

FFT Monthly Summary: February 2025



Lydden Surgery
Code: G82227

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
86	9	4	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:

218

Responses:

100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	86	9	4	1	0	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	86	9	4	1	0	0	100
Total (%)	86%	9%	4%	1%	0%	0%	100%

Summary Scores

95%

1%

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: 95%

Percentile Rank: 70TH

0%50%100%

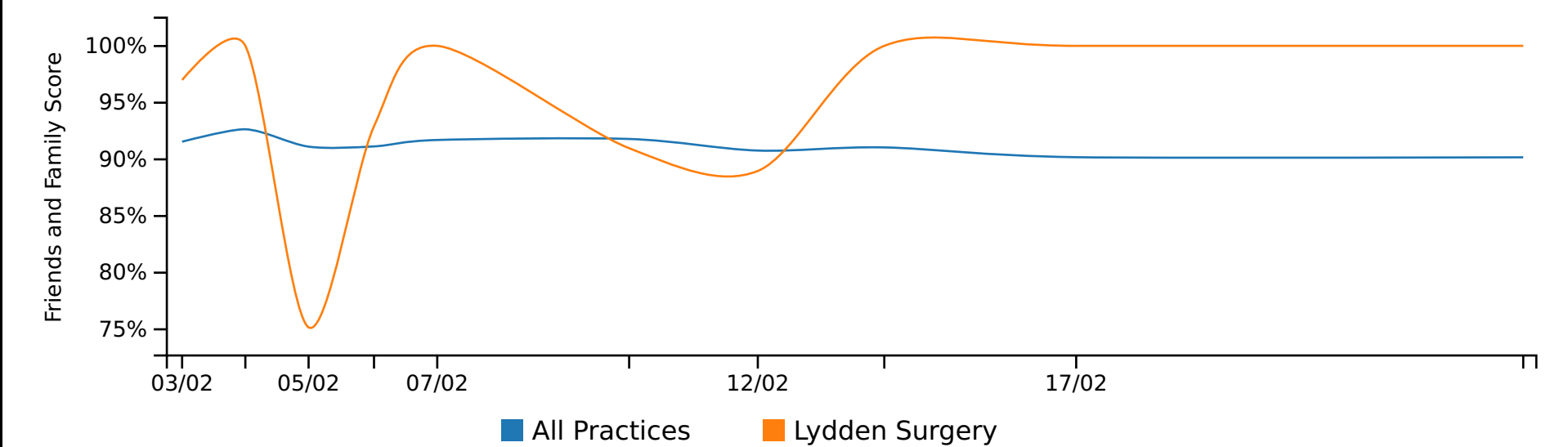
0% Score

LowerMidHigh Score

95%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 70th percentile means your practice scored above 70% 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	85%	91%	93%
Lydden Surgery	67%	94%	98%

Gender

All Practices

91%

91%

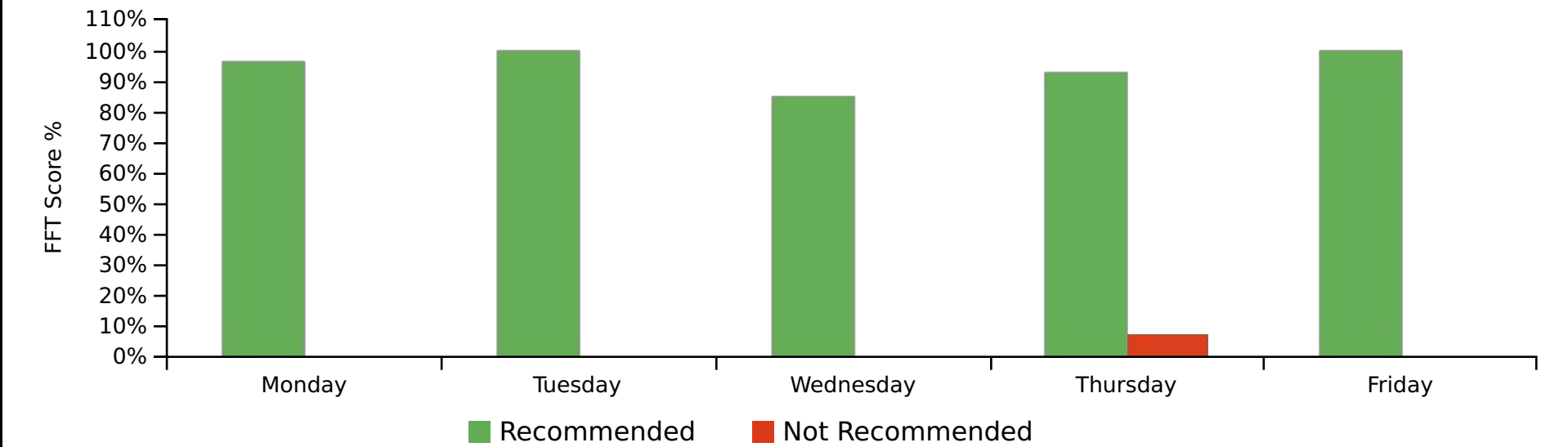
Lydden Surgery

100%

91%

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

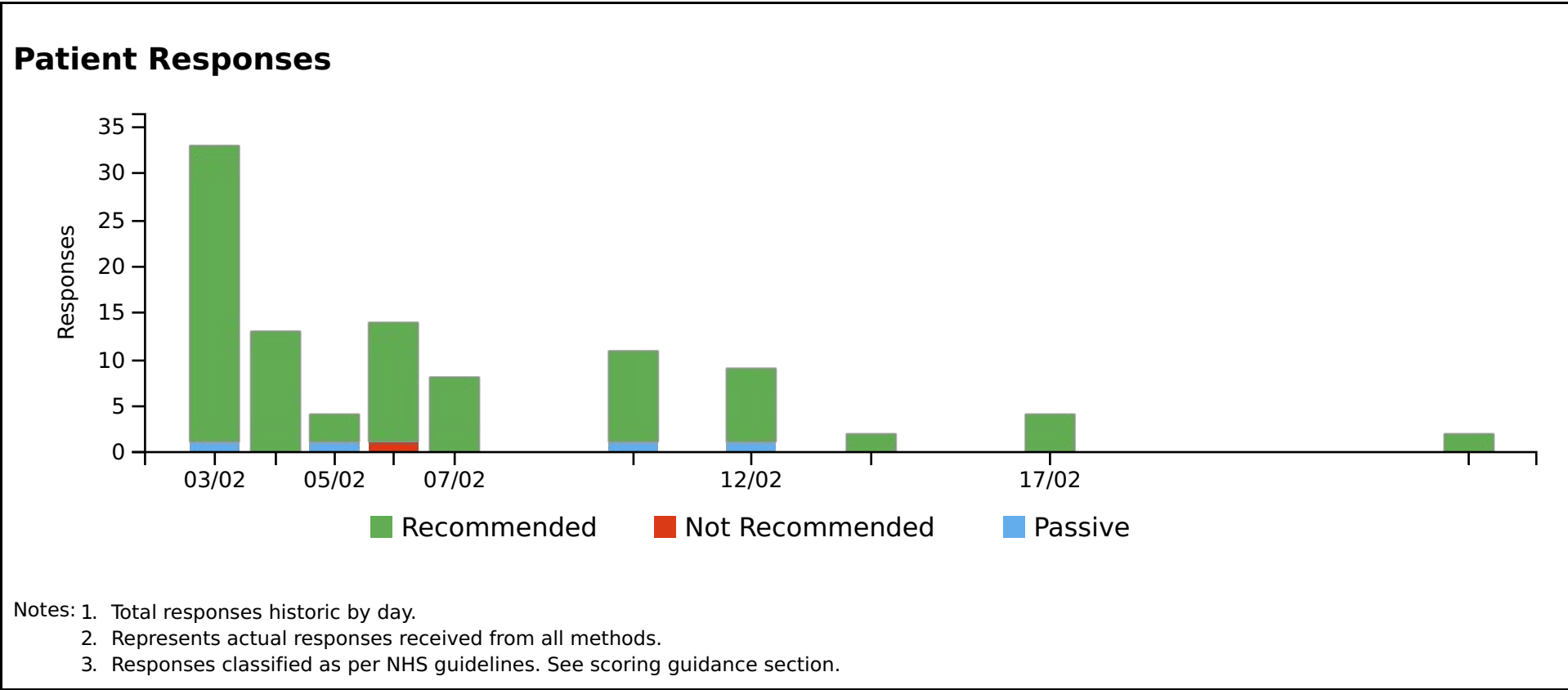
Practice Score: Day of the Week Analysis



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



- ✓ *Ms Natalie Edwards is very personable and very professional, imping an air of confidence in her r*
- ✓ Friendly service
- ✓ *Karis is thorough and explains everything*
- ✓ The appointment took place on time, the doctor was extremely helpful providing good advice for managing my medicine long term. The doctor also took time to check on a more recent illness in addition to the reason for the pre arranged appointment.
- ✓ *Because the good and helpful*
- ✓ Dr Kingston addressed all my concerns. Clearly explained a plan of action and I felt that my concerns were taken seriously. I didn't feel rushed at all
- ✓ *Reminders for appointment appreciated, was called into appointment early, GP very thorough, not rushed.*
- ✓ All the staff first class and helpfull doctor and physo excellent
- ✓ *The doctor phoned me as soon as MRI results came through so did t worry. All referrals done. Great personal service*
- ✓ Friendly supportive staff, quick appointment, very accommodating
- ✓ *The surgery operates efficiently and effectively. The online triage system works really well.*
- ✓ Very very great customer service but sadly unable to resolve the problem through no fault of the doctor though. She was very lovely and tried all she could
- ✓ *Despite the waiting room being almost empty, I had a 40 minute wait for my appointment, although once seen the treatment fine.*
- ✓ Everyone at Lydden Surgery are so kind courteous and very very patient.From the receptionist to the pharmacist to the GP and ALL the persons in-between.Nothing is too much trouble for them they will always answer your queries when you contact them.They are an amazing TEAM.
- ✓ *Friendly , informative and efficient*
- ✓ Very good and efficient service.
- ✓ *Quick response to the e consult.*
- ✓ Doctor returned phone calls and had researched my medical history.
- ✓ *Very pleasant staff both in the office and reception*
- ✓ Dr was very helpful, listened and responded to everything I said and to my concerns. Was generally pleasant and explained how she would action and contact me next.
- ✓ *They do there jobs as they should*
- ✓ Received call as expected and good information from Dr Nazir.
- ✓ *Appt on time, very pleasant nurse who was very friendly and made me feel at ease.*
- ✓ Excellent service
- ✓ *Caris was lovely. Very kind and efficient*
- ✓ Doctor Kingston got time to listen and understand and help.Very lovely person.
- ✓ *The receptionist and nurse were really friendly.*
- ✓ Because very pleasant and helpful
- ✓ *Very efficient service and doctor very good.*

Not Recommended

- ✓ Late

Passive

- ✓ My appointment was cancelled
- ✓ *Today I found the Doctor quite dismissive . The surgery is usually very good*
- ✓ The doctor that rang me was very pleasant but I had already been given the medication. I'm not overly worried about my symptoms.
- ✓ *Appointment 12:35 called at 13:05.*