

FFT Monthly Summary: November 2025



Lydden Surgery
Code: G82227

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
87	11	1	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:
Responses:

220
100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	87	11	1	0	1	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	87	11	1	0	1	0	100
Total (%)	87%	11%	1%	0%	1%	0%	100%

Summary Scores

98%

1%

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: 98%

Percentile Rank: 95TH

0%50%100%

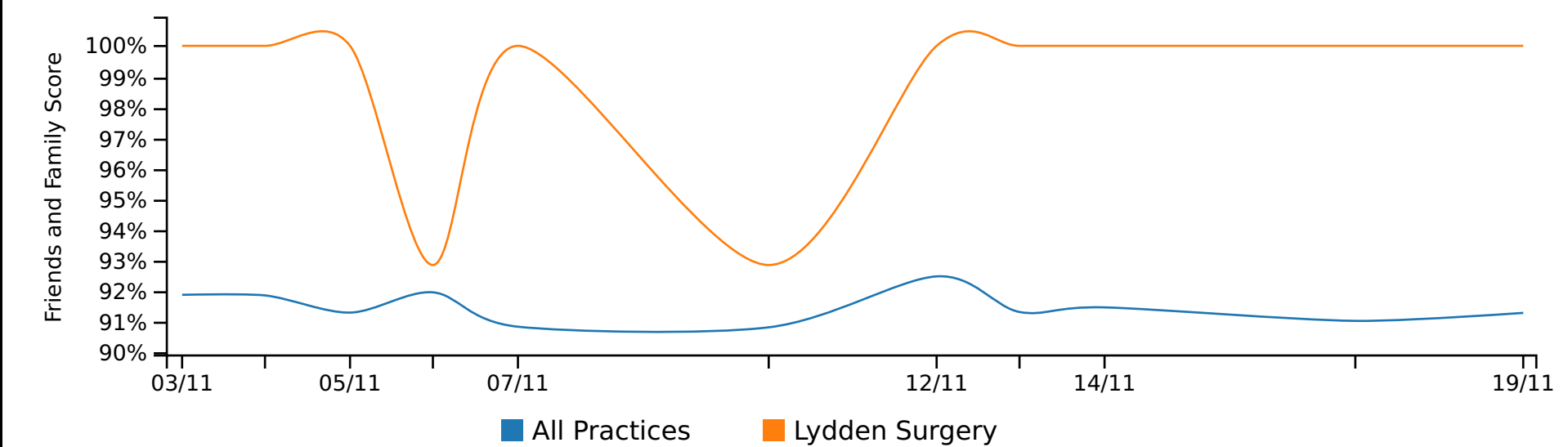
0% Score

LowerMidHigh Score

98%

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 95th percentile means your practice scored above 95% 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	86%	91%	93%
Lydden Surgery	75%	98%	100%

Gender

All Practices

92%

91%

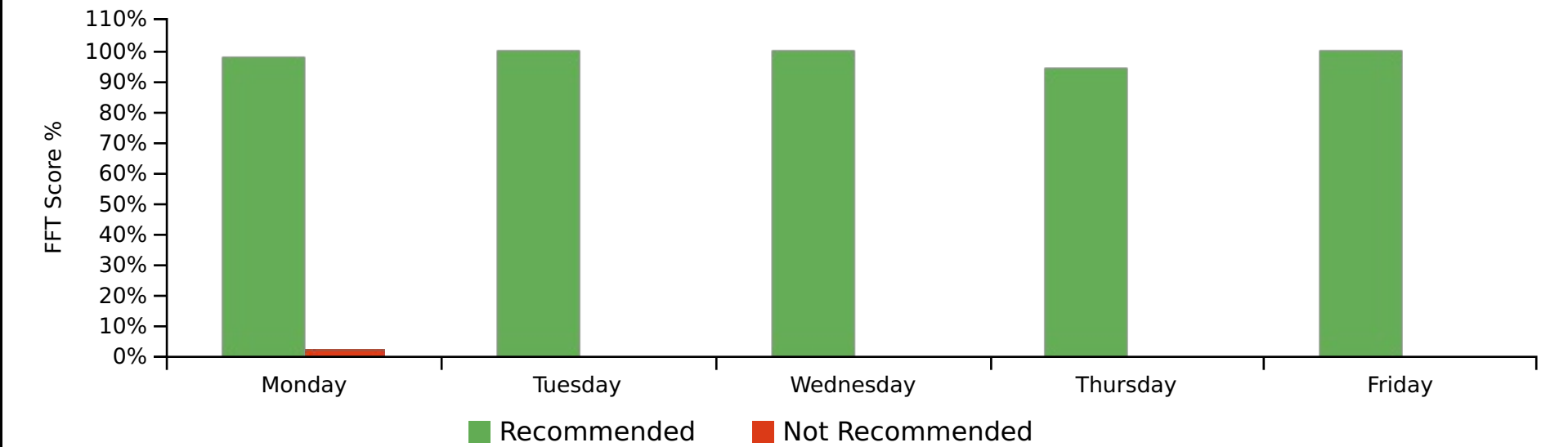
Lydden Surgery

98%

98%

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

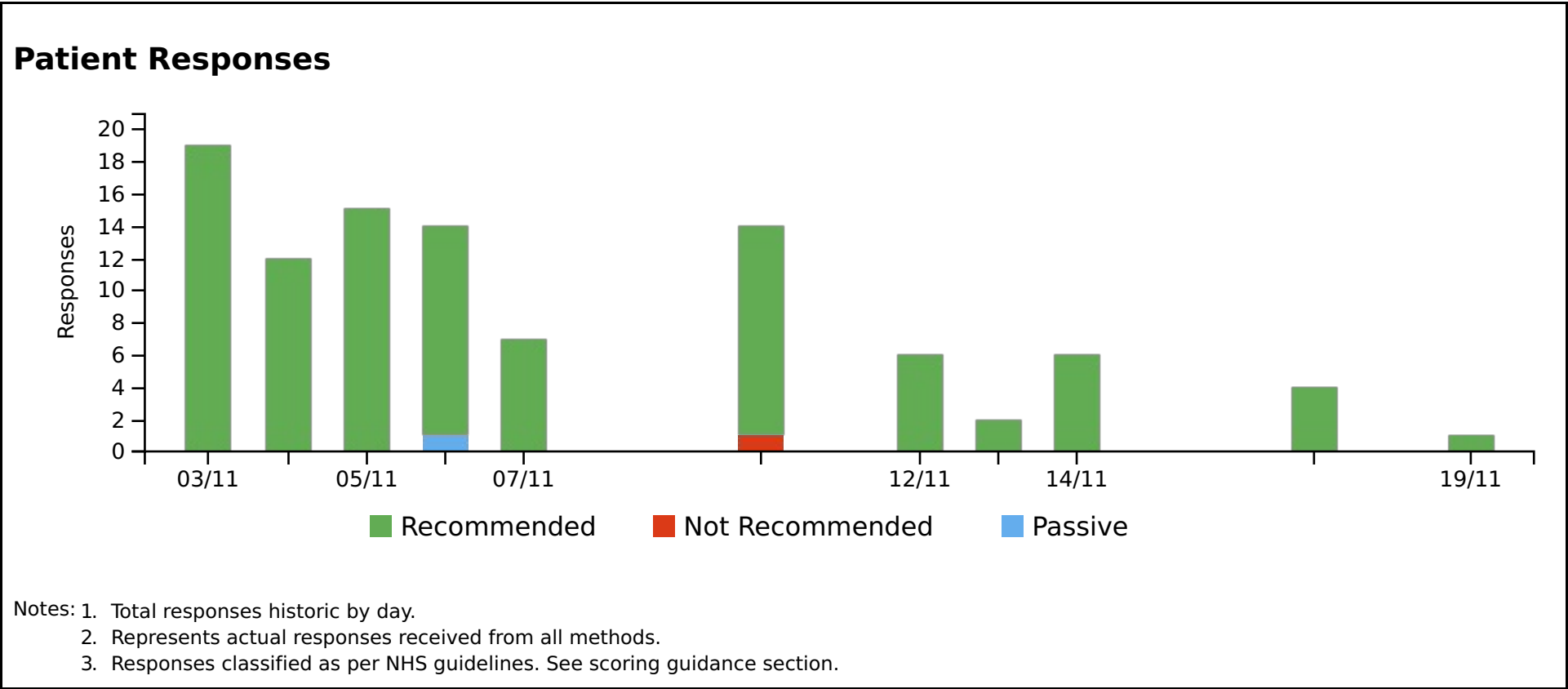
Practice Score: Day of the Week Analysis



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	13
Arrangement of Appointment	9
Reference to Clinician	31

- 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

- ✓ Always professional and helpful
- ✓ *Pleasant attentive staff - reliable and caring. Exceptional dispensary.*
- ✓ The doctor explained everything very clearly and spoke to me in a caring way
- ✓ *Excellent communications.*
- ✓ They run a very efficient surgery.
- ✓ *When you get to see a dr its great but Trying to get through just to ask a question and if your not depressed when you call after listening to your music you could be suicidal.*
- ✓ Dr Nasir was very attentive, supportive and gave me the medication I need.
- ✓ *The surgery got back to me very quickly and had appointment with the doctor that evening .*
- ✓ L gave my answer a one because the staff are very kind and helpful with the people they work very hard and always happy to help you with anything that you need.
- ✓ *Seen on time. Comfortable with the nurse. Felt at ease.*
- ✓ Went out of way to solve difficult problem
- ✓ *Couldn't be a better service*
- ✓ Because it was dealt with very good and with care as normal
- ✓ *Nurse was amazing with my dad as usual explains everything very clearly for him to understand.*
- ✓ Because the service delivery was very good
- ✓ *Made me feel relaxed and explained everything*
- ✓ Everyone involved were very friendly and efficient.
- ✓ *very helpful with advice on how to make changes to prevent type 2 diabetes*
- ✓ On time
- ✓ *Nicola, the nurse, was so good and so helpful ?*
- ✓ Very fast responses when asking to see gp very helpful and polite
- ✓ *Fast result*
- ✓ Quick response to my email enquiry and appointment confirmed.Clean, welcoming reception. Got to see my usual Dr who understood my situation.Happy as advised to go to hospital. Dr called and arranged this, so overall an excellent service.
- ✓ *Ann, the nurse was very helpful and understanding.*
- ✓ Prompt and good GP explanation with prescription and follow up Dermoscope promptly organised
- ✓ *Staff are friendly, approachable and communicate information in a professional and reassuring manner. Excellent.*
- ✓ Because she answered my question and helped me
- ✓ *Karis thorough pleasant and efficient*
- ✓ All the staff were friendly and didn't have to wait long very good service
- ✓ *Apart from a delay of appointment the service was well organised and professional*
- ✓ Nurse was lovely and procedure made pleasant
- ✓ *My appointment was ontime,very thorough,the nurse was very kind .*
- ✓ Always pleased with your service thank you x
- ✓ *Because, from the reception girls, the pharmacy girls to the wonderful nurses Nicky and Karis who look after me on a weekly basis to the super Dr Fordham who looks after me. I wouldn't want to lose Lydden Surgery.*
- ✓ Doctor was really helpful and listened, all the doctors are amazing at the surgery, all staff are really helpful
- ✓ *Radio playing too loudly in the waiting room, and had to wait for 10 minutes. The actual procedure (a vaccination) was quick and efficient*
- ✓ Very efficient and a pleasant experience, thorough and informative, explained in depth about my treatment, a very positive kind professional.
- ✓ *Good information sharing , highly professional*
- ✓ Friendly, good service
- ✓ *Very lovely staff and consultation was really pleasant and well informed.Overall a very pleasant place to be.*
- ✓ As always fab service and very caring staff
- ✓ *The nurse was brilliant*
- ✓ Natalie was very kind, felt at ease. Appointment on time too.
- ✓ *Because they actually saw me in the surgery very ill and made a decision to see me urgently. I had been at home all day waiting for a phone call .*
- ✓ Got an appointment same day as asking.And the doctor was very nice and helpful

- ✓ *Receptionists always polite and I feel Dr Fordham genuinely wants to help.*
- ✓ I had a very good appointment with the nurse. She was extremely helpful and professional.
- ✓ *Helpful advice*
- ✓ Very good service when ordering medicine
- ✓ *The Doctor was prompt, informative and very helpful*
- ✓ I was seen on time, the discussions and advice were pleasant and professional
- ✓ *The service I have received from Dr Kingston has been exemplary. She has been kind and compassionate and mindful of my mental health because of my condition.*
- ✓ Jayne was very good lovely lady
- ✓ *Raised an urgent consult this morning, prompt response and appointment for the same day arranged. Doctor was thorough and empathetic.*
- ✓ Superb nursing staff and reception staff are also great
- ✓ *On time. Always lovely to see nurse Chloe.*
- ✓ I was seen promptly and friendly experience
- ✓ *I was on time and the nurse was very good at her job*
- ✓ Karis was amazing and really gentle with me My previous smear test had been extremely painful, but she was so kind and this one was so much better and I'm very thankful for the care she took
- ✓ *I missed my GP's scheduled phone call because I was driving to the chemist to get a COVID test. My husband has tested positive. When I rang the surgery to explain, the receptionist arranged for Dr Nasir to ring me back, which she did shortly after, and we had a full phone consultation , which answered my questions on a number of my treatments for various chronic ailments.*
- ✓ The nurse that treated me Chloe Giles was very helpful, friendly and professional. It was actually a pleasure to come to the surgery. Chloe was excellent and made me feel completely at ease despite my fear of blood tests.
- ✓ *Because I was very happy with the service very polite*
- ✓ Friendly service good information about procedure slightly behind time schedule
- ✓ *Just happy with everything, phone call and outcome*
- ✓ The app. Didn't go quite as smoothly as expected .
- ✓ *Lovely friendly staff- both on reception and the nurse. Appointment was a bit late but I didn't mind waiting at all. Waiting room is pleasant and not crowded.*
- ✓ They have been very thorough with my husband and so very kind and understanding to myself, very quick to react when needed
- ✓ *Because the Dr took the trouble to call long after hours and was prepared to go through several issues with me.*

Not Recommended

- ✓ Dismissed without due care and attention. Teenaged girl, not herself, tummy pain, query chronic appendicitis (Dr cut us short "it doesn't exist" despite what the nhs site advises) or something else?I have queried urine test, bloods? Told not necessary. If not happy with decision, go to A&E I was told.I'm really saddened by this, think my daughter deserved a little more care.

Passive