

FFT Monthly Summary: August 2025



Lydden Surgery
Code: G82227

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
86	11	1	1	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:
Responses:

210
100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	86	11	1	1	1	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	86	11	1	1	1	0	100
Total (%)	86%	11%	1%	1%	1%	0%	100%

Summary Scores

97% 2% 1%

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:85TH

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 85th percentile means your practice scored above 85% of all practices.

Practice Score: 'Recommended' Comparison

Date	All Practices (%)	Lydden Surgery (%)
01/08	92	100
05/08	92	100
07/08	92	100
11/08	92	100
14/08	92	50
18/08	92	75
26/08	92	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	85%	90%	93%
Lydden Surgery	100%	95%	98%

Gender

All Practices

91%

91%

Lydden Surgery

94%

98%

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

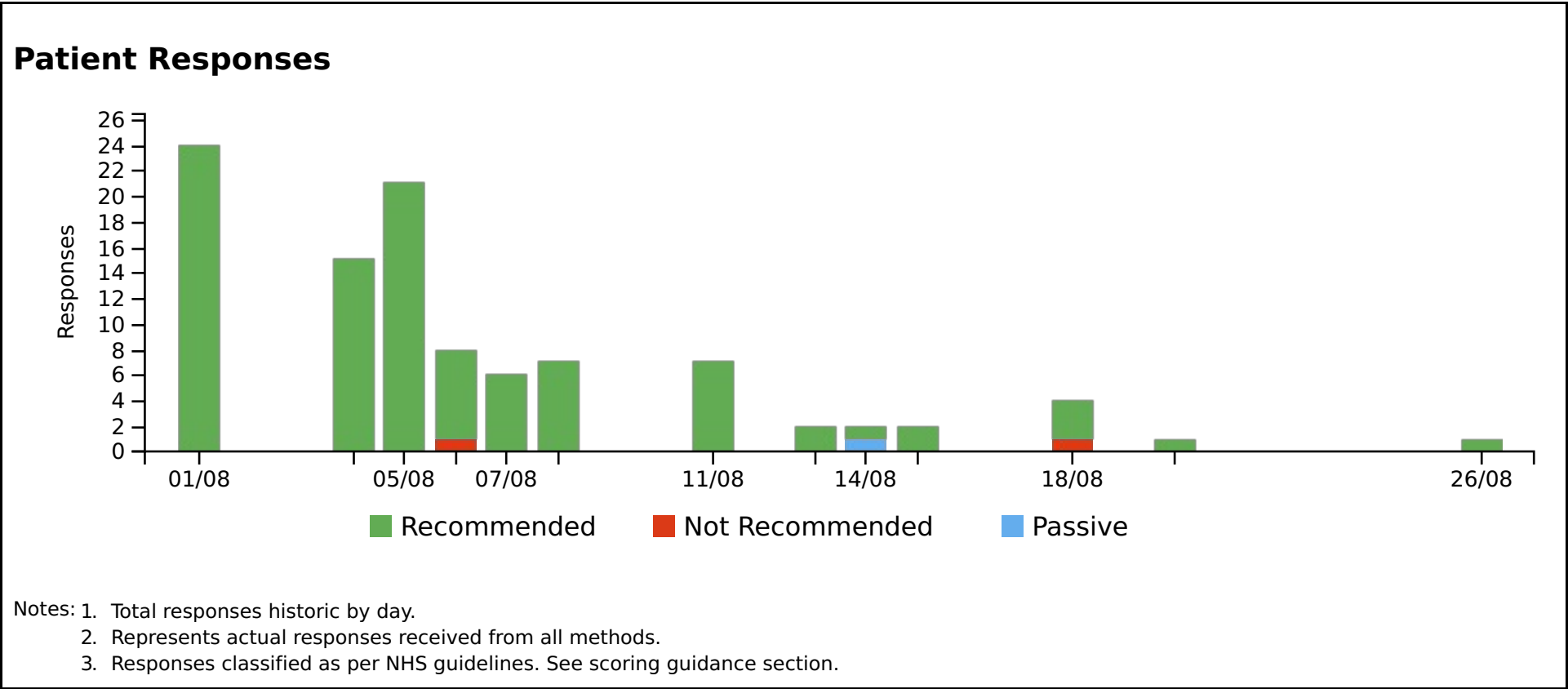
Practice Score: Day of the Week Analysis

Day	Recommended (%)	Not Recommended (%)
Monday	98	5
Tuesday	100	0
Wednesday	92	10
Thursday	88	0
Friday	100	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	11
Arrangement of Appointment	13
Reference to Clinician	37

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

- ✓ Not too long to wait , Nurse always friendly .
- ✓ On the whole very good doctors, pretty easy to get an appointment, reception are very helpful
- ✓ Always find the doctor's and support staff helpful and informative
- ✓ Best surgery
- ✓ On time and thorough
- ✓ The telephone appointment was on time as scheduled. Also received a reminder one day in advance explaining that it would be with my GP Dr Kingston. The call was unhurried clearly outlining the results from recent tests and explaining the next stage! A very good dialogue! Thank you all
- ✓ Quick response to my request and all good
- ✓ I was responding to your Anonymous Survey of Tuesday 's date!
- ✓ Dr Ram was very clear I telling me what was happening and listened to what I had to say
- ✓ I was seen really quickly, I was satisfied with my diagnosis and I was treated very cordially.
- ✓ Appointment professional and injection excellent
- ✓ Friendly Doctor helpful
- ✓ Staff all very nice and and caring
- ✓ My initial message regarding symptoms was answered promptly and the appointment with Dr Feyijimi was arranged. Dr Feyijimi made me feel comfortable and confident during the consultation. He was very thorough and professional. Thank you to the everyone at Lydden surgery.
- ✓ Everyone is good
- ✓ Very helpful
- ✓ Prompt attention and call back from triage and reception. Followed by appointment that morning. Dr Nasir highly professional attention. and follow up appointment with Dermatology.
- ✓ I have just moved to the surgery and I have never felt so welcome and looked after , all the staff are so friendly and very helpful
- ✓ Very efficient, doctor listened and helped
- ✓ Appointment on time nurse as brilliant
- ✓ Excellent service, Dr Nazir is a really professional skilled GP, and I feel that she went above and beyond making sure my problems were addressed and made me feel very reassured about the problem I went with
- ✓ It's always a pleasure to see the diabetic team especially Ann, everything is always explained thoroughly and I always leave feeling reassured thank you
- ✓ The Gp was so lovely and very thorough
- ✓ The doctor informed me of my test results and reassured me about the further tests I need to have.
- ✓ r GP practice overall, how was your experience of our service? very good, 2-Good, 3-Neither good nor poor, 4-Poor, 5-Very poor, on't know
- ✓ I had checked in and before I had sat down, I was called over the intercom to go to the Drs consulting room.
- ✓ Very quick and very thorough assessment, doctor listened to me too and helped in the best possible way.
- ✓ Because the service was quick and efficient
- ✓ Doctor Kingston always has time to listen and is very thorough.
- ✓ Appointment on time very pleasant nurse carried out procedure very efficiently
- ✓ On time, kind sympathetic nurse
- ✓ Dr Kingston was excellent, kind and thorough
- ✓ Treated well and helpful
- ✓ First class service could not fault
- ✓ Attentive service
- ✓ 2 = 80%. Well above a pass mark.
- ✓ Regardless of the time the dr took the time to talk over my problem and symptoms, discussing a plan and alternative medication. The service and care provided as outstanding and I felt listened to and that the dr actually cared about finding a solution to help with my stomach pain.
- ✓ Very good 1
- ✓ Because the doctor was very pleasant and easy to talk too.
- ✓ Saw nurse for heart monitor she was very helpful and professional especially on the computer
- ✓ Ann provides an excellent professional service. Her advice is tailored to my needs.
- ✓ GP was very thorough and keen to investigate the problem. Everything good - reception, clean welcoming building, great staff!
- ✓ The doctor who saw me today ,she was fantastic, the only thing can be worked on is to see patients at the time the appointment is .
- ✓ After talking with doctor, agreed further tests to check other options for my health issues. I felt the doctor was listening and understanding what I was feeling.

- ✓ Dr Fordham is extremely knowledgeable, professional and caring.
- ✓ *Good communication. Pleasant hassle free experience.*
- ✓ Caring and compassionate people
- ✓ *Well I given a 1 as your medical services you practice provide welieve is very good on the medical side very friendly approach bhe doctors nurses reception and dispensery team so a A+ for lydd*
- ✓ I have always found the practice to be very good
- ✓ *Staff friendly but running late*
- ✓ Good quick
- ✓ *It was good service*
- ✓ Always a professional approach no matter what my issue kind friendly and if I can not be seen at the surgery and it isn't urgent the very kind reception team will arrange an appointment at my local hospital. I am very lucky to have such a fantastic GP surgery
- ✓ *My Doctor puts me at ease by explaining her thought process clearly. This enables me to understand the steps that she is considering for my health/care. My doctor is proactive and listens attentively to me.*
- ✓ Phone message early pm seen at 4pm
- ✓ *The appointment was at 835 ... I went in at 850, if not later.*
- ✓ I got an appointmeny promptly, and the doctor listened compassionately to my concerns
- ✓ *Thorough, went through options, straightforward, human!*
- ✓ Dr Kinson is approachable and through.
- ✓ *Although the appointment was 24 mins late, the nurse was good*
- ✓ The doctor I saw was extremely helpful and made me feel very comfortable and able to talk about my issues. I left feeling relieved, helped and back to my normal self
- ✓ *Because you're always helpful when we're struggling to get an appointment, either because technology has beaten us or we want to see a particular doctor.*
- ✓ Very fast appointment from initial online contact. System works smoothly. Also polite receptionist on phone
- ✓ *Easy to follow & prompt reply*
- ✓ Karis is a brilliant nurse, always so kind and helpful. The vaccine she gave me was pain free - such an excellent nurse who is an asset to the surgery.
- ✓ *Good clear communication, treated well and respectfully in a timely manner.*
- ✓ Nurse Ann is just lovely! Thorough and friendly.
- ✓ *Staff always polite, friendly and efficient.*
- ✓ Quick, professional, helpful

Not Recommended

- ✓ **Because I had a good experience**
- ✓ *I asked to reduce my medication. When the Dr phoned me, she just told me how I to reduce the medication to nil within about 4 - 6 weeks. Not once did she ask how I was doing, and did I still want to discuss reducing my doses, and what effects this may have. Previously, Dr Cocker actually had a discussion with me, and gave me advice on what he thought I should do. There was none of this. Its left me with zero confidence in this doctor.*

Passive

- ✓ Telephone consultations are impersonal and could never relay the scope of the issue such as discomfort, expressions of worry or concern, or other emotions attached to issues such as those being experienced by me. How do I relay my mental health issues on the phone, does the doctor see the tears running unseen down my cheek like they were during the call, the look of worry or sadness on my face? No, all of that goes unseen and therefore becomes missed symptoms and feels indifferent.