

FFT Monthly Summary: April 2026



Lydden Surgery
Code: G82227

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
91	6	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:

191
100

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

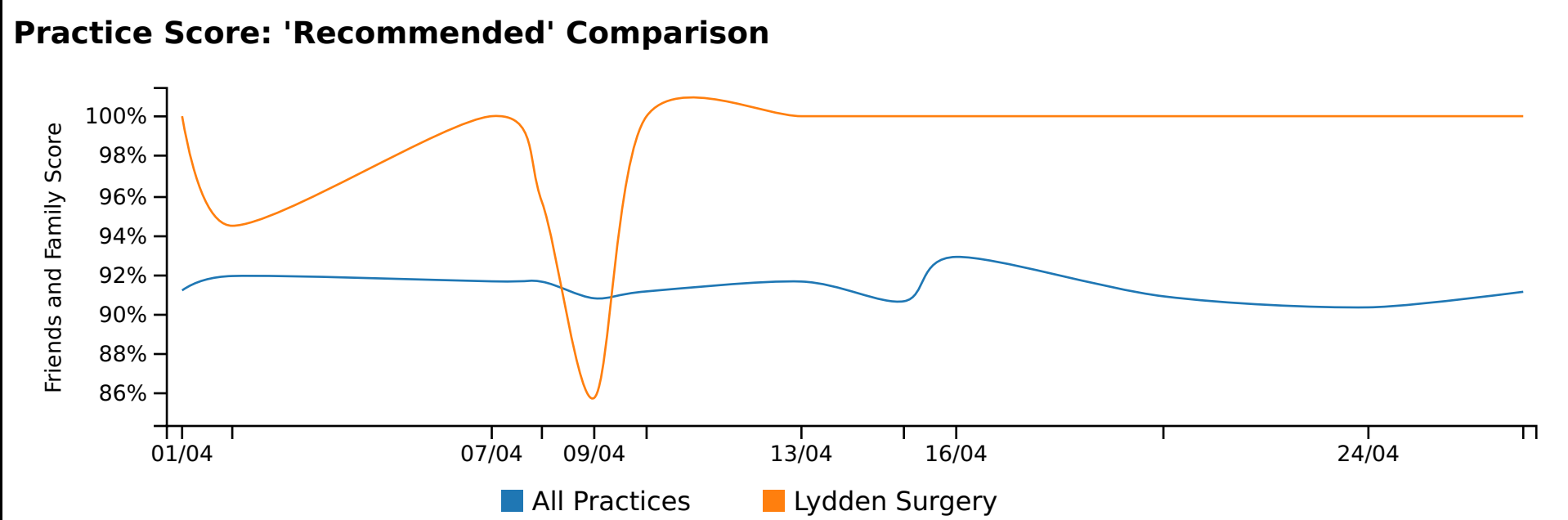
0% Score

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.



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%	90%	93%
Lydden Surgery	100%	96%	98%

Gender

All Practices

91%

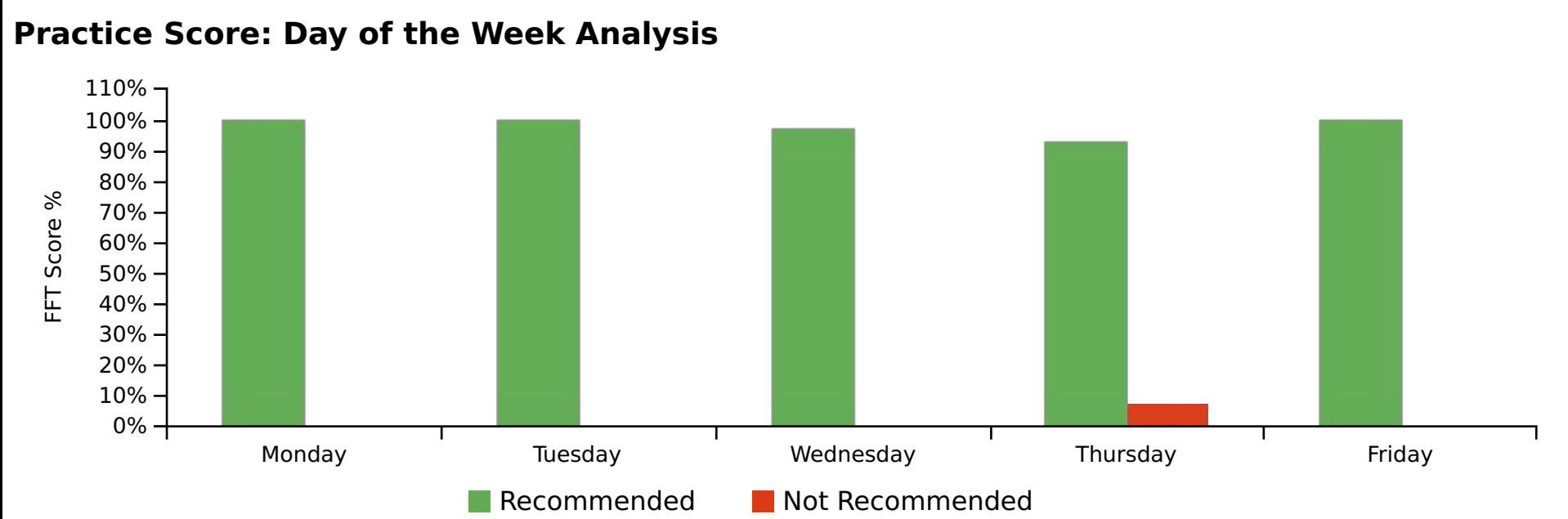
91%

Lydden Surgery

95%

98%

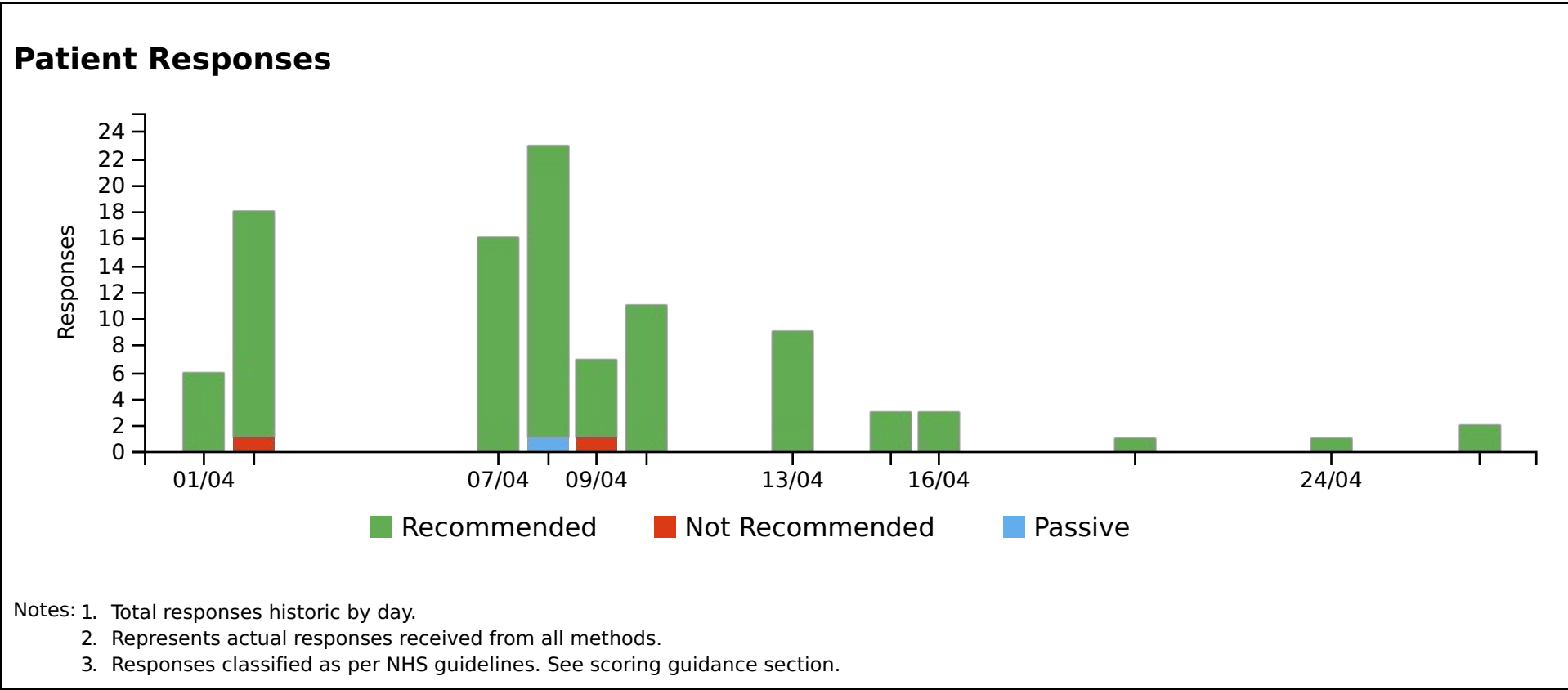
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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

[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

- ✓ Ann was efficient knowledgeable and helpful - a good experience.
- ✓ *Natalie seemingly gives an effortless professional, caring service. Her bubbly personality is always uplifting and she remains approachable throughout. Looking forward to my mother's next appointment. Thank you.*
- ✓ I made contact via the NHS app as I have found phoning disappointing. The service was good this way via the app.
- ✓ *Very good service and feel very confident my health is being monitored properly. Friendly and helpful*
- ✓ I was seen on time and the advice given was easy to understand and appropriate for the issues
- ✓ *I was seen promptly. Care was excellent and the staff from nurses to receptionists are delightful*
- ✓ Surely the score speaks for itself
- ✓ *Excellent care from my doctor for both myself and my son thank you*
- ✓ Prompt responses, friendly staff
- ✓ *I always get to see someone if I need to and have been referred to others if necessary.*
- ✓ Reason why I have given 1 is because since both my husband & I have been patients at the surgery, we have received good care & advice. All staff are very friendly & helpful.
- ✓ *Very thorough and I didn't feel like a time waster, very professional thank you*
- ✓ I didn't have to wait at all. The clinician was very thorough, very kind and helpful.
- ✓ *She was very efficient kind and friendly*
- ✓ Dr was very patient and attentive towards my daughter who was not impressed with the tests. Really lovely nature and very polite and thorough.
- ✓ *Excellent and proactive care from Dr Kingston. Always a friendly reception with helpful, polite staff. Econsultations are always responded to quickly with a plan, usually the same day.*
- ✓ Natalie was great made me feel at ease
- ✓ *Because my old doctors did nothing*
- ✓ Dr Femi was very friendly and informative, kind and patient. He was also thorough.
- ✓ *Because I missed my appointment and the nurse was really understanding*
- ✓ My records on the NHS app are not accurate therefore the records held by the practice are wrong
- ✓ *I got to see the nurse as my appointment and then because I didn't have a doctor appointment, I've got to see the doctor as well very good service*
- ✓ Very friendly
- ✓ *It was on time and quickly dealt with.*
- ✓ Excellent talk with GP but I would have liked to have known a rough time for call- or AM or PM. Was just told the date and any time.
- ✓ *Great service and seen on time.*
- ✓ My experience with the surgery & all of its staff has been a positive one.
- ✓ *I never have any issues with this surgery, I never have an issue getting an appointment and all staff are really pleasant*
- ✓ Friendly, helpful, informative
- ✓ *My appointment was on time. The doctor took time to diagnose me and explain why it was happening, and prescribed tablets with a follow up appointment.*
- ✓ Doctor and nurse both very friendly and professional
- ✓ *All the time I've visited the surgery I found the staff, nurses and the doctors most helpful and pleasant. Thank you.*
- ✓ I was seen very quickly after going on line and Dr was very approachable and listened
- ✓ *Whenever I ring or use E consult I always get a fast response and the advice and guidance I need either through GP, nurse or receptionist. My GP is friendly, effective, thorough and cares about mine and my families health and wellbeing. I feel Lydden Surgery provide a great service.*
- ✓ Cannot fault any of the medical staff Doctors, Pharmacy, & reception my wife and I are very happy ? speaking to friends family their surgeries not as efficient as ours "Lydden" first rate best around for sure ? thank you
- ✓ *Good service*
- ✓ Because the phone call was on time and the person was polite and respectful
- ✓ *Very helpful receptionist and an appointment that morning*
- ✓ Very pleasant staff, efficient service
- ✓ *Such lovely staff. Doctor listened well and very good service*
- ✓ Ann was lovely she was on the same wave length as me. She listened and gave advice that I agreed with. She didn't make me feel bad. Luckily, it was all good news.
- ✓ *My appointment was for a blood test for cholesterol. My PSA test was slightly overdue and I asked the nurse if she could do that too, and she was very accommodating. All this done with a warm smile!*
- ✓ I think the process is very time-efficient and works very effectively.

✓ *The nurse was friendly & very professional*
✓ GP was very kind, informative and listened. The appointment was easy to sort and information has been forthcoming and updated quickly on the NHS APP.
✓ *Very helpful can't speak highly enough*
✓ The service was efficient and friendly.
✓ *As I had only completed the triage at 9:15 prior to my appointment and was seen promptly by a doctor*
✓ I had a blood test. Ms Reynolds was friendly and efficient.
✓ *Every time I have had an appointment with any of the doctors or nurses and the receptionist I have always been made to feel at ease*
✓ All staff are welcoming, kind and professional
✓ *Efficient ,friendly and informative ,*
✓ Always excellent. Fast appointment times, great nurses and Dr Ebbrell was amazing, helpful, patient and seemed to really care. Jayne is wonderful, I see her most months for my B12 and she is just lovely.
✓ *Efficient check in, seen on time, clinician excellent.*
✓ Very informative information
✓ *Because Dr Femi always goes above and beyond. I know he doesn't like praise but he should know he is appreciated!*
✓ Prompt, efficient and friendly
✓ *My appointment by phone was at expected time .*
✓ Because Dr Kingston was extremely thorough, caring and informative.
✓ *Everyone that I interact with is very helpful, professional and supportive. The reception team are excellent and always make themselves available, the nurse team offer great care and additional services that really benefit me, the pharmacy dispensaries staff are very knowledgeable and efficient, and the GPs have a great sense of care and really take a patient-centred approach - I have recently received care from Dr Femi, Dr Fordham and Dr Mead (locum) and they were all excellent and went above and beyond to support me and my health.*
✓ Never have any issues with the surgery
✓ *Seen on time, Jayne is always super friendly and efficient. Gives great advice.*
✓ On time painless, understanding, listening
✓ *Natalie is a very good nurse, she puts you at ease and is very professional*
✓ Rakeesh was so helpful and reassuring
✓ *Dr Kingston is fab, always takes the time and explains everything well. So good*
✓ Problem dealt with, coordinated system.
✓ *Appointment on time.*
✓ Having outlined my medical situation, I was offered a Drs appointment within 2 hours! Having a diagnosis I collected my medication in the following hour.
✓ *Patient, time to listen, informative, friendly and caring*
✓ Appointment on time & lovely friendly staff ?
✓ *Because Ann is lovely..Knowledgeable, caring and funny..*
✓ They have always helped me. I dont know where i would be without them. It's just a shame the specialists are not the same.
✓ *Jane is very professional, knowledgeable, friendly and reassuring. I was seen very close to my appointment time*
✓ The service we received this afternoon was excellent. From the receptionist who took our problem to the swift reaction Doctor Femi was excellent with my husband and caring when discussing the issue with me. He gave us the information we needed if the situation worsenedTo top off the excellent care we were given all the time that we needed
X [REDACTED].

Not Recommended

✓ Appointment running 15 mins late. No real answers gained from consultation and left feeling 'not believed' or cared for. Will not bother again.
X [REDACTED]

Passive

✓ Call was 5 mins before surgery closed. I led the conversation and asked for her opinion and advice. It was very matter of fact. Warmth lacking somewhat.