

# FFT Monthly Summary: March 2026



Lydden Surgery  
Code: G82227

## SECTION 1 CQRS Reporting

**CQRS Reporting**

|        |        |        |        |        |        |        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
| 88     | 6      | 2      | 2      | 2      | 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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients:**  
**Responses:**

**231**  
**100**

|                      | Very good  | Good      | Neither good nor poor | Poor      | Very poor | Don't know | Total       |
|----------------------|------------|-----------|-----------------------|-----------|-----------|------------|-------------|
| SMS - Autopoll       | 88         | 6         | 2                     | 2         | 2         | 0          | <b>100</b>  |
| SMS - User Initiated |            |           |                       |           |           |            |             |
| Tablet/App           |            |           |                       |           |           |            |             |
| Web/E-mail           |            |           |                       |           |           |            |             |
| Manual Upload        |            |           |                       |           |           |            |             |
| <b>Total</b>         | <b>88</b>  | <b>6</b>  | <b>2</b>              | <b>2</b>  | <b>2</b>  | <b>0</b>   | <b>100</b>  |
| <b>Total (%)</b>     | <b>88%</b> | <b>6%</b> | <b>2%</b>             | <b>2%</b> | <b>2%</b> | <b>0%</b>  | <b>100%</b> |

**Summary Scores**

94%

4%

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:

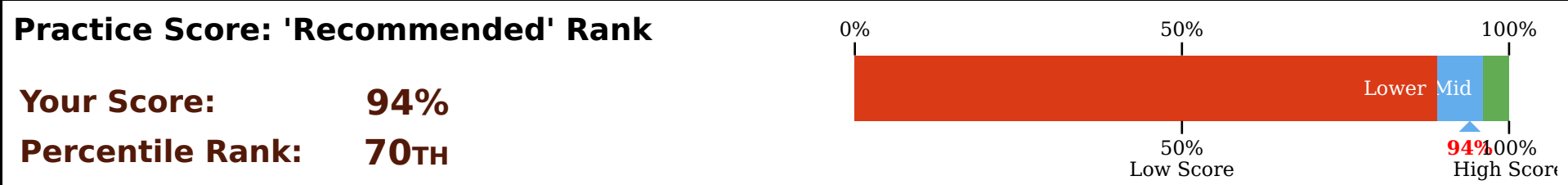
Recommended (%) = 
$$\frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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:

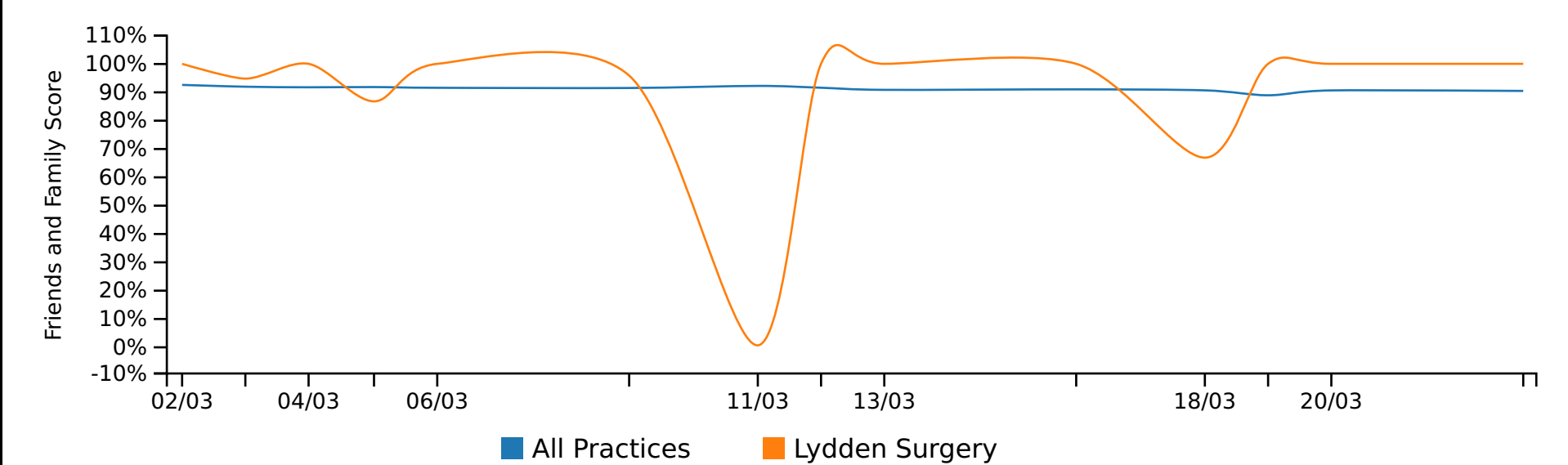
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3  
Practice Scoring



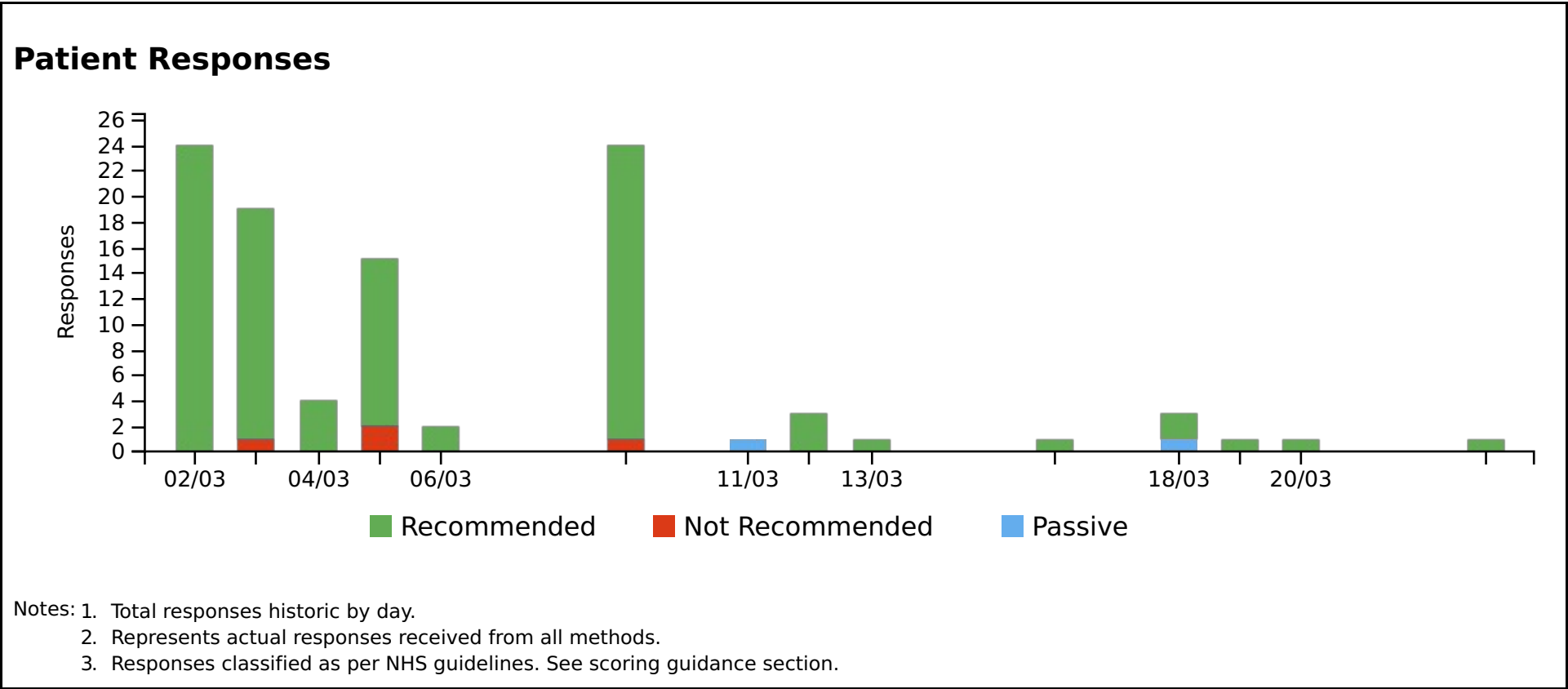
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.  
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 70th percentile means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

Practice Score: 'Recommended' Comparison



SECTION 4

Patient Response Analysis



## SECTION 5

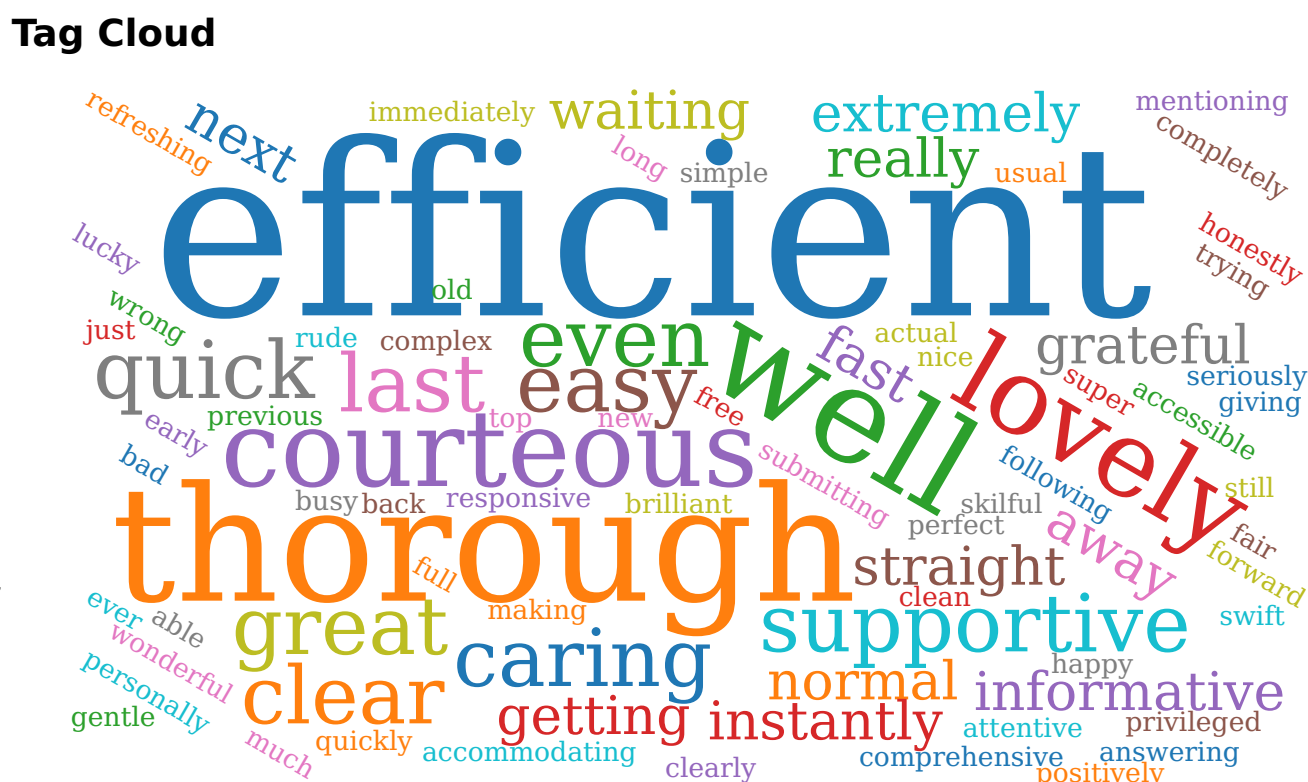
### Patient Free Text Comments: Summary

## Thematic

|                            |    |
|----------------------------|----|
| Reception Experience       | 14 |
| Arrangement of Appointment | 11 |
| Reference to Clinician     | 29 |

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.



## 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

- ✓ Because the response time in getting back to me was so fast after submitting my e-consult
- ✓ *Enquiry was dealt with straight away. Had an appointment with a lovely nurse who took out stitch and organised more pain relief with on call doctor. Perfect. Thank you.*
- ✓ The surgery are brilliant at accommodating my needs and following my communication plan, making appointments accessible for me. They are super responsive and they always try and ensure I see my named GP for continuity, so that I don't have to explain my complex conditions again and again. My named GP gives me the time I need, listens and hears me. She does her best to understand and help me. I'm so grateful for their help and support and all the staff are so lovely and helpful.
- ✓ *Excellent service from the staff who were courteous, friendly and efficient.*
- ✓ Excellent patient care and wonderful treatment
- ✓ *I was seen on time with no waiting and I was listened to and the treatment administered very efficiently- I am very satisfied*
- ✓ System efficient, nurse excellent, skilful and very pleasant. Didn't hurt a bit.
- ✓ *The nurse was extremely helpful, thorough and professional. Provided lots of helpful information. Excellent service*
- ✓ Went in on time, polite a courteous service. Explained results and advised next move .
- ✓ *In and out before the actual appointment time. Very pleasant and efficient nurse.*
- ✓ Friendly & helpful service
- ✓ *Taken seriously and referred quickly. My symptoms were explained well and Dr Kingston was very kind. Thank you*
- ✓ I was given an appointment within 2 hours, seen on time & found out what was wrong.
- ✓ *Punctual, polite, helpful and welcoming*
- ✓ Friendly, easy, pain free!
- ✓ *Messaged early last evening. Had a call with within 30 minutes with advice and an appointment for 9am. Lovely doctor. Very thorough. Felt I was listened to and arranged further investigations.*
- ✓ When trying to get a consolation was told would some be in touch that day and did not the rest of the treatment was excellent
- ✓ *Natalie ( practice nurse) was lovely, it's easy to access all services and surgery a welcoming environment*
- ✓ All staff very professional
- ✓ *Because I had excellent help as normal with my problem Thank you*
- ✓ Service was friendly prompt and efficient
- ✓ *Professional, friendly service.*
- ✓ I received a most excellent welcome as a new patient at the surgery.
- ✓ *Quick and simple service. Nice people on reception and nurse was great*
- ✓ The doctor I have seen the last couple of times has been excellent
- ✓ *All good service.*
- ✓ Helpful and patient reception team, good e-consult and advice..GPs are thorough and personally for me have been very supportive for that I am very grateful ?
- ✓ *Be course its right. if it was bad i would have told you.*
- ✓ Because, as usual doctor kingstone was very thorough ad well as being caring. Also the receptionist was also very good
- ✓ *Very professional kept me updated and answered my question*
- ✓ Fast reply and doctor was kind and considerate I have an appt at 4:30
- ✓ *Great service, friendly knowledgeable staff that put you at ease.*
- ✓ You're made to feel like you really matter, like an old school family surgery
- ✓ *I was dealt with courteously and efficiently.*
- ✓ Very efficient, friendly and helpful.
- ✓ *Friendly, welcoming staff, very clean facilities, punctual appointment, process clearly explained very well before hand as well as follow up care. Given opportunity to ask any questions, was asked to book follow up app which was a quick/ easy process with reception staff*
- ✓ Because the service was very good
- ✓ *I always receive very good service and support from Lydden*
- ✓ A very good service and always helpful.
- ✓ *Natalie was very good and told me to contact her if I have any problems.*
- ✓ The care I have received from the surgery is outstanding. Karis is completely on top of my conditions and the management that is required
- ✓ *Physio, Ram, was thorough and thoughtful in his approach. Gave clear advice and checked for understanding. Dr Femi was a lifesaver, being able to see patient immediately and without hesitation. He was also extremely supportive. attentive and comprehensive in his treatment. Excellent service all round.*

- ✓The nurse was friendly and polite.
  - ✓*This is the first time I've been to Lydden surgery. It was so refreshing from my previous surgery. Checked in on the system in the reception. I saw Mrs Giles who was so friendly and put me at ease instantly. I needed to arrange a cholesterol blood test and it was booked instantly for Monday morning. Honestly I feel so lucky and privileged to be with Lydden Surgery. Thank you so much.*
  - ✓as always Efficient, friendly and helpful despite how busy they are.
  - ✓????
  - ✓Punctual, efficient and friendly
  - ✓*I have always found everyone at the surgery most helpful and as i said pleasant no complaints at all .*
  - ✓Kind, pleasant, helpful
  - ✓*Nurse was very efficient and could answer all my questions*
  - ✓Prompt service, same day appointment, Doctor sorted out my problem
  - ✓*It was a friendly and informative consultation with clear steps to move forward with my ailment.*
  - ✓Helpful
  - ✓*Because even though there was a power cut and the blood test couldn't be performed, it was rescheduled very efficiently. The staff, as ever were helpful and a credit to the practice. Thank you.*
  - ✓In spite of the practice not have not having electricity, I was seen on time. All the staff are very friendly and professional.
  - ✓*Good service*
  - ✓I was seen on time and the injection was very gentle and she gave me a reminder for my next appointment.
  - ✓*Prompt service, empathetic, caring doctor.*
  - ✓Because your doctors are so polite and understanding! When I was In the assessment room you had two students in there and I think the way doctor Fordham felt with the students I felt was very professional and also very educational for the students! Doctor Fordham even noticed a lump on my nose and asked if the students had spotted it and knew what it was! I just thought it was normal but she recognised it straight away with out me even mentioning it! Not only that I felt down I have done for a while and she really helped to make me feel welcome and very supportive
  - ✓*Jayne was very Professional, knowledgeable and efficient. Great credit to the surgery*
  - ✓Because it is a fair score
  - ✓*Kind caring and professional*
  - ✓The nurse was very helpful
  - ✓*Good practice from Jane and rest of Dr's*
  - ✓Courteous, informative,and helpful .. But long wait for appointment.
  - ✓*Happy friendly Nurse Kelly*
  - ✓Staff always friendly and helpful.
  - ✓*Lydden surgery has an excellent triage system with a very quick response when needed. I've had to use the e-consult service a number of times in the last year and each time the response has been swift and helpful and everyone who works there that I met was pleasant and went out of their way to help.*
  - ✓Prompt appointment good advice given
  - ✓*Staff very pleasant and Doctors take time to find a solution to your problems.*
  - ✓Because it was very professional
  - ✓*Have found triaging system works well in getting appointments, treatment is friendly prompt and courteous, explanations and plans clear*
  - ✓The doctor was very thorough, she asked me lots of questions & listened to my questions, answering them all positively.
- X

Not Recommended

- ✓Been told I would be called on 2 occasions and haven't received a call
- ✓*I don't feel the doctors are giving me the full care*
- ✓Of course! I do not have the ability to get my patient portal nhs info! And i am still waiting 4 my doctors phone call schelduled for 16.30hrs

Passive

- ✓The receptionist was very rude