

# FFT Monthly Summary: March 2025



Lydden Surgery  
Code: G82227

## SECTION 1 CQRS Reporting

**CQRS Reporting**

|        |        |        |        |        |        |        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
| 81     | 14     | 2      | 2      | 1      | 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](mailto: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       | 81         | 14         | 2                     | 2         | 1         | 0          | <b>100</b>  |
| SMS - User Initiated |            |            |                       |           |           |            |             |
| Tablet/App           |            |            |                       |           |           |            |             |
| Web/E-mail           |            |            |                       |           |           |            |             |
| Manual Upload        |            |            |                       |           |           |            |             |
| <b>Total</b>         | <b>81</b>  | <b>14</b>  | <b>2</b>              | <b>2</b>  | <b>1</b>  | <b>0</b>   | <b>100</b>  |
| <b>Total (%)</b>     | <b>81%</b> | <b>14%</b> | <b>2%</b>             | <b>2%</b> | <b>1%</b> | <b>0%</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:

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: 75TH

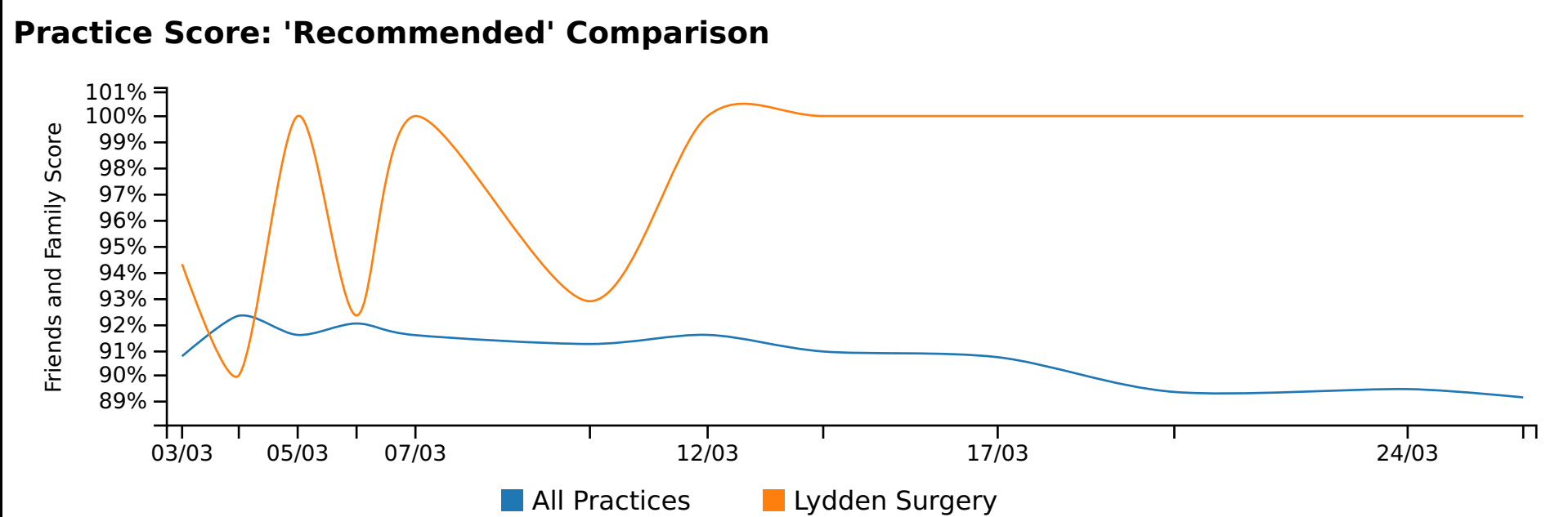
0%50%100%

0% Score

LowerMid

95%100% High Score

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 75th percentile means your practice scored above 75% 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  | 86%  | 90%     | 93% |
| Lydden Surgery | 83%  | 96%     | 96% |

Gender

All Practices

91%

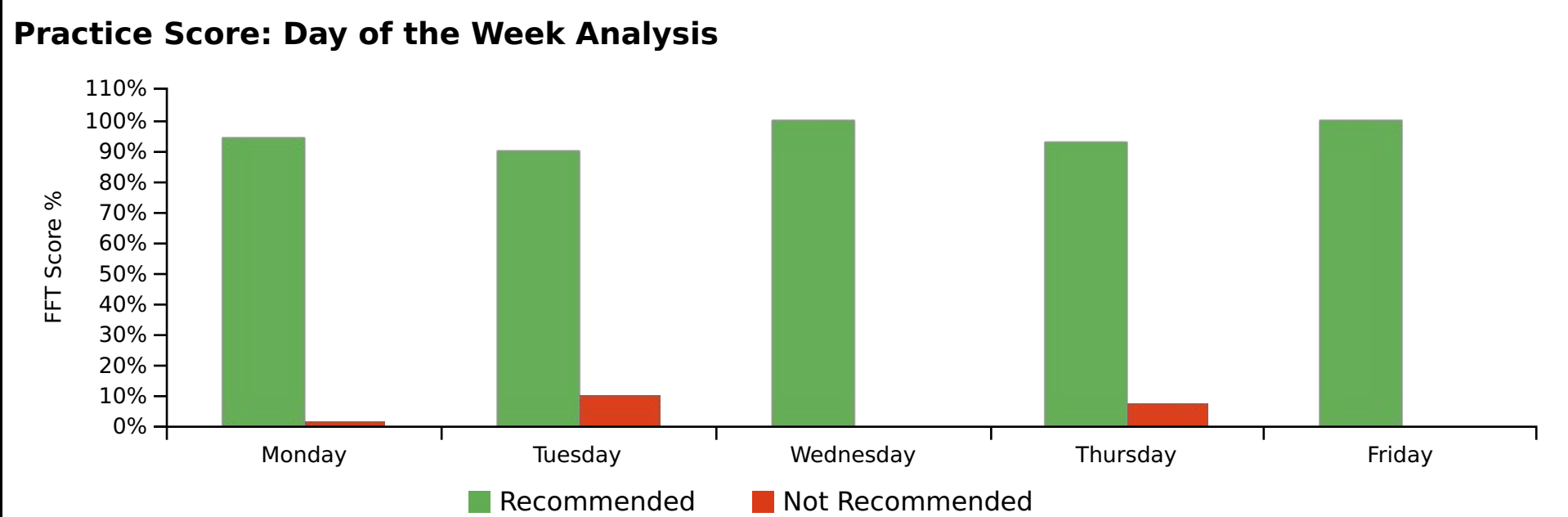
91%

Lydden Surgery

93%

96%

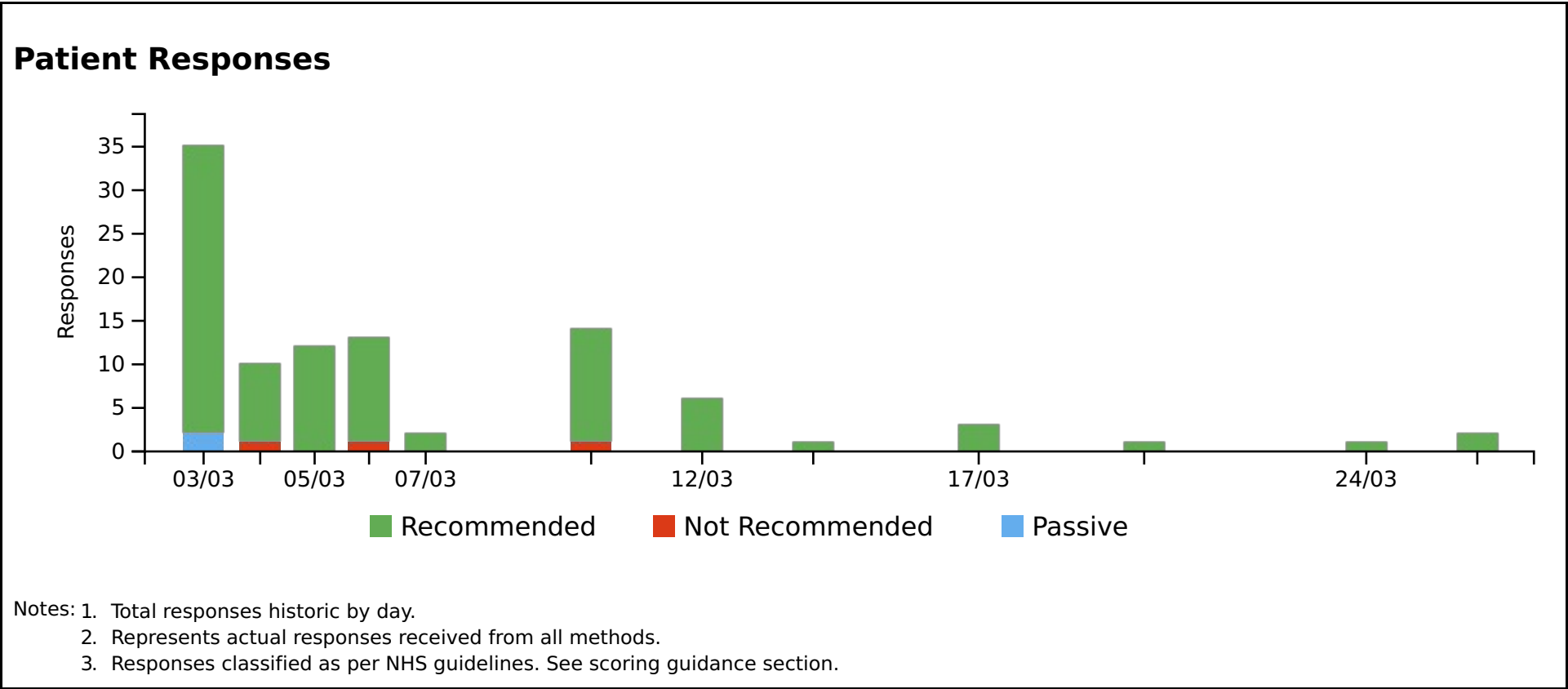
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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 | 17 |
| Reference to Clinician     | 32 |

**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

- ✓ Friendly reception team. Attentive doctor. Listened and explained things to me. Helped me with getting in and out the consult room. I didn't feel like a burden
  - ✓ *very friendly and knowledgeable*
  - ✓ Good explanations and answers to questions I raised. Very helpful.
  - ✓ *Because of the care and understanding its amazing thank you*
  - ✓ Nice cleaning environment with polite staff.
  - ✓ *I thought Dr Boland gave me time and was interested to help me*
  - ✓ Warm and friendly discussion with the nurse.
  - ✓ *On time, chatty nurse & pleasant receptionist.*
  - ✓ Wry friendly and helpful, as well as very efficient and professional.
  - ✓ *Very quick and efficient service. Dr was really helpful too*
  - ✓ After the phone call a follow up appointment has been made to see the doctor who made the initial call. I think that is extremely important.
  - ✓ *Quick and efficient*
  - ✓ Jayne very friendly and informative/ supportive
  - ✓ *The nurse was lovely made me feel relaxed & the procedure was straight forward*
  - ✓ Very friendly and engaging. Made me feel very much at ease.
  - ✓ *Always good service, stuff is very friendly and helpful*
  - ✓ Knowledgeable nurse, very efficient and friendly
  - ✓ *Building was clean & tidy, smiling receptionist and Jayne ( nurse) was lovely*
  - ✓ The booking in was easy, the appointment was on time , the nurse was friendly and helpful, and able to answer my concerns.
  - ✓ *Quick service called me in for an appointment within the hour. Doctor listened and had read my notes when talking to me. She was understanding of the difficulties I was facing as a new parent. Printed the prescription so I could collect prescription straight away. Very friendly doctors and receptionist. Excellent service*
  - ✓ Managed to get an appointment in the day and nurse was lovely. I find all the staff helpful there
  - ✓ *Because it was very good no problems*
  - ✓ Because the doctor was very helpfull
  - ✓ *I triaged the surgery mid morning and received a phone call from Claire offering me a pm appointment. Nothing short of brilliant service thank you*
  - ✓ This answer was a mistake, I should have put Very good... sorry
  - ✓ *Good overall help*
  - ✓ Very professional service. Call on time.very understandable.
  - ✓ *My hearing is very bad , and find it very hard to understand through a phone, other wise it would be a 1.*
  - ✓ I needed a blood test. It went very well. The online booking system doesn't expect a blood test requirement. Appointments were offered promptly but not at convenient times. Still a "good" experience thank you.
  - ✓ *Very helpful, professional, sympathetic members of staff*
  - ✓ Very pleasant Dr who was also very efficient
  - ✓ *Because the nurse i saw was extremely welcoming ,very professional and informative it was a pleasure having my injections.*
  - ✓ I gave top marks to Lydden surgery because they are so attentive, Natalie and Nicky the Practice Nurses are so professional and knowledgeable. I don't know what I would have done without their expertise! The Doctors are good too.
  - ✓ *The nurse I saw was very good at what her job ,it makes it a lot easier*
  - ✓ Unable to offer an appointment outside school hours, so had to rush to get daughter from school to attend a lunch time appointment
  - ✓ *Very impressive by being given a GP appointment on the same day . The doctor was very helpful and kind too .thank you*
  - ✓ They contacted me back quickly and gave advice which is what I was looking for
  - ✓ *Doctor Fordham is always very thorough (& patient).*
  - ✓ Prompt service and friendly staff
  - ✓ *Took time to go through problems made notes to take things forward*
  - ✓ Quick response
  - ✓ *I had a call back from a GP same day. She listened to me and took action to try to help my condition. I felt reassured.*
  - ✓ Put at ease, and I felt very comfortable. Thank you Nikki
  - ✓ *I was very anxious before my appointment but the nurse made me feel at ease*
- My husband & I always receive welcoming, caring & informative care at the practice.

✓

✓ *Didn't have to wait any time at all for a call then an appointment, didn't feel rushed and Dr Kingston explained things so well*

✓ Electronic booking in at reception is easy and efficient.Appointment was on time and Dr Boland was delightful, pragmatic and helpful.What else does one want apart from shorter waiting time to get an appointment.Thanks

✓ *Polite, informative and professional.*

✓ The appointment itself was perfect but the delay on the appointment was a bit inconvenient

✓ *I got an appointment very swiftly and the doctor was great and took an extra effort to explain things to me.*

✓ Good clear advice and efficient

✓ *Appointment was a little late,but when I was seen care and consideration was shown to me*

✓ Because the nurse was professional but welcoming.

✓ *Very good friendly*

✓ My queries were sorted out very quickly and I had a text sent within the hour to help with the query.

✓ *My appointment was on time and completed very professionally.*

✓ I'm happy

✓ *Nope*

✓ Friendly and kind nurse

✓ *Dr Gurang rang me today to query my medication and explained it all clearly . Even though I really have no idea why I was prescribed it ( quite a long time ago when at another surgery)so very grateful he explained what the tablet does and how to stop taking it slowly but if I have any problems to contact him .*

*Thank you*

✓ Because I believe it is true

✓ *Prompt response from e consult*

✓ Yes. I opted good because my doctor I spoke to today was good and answered my question but I asked for this appointment on February 19th, and I feel it would have been more useful if I had been sent for blood tests first or on my request before speaking to the GP. I feel my initial request on the website is not treated as an accurate assessment of the problem and usually the GP just sends me for what I ask for just after speaking to them. It feels like a waste of time and it has made the timeline for finding out what is wrong with me longer when really we all know it will take a long time anyway

✓ *All tests carried out perfectly, questions answered and ongoing consultation arranged.*

✓ I thought the gentleman I saw was very very helpful and the outcome was good

✓ *First class service ever visit*

✓ Because you are always helpful and kind that's why I gave my answer.

✓ *I think they listen to what I say, therefore we get results*

✓ Felt at ease. Informative appointment

✓ *Very informative and helpful and very friendly*

### Not Recommended

✓ Received a message from surgery indicating that I would get a call from a doctor ,it is now 1645 and no call , have obviously waited all day for this call, other than that I have been satisfied.

✓ *Excellent clinical staff. Friendly and courteous.*

✓ Overall, my experience of the surgery is and always has been very good. However, the last couple of occasions that I have witnessed and experienced myself, a rather rude and intolerant member of staff at reception. Usually there is lovely, pleasant members of staff that man this desk who go above and beyond but unfortunately anything is too much bother for this individual.

### Passive

✓ As my previous answer