

FFT Monthly Summary: June 2025



Lydden Surgery
Code: G82227

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
78	17	4	0	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:

219

Responses:

100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	78	17	4	0	1	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	78	17	4	0	1	0	100
Total (%)	78%	17%	4%	0%	1%	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:

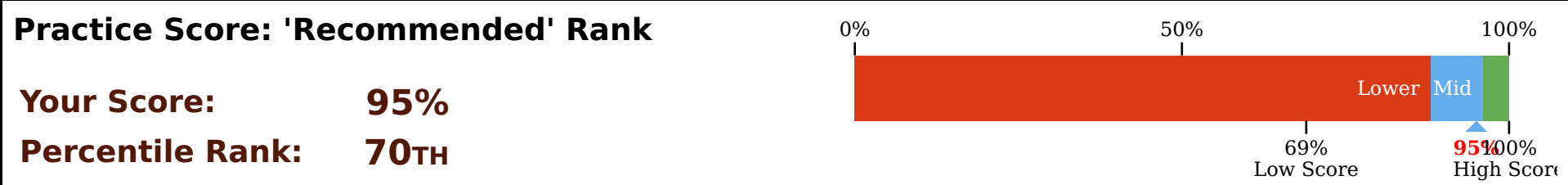
Recommended (%) =
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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

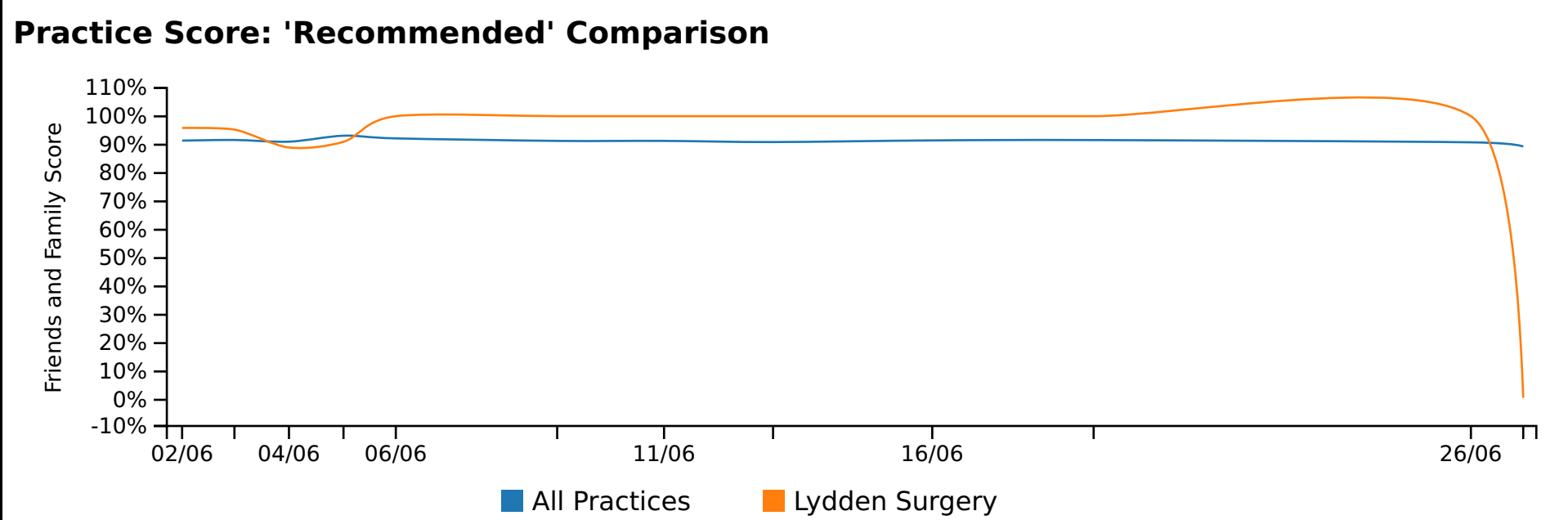
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3
Practice Scoring

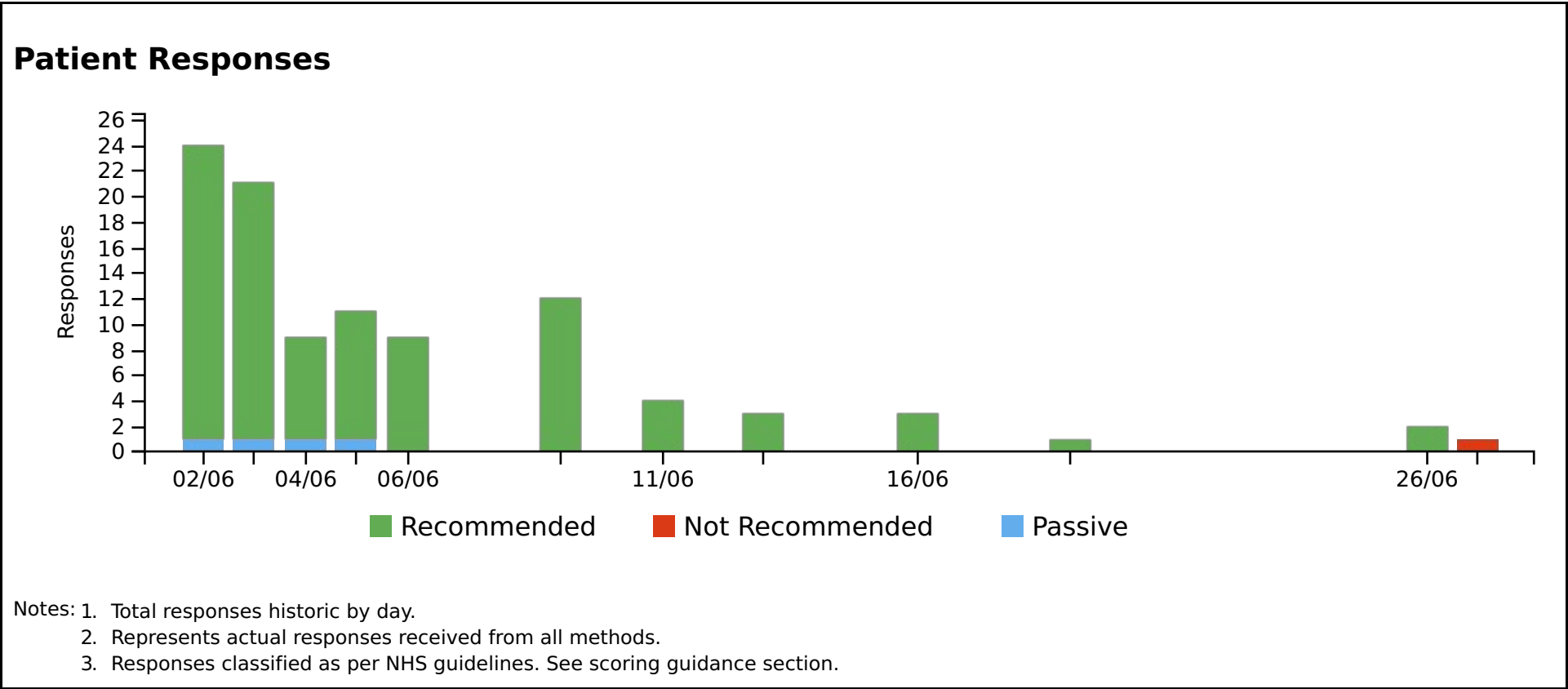


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means your practice scored above 70% of all practices.



SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary

[illegible]

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

- ✓ They were there when I needed advice
- ✓ *Dr Mohamed was very interested in my wellbeing*
- ✓ Prompt response to all communications. Matters are followed up not just dismissed.
- ✓ *Always pleasant at Lydden surgery*
- ✓ Quick appt.very nice gp who I hadn't met before .very thorough and explained what would happen next .kind and understanding
- ✓ *Always quick to respond when I send requests in. I find Dr Nasir particularly helpful.*
- ✓ Because I got my appointment time muddled which upset me but the receptionist gave me another date. I was very sorry.
- ✓ *Doctor Fordham is 110 percent*
- ✓ Always very helpful and information given with clear explanations.
- ✓ *It was fine, nurse very nice.*
- ✓ The nurse Jayne was very efficient and nice
- ✓ *Always amazing.. Quick response and very professional. Feel safe and cared about personally by the whole practice.*
- ✓ Nicola, the diabetic nurse was extremely knowledgeable and understanding.
- ✓ *Polite and friendly, put my mum at ease x*
- ✓ Pleasant Dr.Time to talk and resolve problem.
- ✓ *Doctor Nasir was attentive and I really felt listened too*
- ✓ Very good triage -I received a call very quickly and I saw a doctor and received an urgent prescription the same day -thank you.
- ✓ *Had my copd check up with nurse Ann harket, excellent as always.*
- ✓ Always receive excellent service from great staff
- ✓ *Been excellent since I moved over from Northgate in Canterbury and this telephone consult / triage system worked fantastic for me especially when I work shifts! Thank you*
- ✓ Service was good and doctor was thorough
- ✓ *I believe we have the most friendly practice I have ever been atry best to improve patients well being. Reception staff also haveen very helpful. I couldn't ask for better treatme*
- ✓ Same day appointment. Took time to understand my problem and explore what could be wrong
- ✓ *Dr Fordham is such a lovely doctor , she doesn't rush you, she takes her time and does a splendid job*
- ✓ Very good
- ✓ *Dr. Called me delt with my enquiry politely & efficiently & all was sorted in a few mins. A good result*
- ✓ The receptionist was very nice and helpful. I had an issue initially with logging in for my appointment and she offered to help me. My appointment was much quicker than I expected. The GP was very helpful, examined me and gave me good advice.
- ✓ *Only aired a few minutes for appt. Nurse was friendly and efficient.*
- ✓ Everything was explained , and I felt dr listened to me and answered any questions I had
- ✓ *It's always a pleasure to have an appointment with Jayne, the practice nurse, she is so professional and friendly, and always puts me at ease . My blood test was painless.*
- ✓ Dr Fordham's secured a next day emergency surgical appointment fme at the WH hospital. As always, professional, courteous and re
- ✓ *Receptionist was rather curt. Otherwise nurse was very professional.*
- ✓ Appointment was on time and DR was extremely helpful
- ✓ *Professional consultation with the nurse, complete and objective Rooms excellent Booking appointment Excellent as well Always*
- ✓ Promt efficient service.
- ✓ *Because the doctor was great and the practice is a joy to visit.*
- ✓ Dr Sara Nasir was excellent, informative, calming and listened well I felt I wasn't rushed x
- ✓ *Very quick to be triaged using the online service which is useful due to being a shift worker, the issue was taken seriously and action taken to get an appointment as soon as possible - my appointment was even made earlier to accommodate for me coming in straight after a night shift which I really appreciated. The doctor checked the issue and put my mind at ease swiftly.*
- ✓ Very efficient.
- ✓ *I went to see the nurse today who was so helpful in answering my questions,and with so much patience*
- ✓ Seen same day after triage email, appointment was on time. The GP was extremely helpful and friendly . We were made to feel comfortable and happy tjat all the advice given was thorough
- ✓ *Fast,efficient, polite, friendly and very professional*
- ✓ A good prompt service

- ✓ *Wonderful helpful friendly staff*
- ✓ Kind staff, quick to respond, easy to contact surgery
- ✓ *The nurse explained about the device and the paper work that went with it.*
- ✓ Good swift service
- ✓ *The service I got from the doctor was unbelievably good thank you*
- ✓ Karis is always so personable, knowledgeable and helpful. Booking is so easy using the app. Digital check in is easy. Appointment was on time. A very good experience.
- ✓ *Best nurse ever!*
- ✓ Prompt response and helpful
- ✓ *Friendly and efficient staff*
- ✓ The Dr. was very friendly and approachable and put my mind at rest by answered all my questions, explaining everything fully.
- ✓ *I was listened to and a solution found to my issue with a follow up time period stated.*
- ✓ Excellent service
- ✓ *Efficient and friendly*
- ✓ Very clear explanation very professional and put me at ease.
- ✓ *I was apprehensive, overwhelmed and anxious before my appointment today Dr Fordham instantly put me at ease, listened patiently, made sense of my overwhelmed and gave me more help, advice and support than I could have hoped for from the appointment. Incredibly grateful to have the services we do and the fantastic Drs and team who make the surgery it is.*
- ✓ The nurse explain things to me and will be phoning me back on thursday .
- ✓ *Quick to respond to econsult requests, being seen, investigated and treated with follow up messages via the NHS AppThis was supportive with good communication.*
- ✓ Very quick response after completing the e-consultation. Appointment was made only an hour afterwards and after I arrived the doctor saw me early!
- ✓ *The Reception is welcoming and friendly. The appointment was relaxed, unrushed and personal as well as being efficient.*
- ✓ Efficient and professional service from the surgery
- ✓ *Excellent service from the nurse as always knowledgeable, supportive and willing to do the best for you.*
- ✓ Seen on time, content of appointment was predictable given my current medication regime
- ✓ *The listened to what I wanted to do with my medication and he explained and then prescribed the safest way to slowly come off my medication.*
- ✓ Booking the appointment was very easy, I received reminders, and the nurse made me feel very comfortable.
- ✓ *Because I am very happy with the service I get.*

Not Recommended

Passive

- ✓ Because I had to wait 4 weeks for a short telephone consultation.
- ✓ *Long time between test results and doctor phone calls. Very frustrating that one cant contact the surgery about minor questions without being obliged to goto app and fill out lots of inappropriate questions when one may not be ill- just a query!!! Good when one gets to see someone. Pharmacy excellent.*