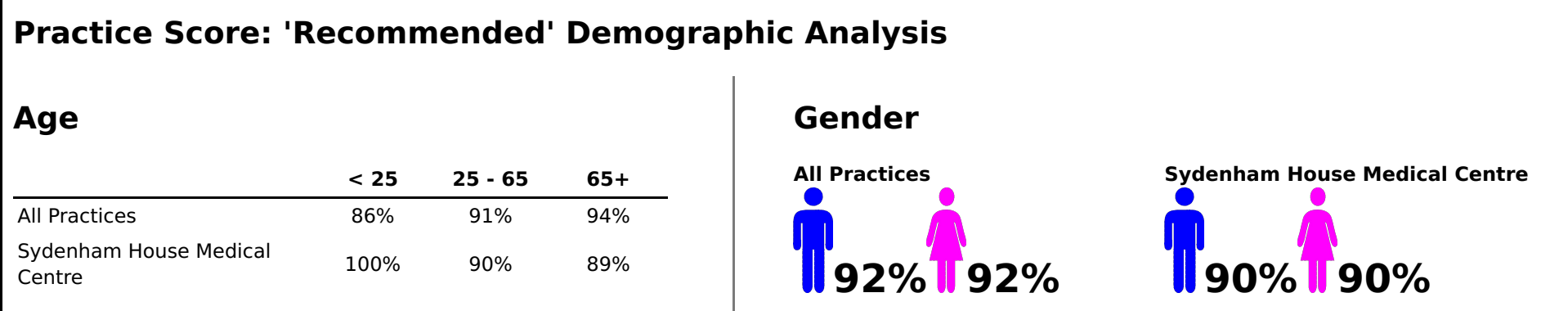
SECTION 3
Practice Scoring



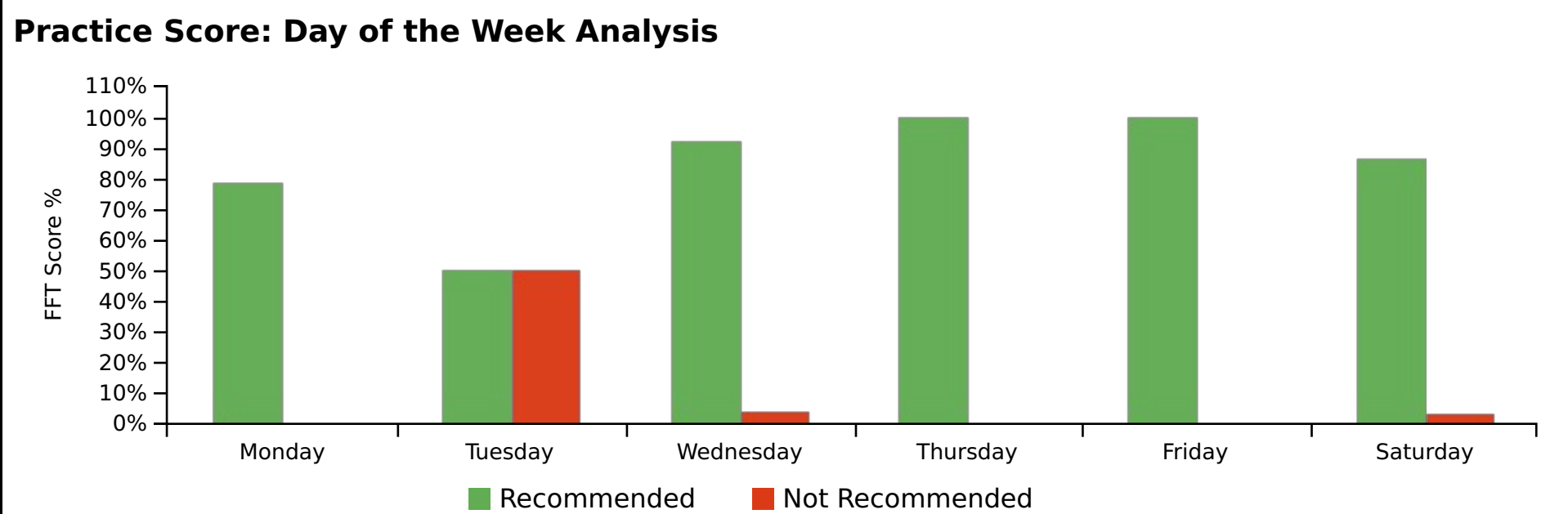
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 35th percentile means 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.



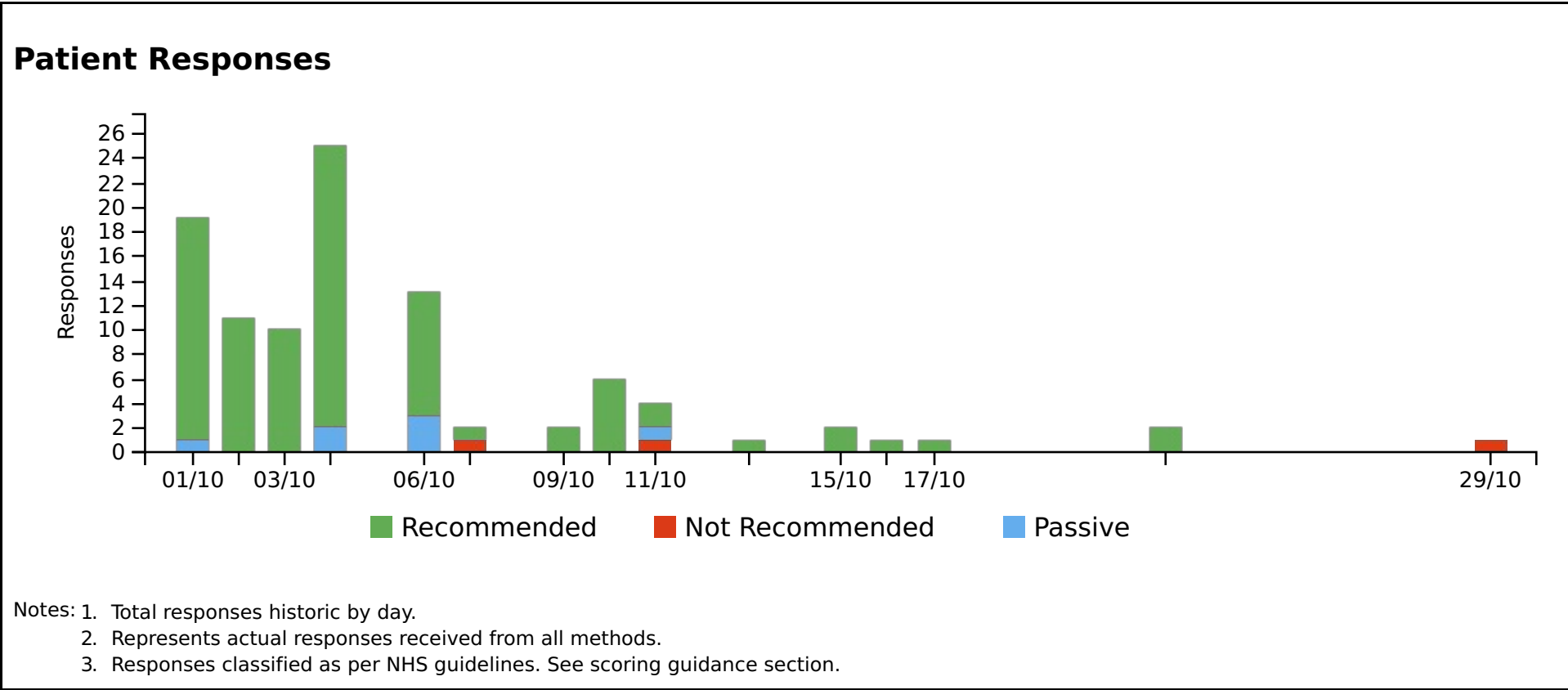
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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

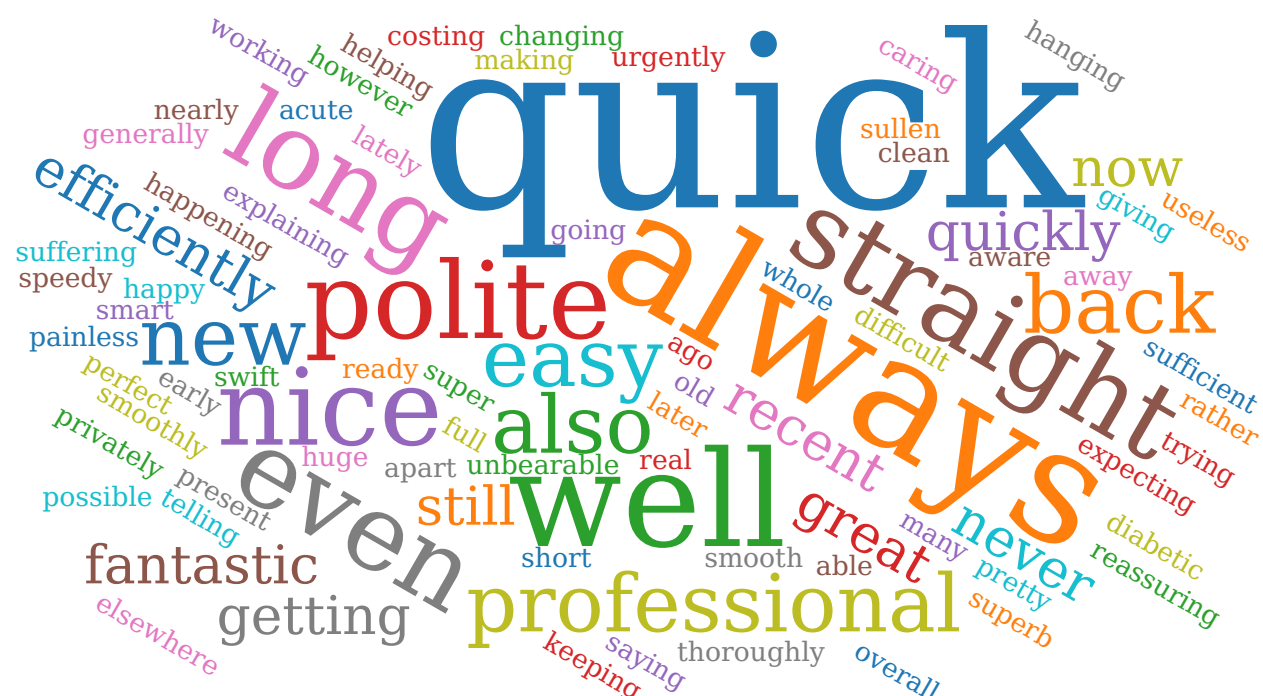
Patient Free Text Comments: Summary

Thematic

Reception Experience	17
Arrangement of Appointment	19
Reference to Clinician	19

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

- ✓ She done great job.
- ✓ *Had flu jab 2 day .ran very quick.*
- ✓ Prompt, efficient, friendly service
- ✓ *Kate is always friendly, professional and helpful*
- ✓ Fantastic service on 1/10/25 keeping me updated via phone calls, explaining what was happening and why. A huge thank you to Raymond
- ✓ *Nurse very polite*
- ✓ Staff where very pleasant and helpful
- ✓ *In recent visit all been very helpful and nice and smooth.*
- ✓ The arrangement is good and the staffs are nice.
- ✓ *You have been very good to me since I joined*
- ✓ The whole system from start to finish was very easy and the appointment was on time and quick great service
- ✓ *Prompt visit dealt with treatment quickly.*
- ✓ Recent vaccination program was organised well at Sydenham house. Visits to nurses at Hollington surgery are good, helpful
- ✓ *Polite staff. Ready to help. Loved the new econsult on NHS app. Swift reply. Satisfied*
- ✓ I was very pleased with the servese
- ✓ *Because the nurse I saw was friendly and had a smile on her face,told me about the new policy about the Covid jab*
- ✓ Appointment was on time, professional staff and clean environment
- ✓ *Because the doctor talked my daughter about her issues and put her at ease. After she has been very worried about what she has been feeling lately x*
- ✓ Quick efficient service, didn't have to wait too long for my appointment even though I was early.
- ✓ *I could not fault the Doctor that I saw on Monday, she was very good. The reason I did not give a 1 is based on the difficulty making an appointment.*
- ✓ Service
- ✓ *Reception staff was very polite and very helpful*
- ✓ A very quick and efficient service
- ✓ *Staff always friendly and professional*
- ✓ The nurse was very
- ✓ *From arrival to departure, i was dealt with by friendly proffesional staff, giving confidence.*
- ✓ Appointment was on time the nurse was very efficient and friendly
- ✓ *On time, checked I had booked a flu jab and answered all my questions.*
- ✓ The nurse listened to me why i explained about my resent hospital stay and I asked reception if I could speak to a doctor about that and a doctor phoned me back a short time later thank u
- ✓ *We didn't have to wait long organised very well and staff were very pleasant*
- ✓ Because the lady is very nice.
- ✓ *Quick appointments and tests arranged. Dr & nurse& receptionist all very helpful.*
- ✓ When I have needed them they have been there for me
- ✓ *The doctor I saw was very good and my appointment was on time he also took time with me*
- ✓ I would have given a 1, however, as I made an appointment on the App, I was not expecting to be given a number a wait in a queue. Many people felt the same. It would have been better if we'd been told to be there between 08:00 -16:00 or something so at least we would have been aware of it. Staff were very good... never had a problem at Sydenham nor Musgrove Surgeries. But I am an easy person and generally take things as they present themselves. Job well done ... did not take that long in the end!!
- ✓ *Straight in Straight out. No fuss*
- ✓ It was well organised and quick
- ✓ *Quick efficient and friendly.*
- ✓ Was seen on time nice staff
- ✓ *Was made to feel relaxed and nothing was a problem*
- ✓ They have allways been there for with help and advice in times of need and qwick service
- ✓ *Every thing was efficient*
- ✓ Made me feel at ease, and listen to what I was saying also helping me understand what the problem was
- ✓ *It was all done Very efficiently and with no problem*
- ✓ I have never seen a doctor and don't even have a dedicated doctor - always referred elsewhere. I have been with the surgery for 18 months, but apart from

diabetic blood tests, etc. I have not seen a doctor even when suffering with acute sinusitis, referred to chemist, who referred me back to the surgery, then prescribed something which was useless for. I then went privately to see an ENT specialist. Discovered, after scans and X-rays that I had a deviated sinus. Years ago when I was over 70, I was informed that the government decreed that old patients over 70 should have a dedicated doctor. I am now nearly 88.

- ✓ *Good communication via text and the NHS app, all my appointments were all on time, and the staff very caring and helpful*
- ✓ Went for a flu vaccination seen on time no hanging around all good
- ✓ *Polite service*
- ✓ Perfect timing for booked appointment for flu jab. Courtesy, pleasant, quick and pretty painless. What's not to like
- ✓ *Because Tania was so patient with me and my not being good at having blood taken.*
- ✓ Staff were very friendly, made you feel at ease.
- ✓ *The care and attention she gave to me during my appointment is superb. Her thoroughness and reassuring approach made a real difference.*
- ✓ I had a query for the receptionist, which was answered straight away and very thoroughly. I didn't have to wait for long for my appointment with the nurse to have a test, for which she gave me a full explanation and told me about possible future outcomes. I have always found everyone to be kind and helpful.
- ✓ *Given the number of recipients of the vaccine the delivery went well*
- ✓ Because both woman were very fantastic at their job and quick
- ✓ *Always satisfied with this surgery*
- ✓ From the lady on reception to the doctor I saw both were friendly and helpful. This message is costing me as it's not from a smart phone
- ✓ *Easy to get hold of a speedy appointment*
- ✗ I have always found the staff to be helpful and friendly.
- ✗ *Woukd have been a 1 but I had to wait beyond my appointment time.*

Not Recommended

- ✓ Nothing runs smoothly or efficiently. You get letters telling you that you are suspected of having cancer after the hospital appointment. Don't send notifications of when further tests must be done by in sufficient time for the tests to be done. One blood tester is sullen, doesn't make eye contact and the difficulty to get to even speak to a Doctor is unbearable. Then of course if you do manage to speak to one there is no guarantee that their language skills give you any confidence that they understand what you are trying to communicate or that you will understand what they do say.
- ✓ *I rated my overall experience of the surgery rather than the appointment. I had cancer and could not get an appointment to see the doctor still not seen them and they keep changing the medication my consultant prescribed. Also had a stroke still not seen a GP, the only thing you can get is repeat prescriptions or flu jabs I assume there is some incentive for the injections to be given.*

Passive

- ✓ Yes my appointment was at 8.22 on arrival I was given a ticket and had to wait 20 minutes to be seen why were appointments made?
- ✓ *My appointment was on time. The staff were super efficient and i was out of the practice very quickly.*
- ✓ The nurses are very good but it can be difficult understanding some of the Doctors on the phone. My husband phoned for some results & was told by the doctor to go to A&E when he got there the consultant wasn't happy & said if the doctor had called the hospital he could have been sent straight to the department needed.
- ✓ *I've been having trouble getting mine and my partners medication. I put the prescription in the chemist a week before and after a week go to the chemist to see if there there and get told the doctors haven't done it. I then have to phone and ask them to do urgently. It's happened about 4 times now. This week it was mine that didn't go through and I've got 1 tablet left so I'm going to run out again. I'm getting fed up with it .*
- ✓ E-consult took a while to fill in and it made me rush to get to work on time. The new system is good if you're at home but if you're working you may not be able to answer a doctor call back or leave work for an appointment.