

FFT Monthly Summary: April 2025



Lydden Surgery
Code: G82227

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
82	13	3	0	1	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:

203
99

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	82	13	3	0	1	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	82	13	3	0	1	0	99
Total (%)	83%	13%	3%	0%	1%	0%	100%

Summary Scores

96% 1% 3%

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: 96%

Percentile Rank: 85TH

0%50%100%

0% Score

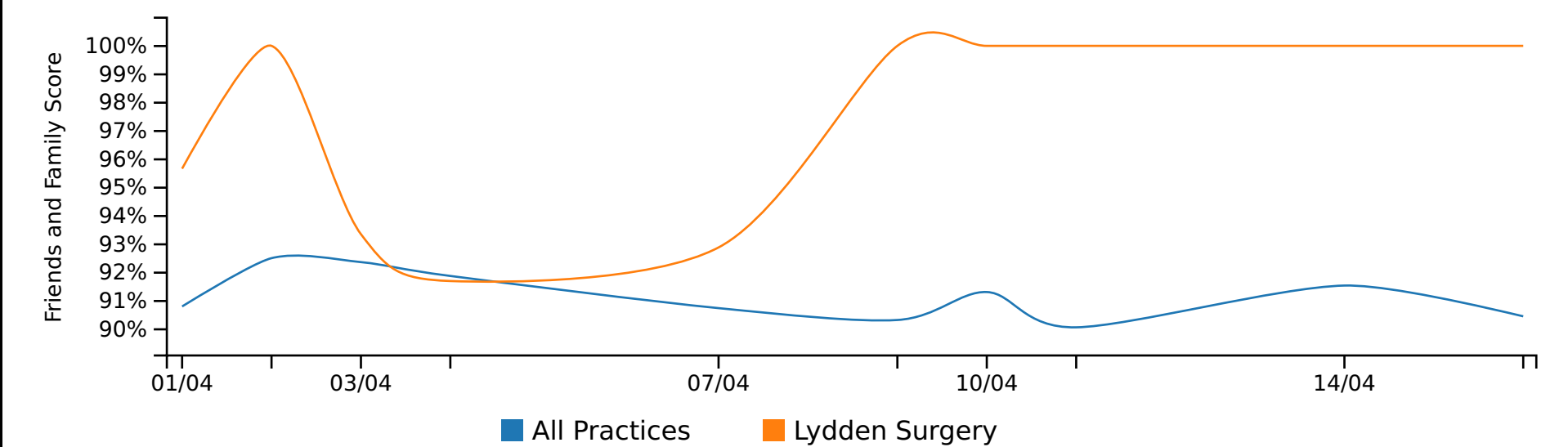
LowerMidHigh Score

96%

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 85th percentile means your practice scored above 85% 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%	90%	93%
Lydden Surgery	100%	92%	100%

Gender

All Practices

91%

91%

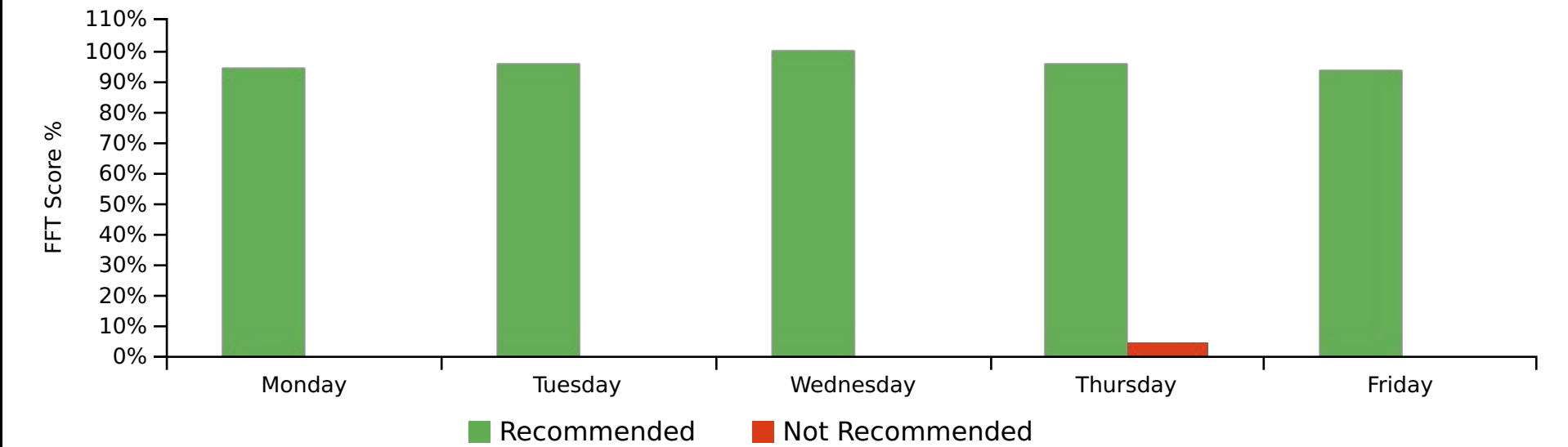
Lydden Surgery

100%

94%

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

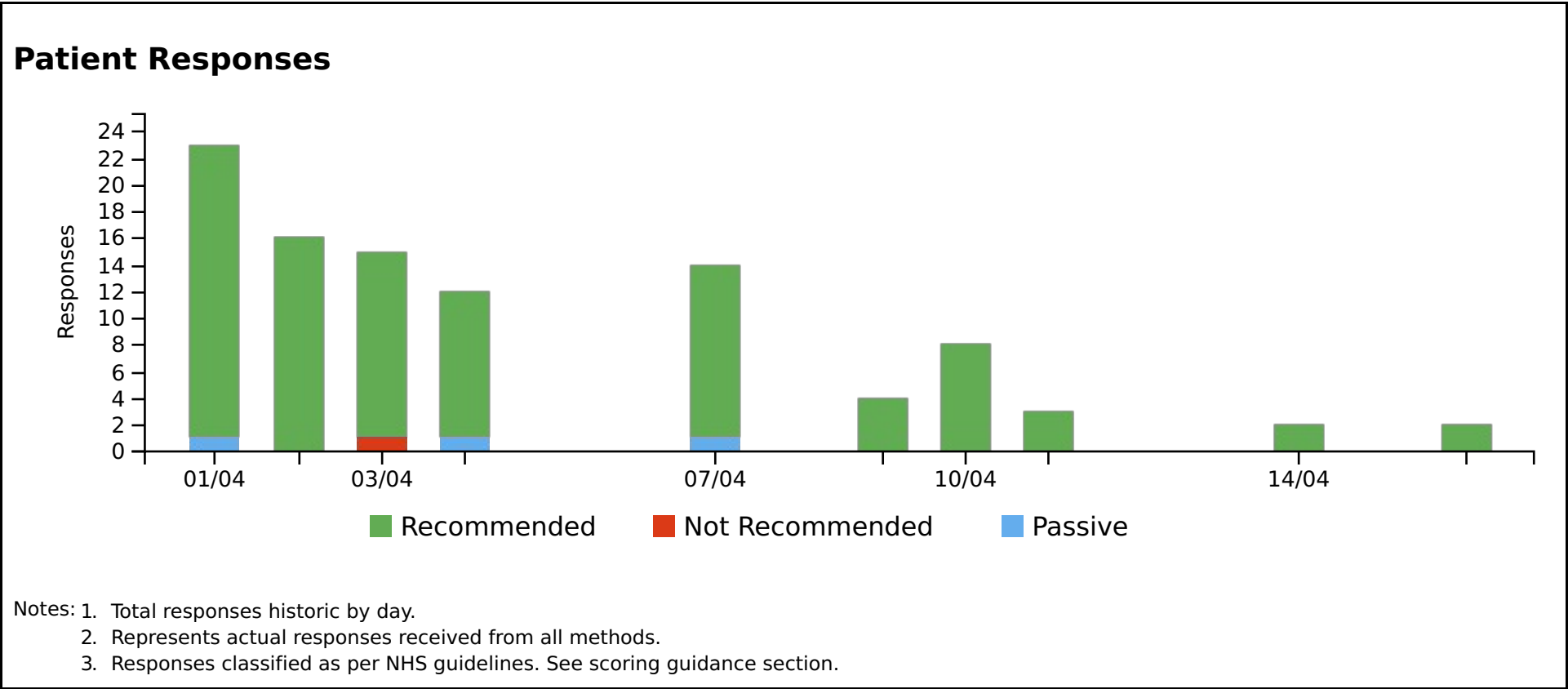
Practice Score: Day of the Week Analysis



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



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	19
Arrangement of Appointment	10
Reference to Clinician	34

- 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

- ✓ Dr listening to what I said very understanding a took action.
- ✓ *Staff were polite. I was seen promptly. My concerns were addressed. Felt confident in the care received.*
- ✓ Dr this morning just looked up my problem on the Internet, which I already done , just a bit disappointed
- ✓ *Staff always make you feel safe and care for you as a patient.*
- ✓ Friendly, efficient and kind follow up information. Thank you.
- ✓ *Well the surgery looks very well after there patients and that is gor the doctors nurses and the dispensery team very good service and help we are pleased*
- ✓ Very quick help with my health issue and I was home with treatment by 11.30am.
- ✓ *I have to come to the surgery for an injection once a month and the nurses and other members of staff are always very polite*
- ✓ Very polite and professional
- ✓ *This surgery is amazing. Nothing is too much trouble. The staff throughout are always caring, professional and get things done. Couldnt fault them.*
- ✓ Nikki was excellent, explained everything thoroughly.
- ✓ *I have been ill for a couple of years, and the practice nurses have been outstanding in their levels of care.The receptionists have always been supportive and understanding and helped me with appointment management*
- ✓ Wonderful service, caring and considerate
- ✓ *Because i am very happy with the service*
- ✓ Met all my expectations very please with outstanding staff
- ✓ *Because they are always kind and caring. I have never had a bad experience with any of the doctors or nurses.*
- ✓ The nurses were so helpful so nice made me feel very at ease explained everything Very lovely
- ✓ *Dr Kingston is a lovely preffessional doctor and was on time and clear with her explanations*
- ✓ Because you are all so lovely and always help me with my issues.
- ✓ *Good service*
- ✓ The nurse was very pleasant and helpful but the receptionist didn't give me a great response to the same query.
- ✓ *Always good service you all give us.xxxx*
- ✓ Because I felt that they were very through and understanding
- ✓ *The appointment with Ms Edwards was efficient and made me fill at ease as soon as I entered the room. She wa polite and went through the egg process at every stageRDave Newman*
- ✓ Excellent service as always. Credit to the NHS
- ✓ *I was seen earlier than my appointment, no hanging around, Ann conducted the whole procedure in a very friendly and extremely thorough manner, putting me at ease from the moment the session started. Very professional.*
- ✓ The gp led triage system is really good, and all the doctors nurses and staff I have had dealings with have been brilliant in every sense of the word
- ✓ *Quick very courteous pleasant staff*
- ✓ Excellent care fromDr NASIR, she listened and gave helpful advice
- ✓ *You rang me promptly on Monday, I got an appointment quickly, I have an Xray tomorrow*
- ✓ The nurse was very polite and spoke with respect in her voice.
- ✓ *Couldn't ask for a better gp service all round. GPs, nurses, reception ists all kind and considerate to patients So lucky to have as my practice. Think it is the best in Kent.*
- ✓ Always understanding and kind, support in my treatment and future care.
- ✓ *Because I have never had any problems with the surgery*
- ✓ An amazing practice with amazing staff who care for their patients with courtesy, dignity and professionalism
- ✓ *Only myself and one other person in the waiting room, didn't wait long to be seen and Dr was very helpful*
- ✓ I felt my consultation was not rushed the Dr listened to me and was a lovely Dr and explained everything, Also the appoint was changed to suit me wth my work hours.
- ✓ *The whole staff and surgery were really understanding and sympathetic*
- ✓ The doctor was good and very helpful.
- ✓ *Timely response and positive interest in my wellbeing with a pat*
- ✓ The nurse was extremely helpful and kind
- ✓ *Allways good*
- ✓ Always brilliant the team as a whole are the best surgery I have ever dealt with
- ✓ *Well it would have been a 1 but my last blood test wasn't a good experience, still have bruise .*
- ✓ Booking the appointment was simple and efficient, I was given everything I needed before via email, Dr Mohamed was polite, friendly, knowledgeable and

- (most importantly) listened. Excellent service from top to bottom, thank you.
- ✓ *The doctors, nurses, prescriptions staff and all staff are excellent and so helpful*
 - ✓ Fantastic service. Appointment made to see Doctor made promptly. Follow on treatment advised. Very professional, made to feel welcome.
 - ✓ *Very efficient practice*
 - ✓ Have great information and advice. I felt Natalie was empathetic and listened to me
 - ✓ *My view of our surgery is tainted by a personal disaster last summer. However to-day was much, much better than that previous experience*
 - ✓ Easy to arrange an appointment. Triage system works well as does the referral to Buckland Hospital treatment centre. All staff are polite and knowledgeable
 - ✓ *Always friendly and respectful. Thorough on investigations and willing to refer on if believed to be urgent/necessary. Organised with our medical notes.*
 - ✓ always seen quickly and very thorough
 - ✓ *A longer wait than usual but unavoidable. not the nurses fault*
 - ✓ Because my Dr always uses the phone to talk over blood tests and other test appointment and results. She takes the time to explain the reasons behind tests and the results. I am 80 so perhaps a bit slower to grasp the facts and ask questions.
 - ✓ *The surgery have always been quick at response and seeing me in medical problems.*
 - ✓ If I have needed an appointment to see a nurse or Dr an appointment has always been available. You can always guarantee that contact will be made for any on going medical problem that needs to be monitored.
 - ✓ *The doctor was professional and helpful - and proactive*
 - ✓ Helpful and friendly
 - ✓ *Friendly & efficient knowledgeable staff. They explained everything to me & answered my questions. They were respectful*
 - ✓ Dr Kingston called as agreed on the same day that I used e-consult . Theresa pre communication was very good. I was given practical advice for what I found to be an embarrassing topic
 - ✓ *Had to wait half an hour, people arrived after me and we're called in before me.*
 - ✓ Because it is a very good surgery
 - ✓ *Yesterday I phoned the reception because I had missed a phone call from a Dr all was sorted and Dr phoned this morning, very efficient.*
 - ✓ Easy to park, pleasant waiting area. Only had to wait 10 minutes to be seen.
 - ✓ *Dr Kingston is a very kind professional doctor who treats you with respect and really listens to what you have to say.*
 - ✓ You have your patience welfare first and very attentive thank you all.
 - ✓ *I found Natalie Edwards easy to speak too. Explained everything to me. Very understanding.*
 - ✓ Good treatment, late starting.
 - ✓ *Had an appointment the day i asked for one, went in to see the doctor straight away. Doctor was very pleasant and explained well*
 - ✓ Doctor was thorough
 - ✓ *Always very helpful and all who work there are nice*
 - ✓ Polite , understanding and respectful
 - ✓ *All of the services are quick and easy to use. The staff are very professional.*
 - ✓ I have always had a positive experience at the practice. Online referrals are responded to in a timely fashion and treatment, reassurance or medication arranged to support the issue. The staff are friendly and helpful and you feel as though you are receiving a personal experience.

Not Recommended

Passive

- ✓ Nurse Jayne lovely as usual but receptionist very rude and unhelpful
- ✓ *No*