

FFT Monthly Summary: September 2025



Lydden Surgery
Code: G82227

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
90	6	1	0	1	1	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:

223
99

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	90	6	1	0	1	1	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	90	6	1	0	1	1	99
Total (%)	91%	6%	1%	0%	1%	1%	100%

Summary Scores

97% 1% 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:97%

Percentile Rank:85TH

0%50%100%

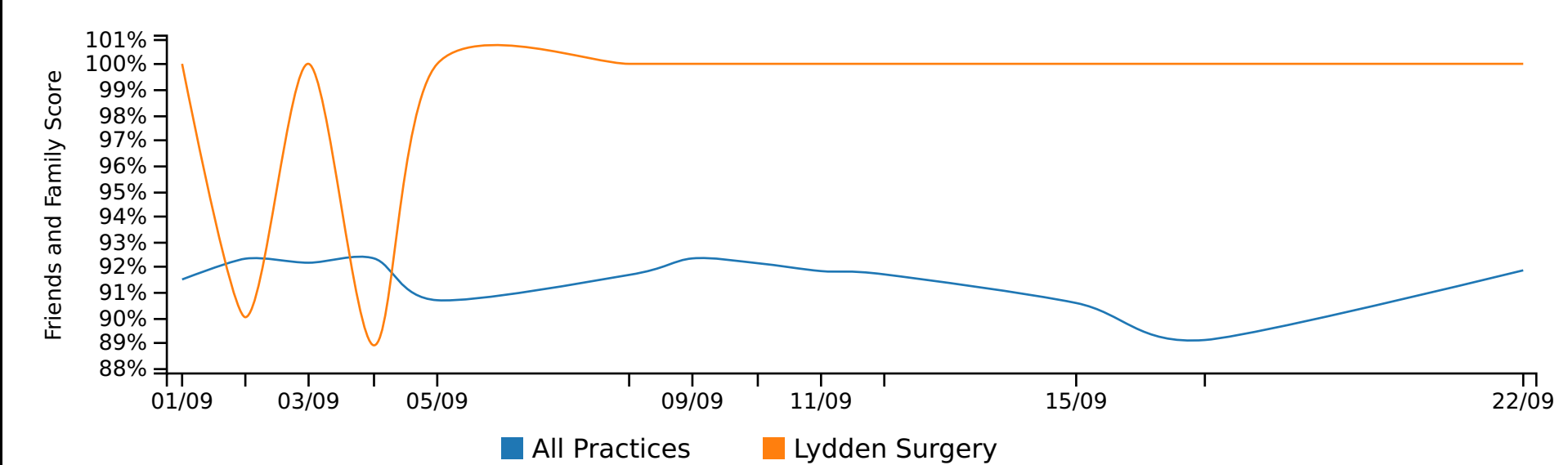
0%Score

LowerMid

97%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 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	87%	91%	93%
Lydden Surgery	100%	98%	96%

Gender

All Practices

92%

91%

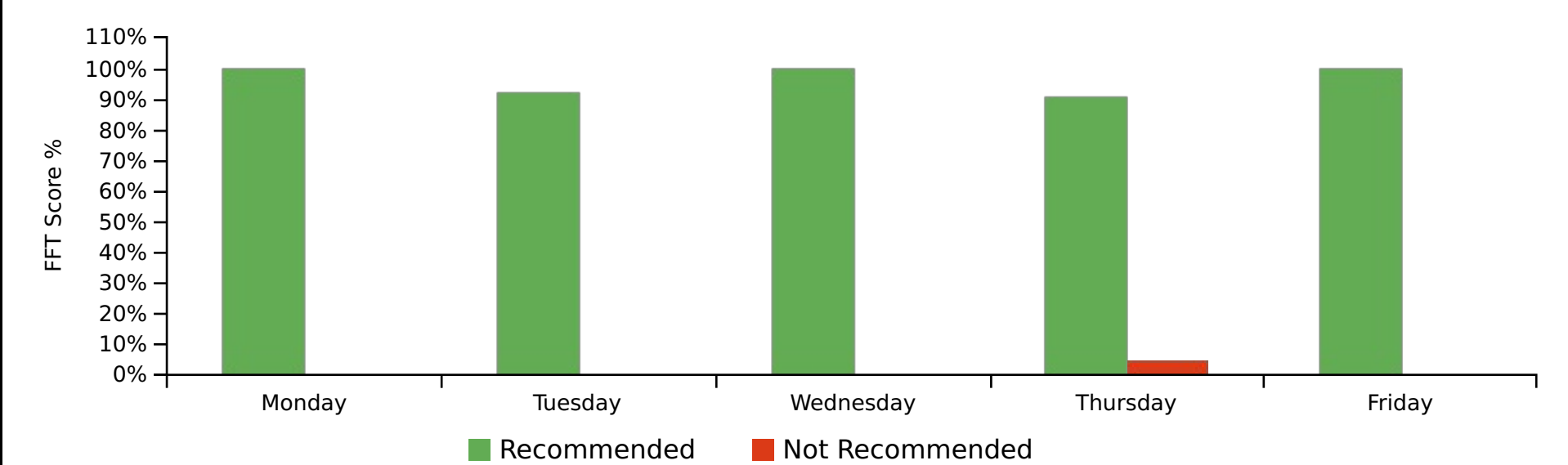
Lydden Surgery

100%

94%

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

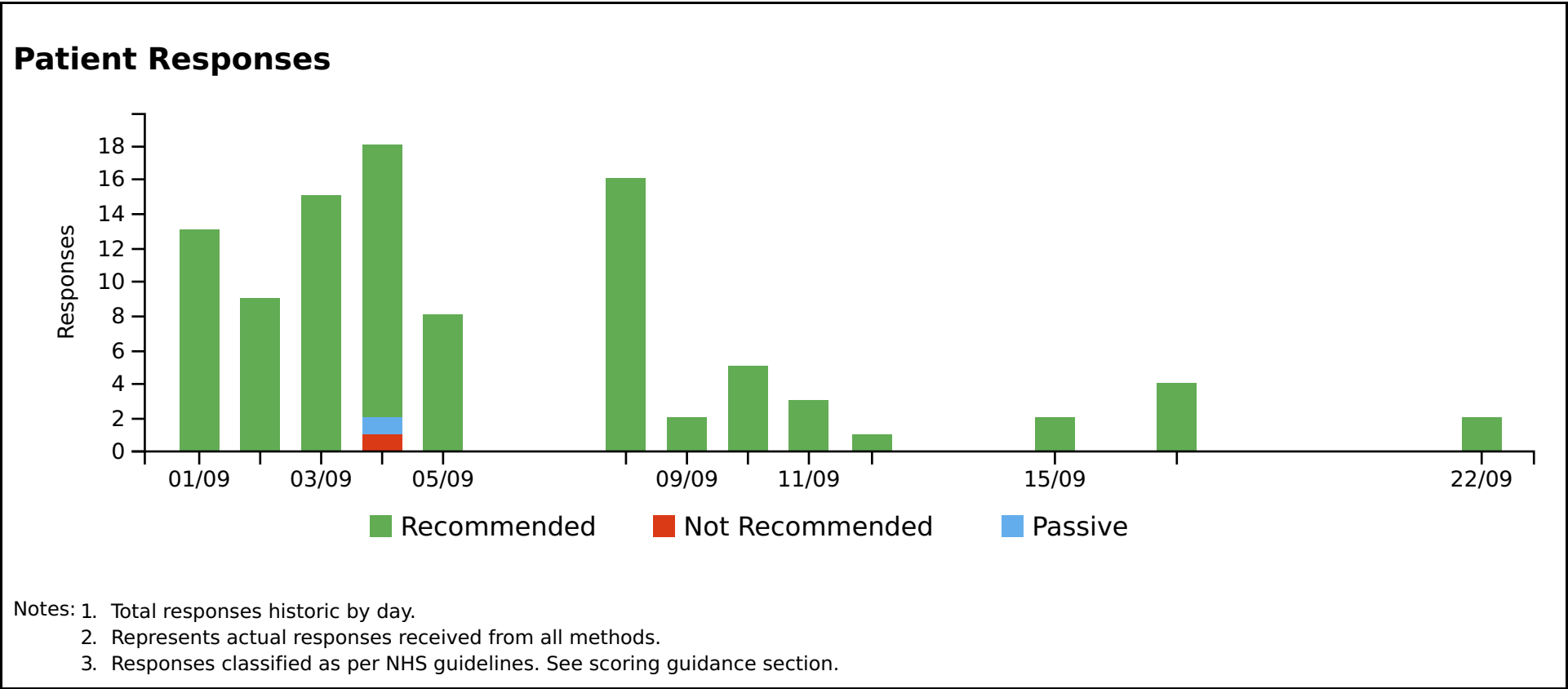
Practice Score: Day of the Week Analysis



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.

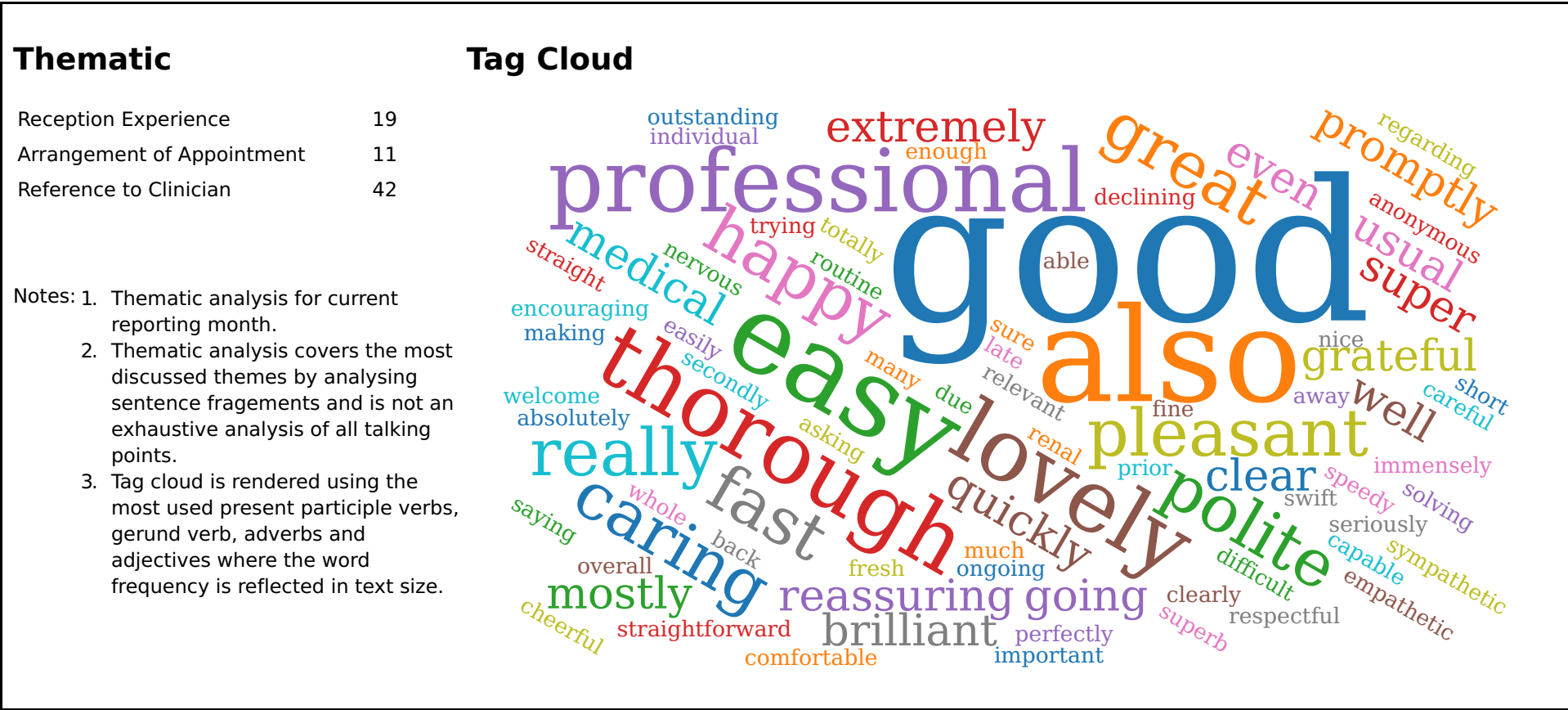
SECTION 4

Patient Response Analysis



SECTION 5

Patient Free Text Comments: Summary



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

- ✓The doctor knew all the relevant facts before she made the call.
- ✓ *Helpful, thorough, easy to understand, both receptionists and doctors are a breath of fresh air after what I am used to where I moved from!*
- ✓Excellent, professional, friendly and encouraging appointment to get my Diabetes II blood and urine test results. Thank you for ongoing monitoring.
- ✓ *Super happy with the care we get from the team at Lydden Surgery*
- ✓Very fast and efficient and Dr Fordham was lovely and made me feel at ease, heard and seen
- ✓ *Excellent and thorough explanations from Dr Kingston re health issues and a referral to renal team due to declining kidney function.*
- ✓I saw a very pleasant nurse to take my blood which she did perfectly.I was seen on time & everything was fine thankyou
- ✓ *Excellent service, good advice given and a very likeable Doctor .*
- ✓I thought I did that
- ✓ *Speedy response to my request. Friendly and reassuring reception staff and GP. Prompt action taken by GP.*
- ✓Efficient swift service
- ✓ *I was totally amazed with how quickly I was seen today without even having a prior doctor's appointment. Everyone from the receptionist, nurse to the doctor was absolutely lovely and brilliant and I can't thank them all enough.*
- ✓Efficient and friendly.
- ✓ *My illness is a very difficult one to treat, but they look outside the box, trying to treat individual symptoms to improve my overall quality of life. They also treat me with respect and integrity as a person, which I am immensely grateful for as the illness I have is not always taken seriously by some medical professionals, so to have the doctors and nurses I do at our practice I am very grateful for. I feel supported by the surgery even though they cannot cure the illness.*
- ✓On time and very efficient.
- ✓ *In and out very quickly.*
- ✓The stitches were removed with care
- ✓ *First of all it was the receptionist that helped me and understood why I was asking what I was , secondly it was Dr Kingston's kind and reassuring approach with me .*
- ✓Doctor Williams was very understanding and helpful. Appointment was right on time.
- ✓ *Dr Kingston is an outstanding doctor. Such care and compassion, sets her above many doctors*
- ✓Routine blood test for repeat prescription
- ✓ *Phone call was made when I was told it would be and nurse was clear about the results and helpful with advice.*
- ✓Friendly and approachable staff
- ✓ *DR Kingston listens and always does her best to resolve your iss*
- ✓Good service!!
- ✓ *I got an appointment easily and was seen promptly. Dr Fejime reassured me and put me at my ease, explained everything clearly .*
- ✓Yes. They are superb. The best.
- ✓ *Everyone very helpfull*
- ✓I always find the surgery really easy to communicate with and all the staff are really helpful
- ✓ *Very helpful and always get back to me regarding my treatment*
- ✓Appointment was on time and staff were very pleasant
- ✓ *The service is very efficient, the staff are very friendly and the service provided is excellent. Very happy to have Lydden Surgery as our family GP.*
- ✓Prompt action
- ✓ *Because the nurse is so caring and explains what she is doing and why.*
- ✓Efficient, friendly service, both Claire and Dr Kingston, were great
- ✓ *Very friendly and efficient nurse*
- ✓Katie the receptionist was extremely helpful friendly polite. Explained how things were going to go.Dr Kingston explained what my problem was and what was going to happen to sort it out
- ✓ *Excellent communication via text and the App easy to book an appointment GPs, nurses and support staff are all friendly and very capable.*
- ✓Efficiency, courtesy and caring. Such important qualities when one feels unwell. Thankyou so much.
- ✓ *Doctor kingston is knowledgeable and easy to talk too.*
- ✓I was nervous this morning and the nurse put me at ease straight away. She was excellent
- ✓ *Really knowledgeable and empathetic Dr, although 24 minutes late on appointment time.*
- ✓Good communication, on time, easy
- ✓ *Doctors and staff are always very helpful and have given good advice.*

- ✓ Appointment was on time and nurse was super nice
- ✓ *Nurse was great*
- ✓ Lydden is a great surgery.All the staff are brilliant.
- ✓ *Caring and sympathetic approach. Also good communication with reference to appointments.*
- ✓ Ann the asthma nurse was lovely & explained everything very well, took care & didn't rush me.
- ✓ *Very efficient*
- ✓ The doctor explained my results very well and talked through what can be done.
- ✓ *I had a friendly welcome and was professionally treated.*
- ✓ Excellent service from DR Kingston
- ✓ *The surgery is first class*
- ✓ The Doctor was extremely thorough and very professional aswell as making sure I understood everything he was doing and saying .He was in no rush and listened to me
- ✓ *Check in was straightforward. My appointment was on time. Karis was friendly and helpful, as usual. Very professional.*
- ✓ The process was clear
- ✓ *The medical and support team have gone out of their way to be helpful to me and my husband*
- ✓ Dr Fordham is a lovely doctor and Dr Williams was also a very good doctor solving my problems
- ✓ *The practice nurse was very professional and put ease .*
- ✓ Excellent communication from the surgery, kind, welcoming helpful staff, GPs in whom one has confidence (that's a view held across my whole family).
- ✓ *Dr Kingston is always so welcoming and approachable and very good at communicating with my daughter.*
- ✓ Friendly receptionist & also the nurse (Chloe) I saw.I was see
- ✓ *Because the doctor saw us promptly she was very thorough and helpful as were all the staff with us..... we couldn't have asked for better treatment*
- ✓ Because when I have to phone the surgery the receptionist is always polite and helpful. Also when I have seen a doctor they are always polite and respectful
- ✓ *Very friendly and helpful staff made me feel relaxed*
- ✓ The reception staff and the nurse I saw were both cheerful and pleasant. The receptionist took time to explain what the process was for what I needed and dealt with it immediately.
- ✓ *Best practice in Kent. All staff so kind and helpful.*
- ✓ Because Ann was very good as usual
- ✓ *Fast, efficient and friendly service*
- ✓ Natalie was excellent. She was careful with my husband who has problems with his short term memory. He was comfortable with Natalie which is not always the case with health care professionals
- ✓ *The econsultation was very efficient and fast*

Not Recommended

- ✓ *It wouldn't be anonymous if I did.*

Passive

- ✓ I do find mostly it's good, but gave a 4 because I get frustrated at not being able to book an appointment over the phone or at the surgery. Also phone doesn't always get answered