

FFT Monthly Summary: January 2025



Lydden Surgery
Code: G82227

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
87	10	2	1	0	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:
Responses:

219
100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	87	10	2	1	0	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	87	10	2	1	0	0	100
Total (%)	87%	10%	2%	1%	0%	0%	100%

Summary Scores

97% 1% 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:

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: 97%

Percentile Rank: 80TH

0%50%100%

0%Score

LowerMidHigh Score

97%

100%

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 80th percentile means your practice scored above 80% of all practices.

Practice Score: 'Recommended' Comparison

Date	All Practices	Lydden Surgery
02/01	92%	88%
06/01	92%	100%
08/01	92%	100%
10/01	90%	100%
15/01	90%	100%
27/01	88%	100%

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	86%	91%	94%
Lydden Surgery	100%	98%	96%

Gender

All Practices

92%

91%

Lydden Surgery

95%

98%

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

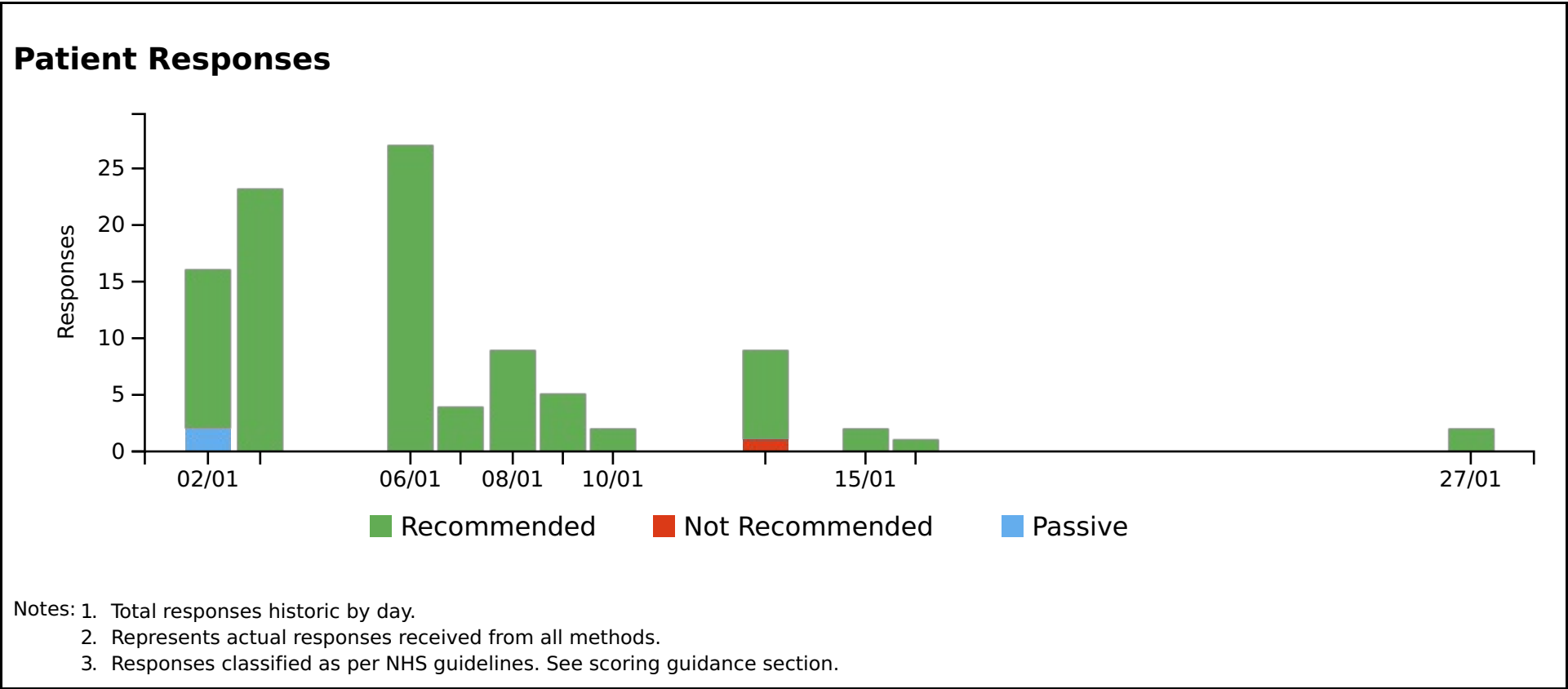
Practice Score: Day of the Week Analysis

Day	Recommended	Not Recommended
Monday	98%	2%
Tuesday	98%	1%
Wednesday	98%	0%
Thursday	98%	0%
Friday	98%	0%

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	15
Arrangement of Appointment	12
Reference to Clinician	33

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

- ✓ Superb service!!
- ✓ *Jane was her usual pleasant and professional nurse*
- ✓ Very pleased with the service received.
- ✓ *Had the treatment with no problem*
- ✓ Sorry I meant to score 1. Very good.
- ✓ *I should injection painless Advice on bloodiest results and appropriate medication prescription given. Felt comfortable and pleased on leaving*
- ✓ Prompt response. Seen within 4 hours of completing online form. Immediate understanding of the issue and prescription given.
- ✓ *When I rang Lydden surgery the receptionist was kind and took time to understand the issues. She advised my request would be referred to the triage Dr, Dr Nasir. I received a call back within a few minutes with an appointment for 11.15am. Dr Nasir was kind and helpful at the appointment.*
- ✓ Appointment on time, very thorough consultation
- ✓ *Because, the reception staff, the dispensary staff the doctors and especially the wonderful nurses Karis and Nichola look after me every week wonderfully.*
- ✓ The call was very informative and will help me further with my health and fitness.
- ✓ *Got seen quickly and wonderful staff as always.*
- ✓ Friendly, efficient experience from all staff. It's always a welcoming environment and staff are always thorough, diligent and knowledgeable.
- ✓ *Very good service provided by all staff*
- ✓ GP we saw was kind, competent and thorough.
- ✓ *Nurse running late and could not wait so cancelled at desk. New arrangement made for blood test at local hospital.*
- ✓ Because it's how I feel
- ✓ *A good service deserves a good score.*
- ✓ It was very hard to make the appointment. Phoned, dreadful music. Told to go online. It's very hard to do. Then, online questionnaire. Can only give one answer per question. Then, confusing text saying no appointment available. Then, phone call offering an appointment. It is all very stressful when feeling ill and old. Once face to face with Dr, very happy.
- ✓ *Fast efficient. Dr very caring and wanted to help.*
- ✓ Friendly, polite, understanding, listened to, feel like I'm given time, don't have to wait long for referral, efficient and I don't feel like I'm a bother/drain on resources. Thank you for everything you're doing. Keep doing it!
- ✓ *Dr Kingston was pleasant , extremely efficient and thorough, knowledgeable about me and above all else helpful*
- ✓ Dr Boland was lovely and I felt more relaxed after seeing her and knowing she would be in charge of my care
- ✓ *Very quick response and appointment made*
- ✓ Very good service, nurse was very caring and helpful
- ✓ *Curtious and helpful staff.*
- ✓ Answered all my questions and gave lots of advice on what I need to do
- ✓ *Nurse Jayne excellent.*
- ✓ Everything was fast and the nurse was so understanding
- ✓ *Everything went as planned and staff are pleasant*
- ✓ Limited wait, good discussion on what was being done.
- ✓ *Always nice people to help when needed*
- ✓ I found it very easy
- ✓ *Very effigy and grit, no waiting time- highly recommend.*
- ✓ Very quick service came and saw the doctor and the nurse very good
- ✓ *Courteous and caring.*
- ✓ One very good
- ✓ *Prompt call in to surgery, dr listened to me, helped and explained options.*
- ✓ Polite staff , ontime service
- ✓ *I am always able to make contact with the surgery either online or by telephone and the staff and doctors are always polite and efficient. The environment of the surgery is also calm, clean and pleasant.*
- ✓ Dr Boland was lovely today. She took time to listen to me and was very thorough and considered in her recommended next steps for me.
- ✓ *Professional, knowledgeable, efficient, empathetic.... I have COMPLETE confidence and trust in all things at Lydden Surgery*
- ✓ Yes. Asked for a consultation late morning, got a slot for the afternoon arrived quarter of an hour early and went straight in to the Doctor. Sorted me out with very little fuss and I'm now happy as Larry the lamb Thank you to all at the Surgery
- ✓ *I was very happy with both the injection I had also Drs comments.*

- ✓ Because due to my condition I was given an appointment straight away to be seen today. I arrived early due to transport and I was seen 15 minutes earlier than my appointment. Doctor was kind and understanding to my needs. Only downside is prescription meds unavailable at pharmacy . But otherwise excellent service.
- ✓ *I was reassured by Dr having read latest notes from WHH and could explain some things.*
- ✓ The doctor was well informed, extremely friendly and able to meet my needs in relation to my appointment today.
- ✓ *Excellent service*
- ✓ All the Doctors Nurses and all the staff are so friendly and they all do a great job and the pharmacy staff work so hard for all the patients thank you Lydden Surgery and HAPPY New YEAR.
- ✓ *The consultation was perfectly executed, friendly and efficient, but you got a 2 rather than a 1 because there was a twenty-five minute delay.*
- ✓ I first contacted the surgery this morning. All staff are very professional . Appointments were made. I have seen the nurse and doctor. Both of them made me feel welcome and put me at ease. Excellent service.
- ✓ *I had a response from both receptionist and a call from GP. GP was able to assure me that there were no issues and was really pleased with my progress on Semaglutide for my diabetes. An appointment was requested for a Diabetic review (as a new patient to the surgery). Explanations given to plan ahead and when advised that electronic system was down for fit note requests she was able to discuss straight away and was extremely understanding and empathetic. Blood test & FIT test approved for Wednesday 15th and investigations to follow should results suggest the need to. Feeling confident that my GP and surgery are doing what they can to assist.*
- ✓ Doctor listened as was helpful
- ✓ *She was very efficient and informative*
- ✓ Jayne Reynolds was lovely as ever and very professional
- ✓ *Very happy with the sugary and all of the drs. Especially Dr Kingston who always goes above and beyond but I found the dr who called me today very good as well*
- ✓ Doctor on the phone was very friendly and informative
- ✓ *I was seen on time & dealt with thoroughly.*
- ✓ Quick efficient approachable. Unfortunately hospital follow ups are not matching.
- ✓ *I couldn't have been happier with the attention I received from the Dr. Nurse and Receptionist. Everything was explained carefully and thoroughly to me.*
- ✓ Went in on time and very efficient service.
- ✓ *All good but my appointment started a bit late, otherwise I would have scored 1 - very good*
- ✓ When tests indicate a problem it is acted upon quickly This might be with further tests or a referral to a consultant
- ✓ *Although it was 15 minutes late the Nurse answered my questions and was very helpful.*
- ✓ Very pleasant & listening GP
- ✓ *I suffer with Multiple Myeloma. The surgery always seems me if I have complications with infections that my low immunity cannot fight.*
- ✓ She was very polite and efficient
- ✓ *I phoned the practice in the late morning, was listened to carefully and was told I would receive a phone call from a triage doctor soon. I was contacted quite soon after this and offered an appointment with the doctor that same afternoon. Both receptionist and doctor were quick and efficient.*
- ✓ Rapid response with appointment.
- ✓ *Triage system means same day access where needed, positive f2f experience with lovely GP today (Dr Briony)*
- ✓ Desperate for help with blocked ears. Appointment was a few weeks ahead, but when I arrived I was seen on time. Nurse had empathy. Procedure was totally effective. Thank you

Not Recommended

- ✓ I nearly died in surgery which never happened, I spent three days on a trauma ward having test which turned out 100 good in my favour , I was told Lydden would get in touch with me and continue test to find out what was wrong, I phone the surgery to ask if Dr Kingston could see me or get in touch with me as I was very traumatised from my experience, I was blatantly turned down by a grumpy receptionist, that was six weeks ago, I've heard nothing since , poor communication from surgery to patient.

Passive

- ✓ It was just confirming an already decided plan x