

FFT Monthly Summary: May 2026



Lydden Surgery
Code: G82227

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
81	15	1	0	1	0	0	0	0	98	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:

227
98

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	81	15	1	0	1	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	81	15	1	0	1	0	98
Total (%)	83%	15%	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

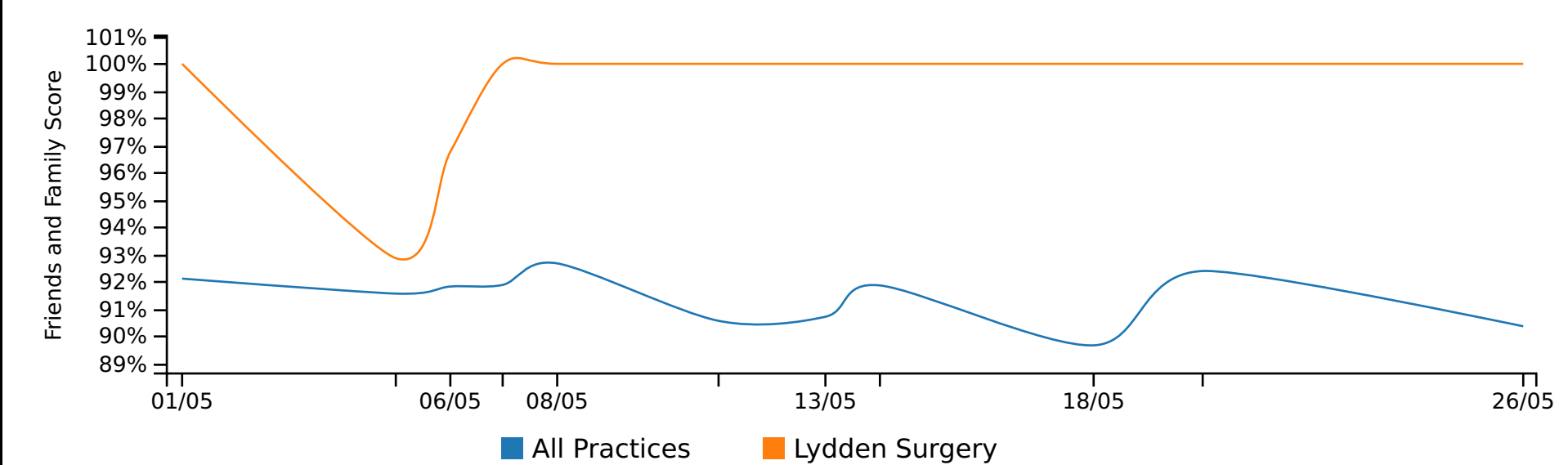
LowerMid

High 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%	94%
Lydden Surgery	86%	97%	100%

Gender

All Practices

92%

91%

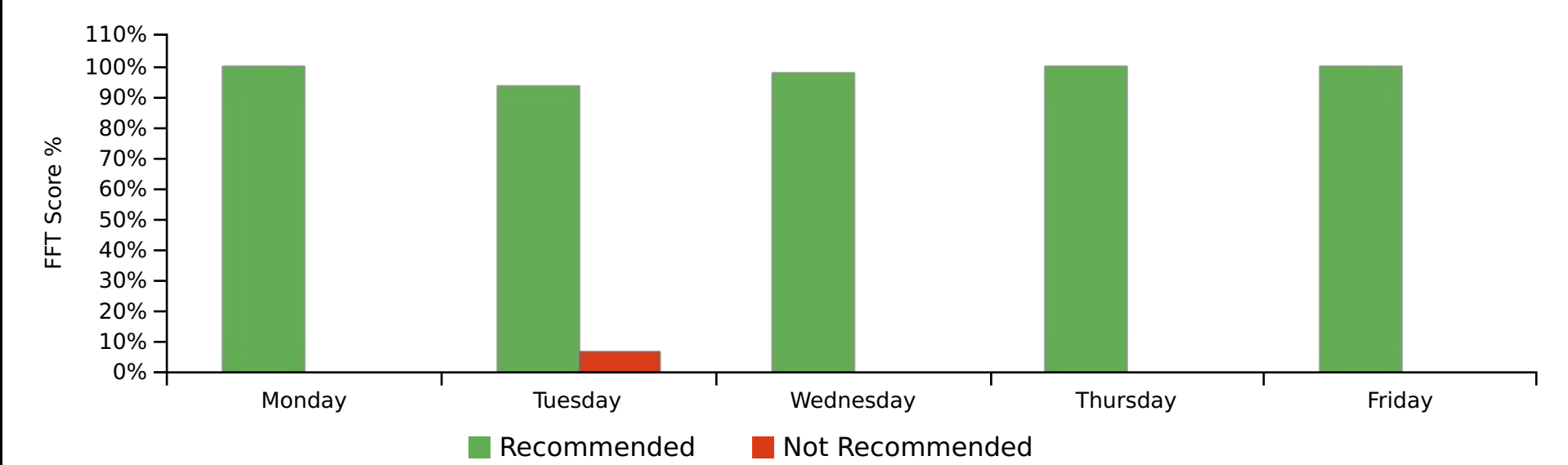
Lydden Surgery

100%

96%

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

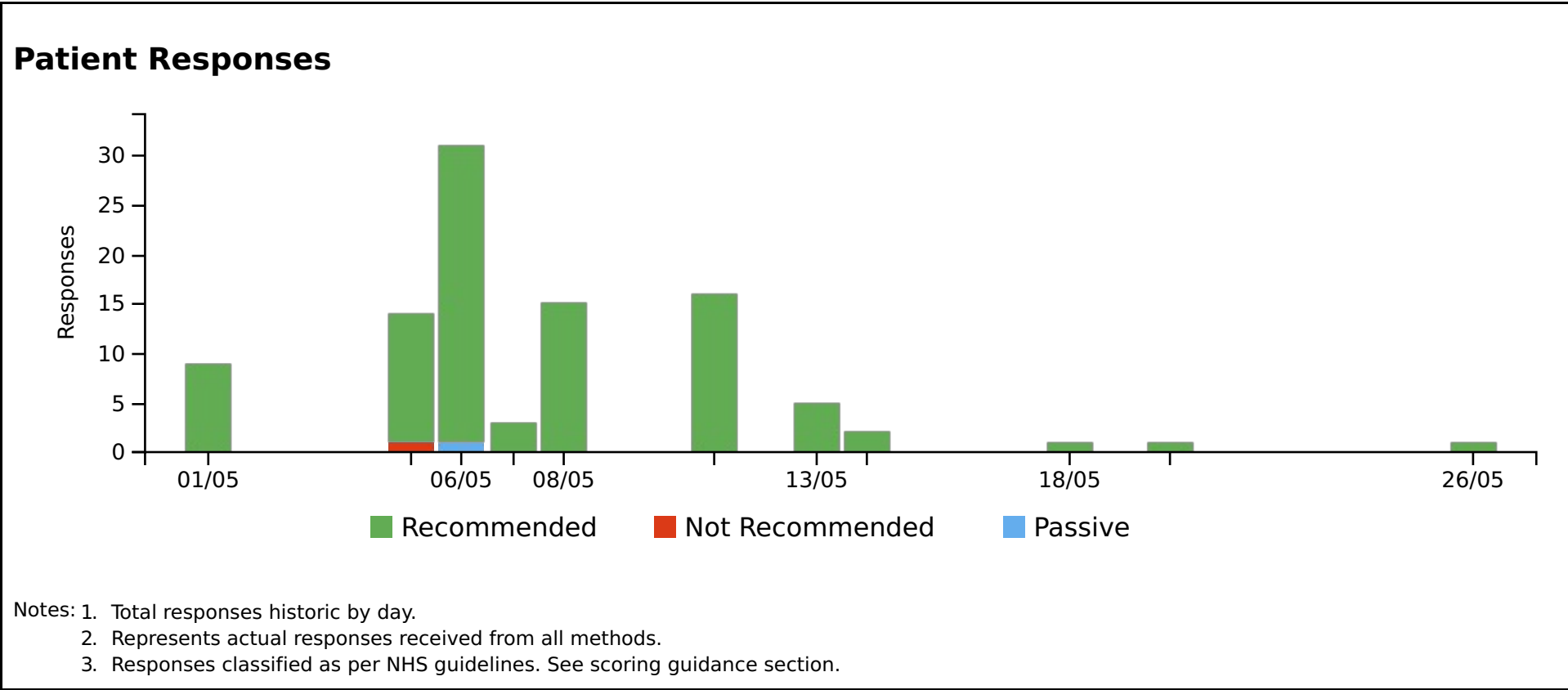
Practice Score: Day of the Week Analysis



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

Theme	Frequency
Reception Experience	19
Arrangement of Appointment	10
Reference to Clinician	30

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

A word cloud visualization showing various adjectives and adverbs. The words are arranged in a circular pattern, with larger words indicating higher frequency. Key words include: polite, quick, well, different, good, happy, clear, friendly, easy, simple, nice, lovely, pleasant, concerning, grateful, long, never, later, poor, lucky, much, medical, national, spotless, properly, especially, ahead, private, approachable, highly, communicating, hard, local, fairly, generally, old, promptly, actually, random, gentle, routine, little, simple, just, signing, giving, holistic, waiting, eager, overseeing, profound, supportive, slightly, also, respectful, initial, effectively, invariably, thorough, caring, exceptional, reliable, ample, free, able, however, online, clean, full, fast, efficient, previous, second, urgent, splendid, courteous, fantastic, bad, physical, together, new, sure, short, modern, available, faultless, convenient, friendly, easy, simple, nice, lovely, pleasant, concerning, grateful, long, never, later, poor, lucky, much, medical, national, spotless, properly, especially, ahead, private, approachable, highly, communicating, hard, local, fairly, generally, old, promptly, actually, random, gentle, routine, little, simple, just, signing, giving, holistic, waiting, eager, overseeing, profound, supportive, slightly, also, respectful, initial, effectively, invariably, thorough, caring, exceptional, reliable, ample, free, able, however, online, clean, full.

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 this has been my experience .
- ✓ Nurse was friendly and helpful
- ✓ Quick signing in, all staff friendly and polite.
- ✓ My appointment was efficiently booked and delivered on time with warmth and professionalism
- ✓ I was treated with kindness and respect. Clearly the Doctor was an expert in her field and I came away assured that my care was her highest priority.
- ✓ Very good & helpful doctors surgery.
- ✓ There was a problem with a computer which created a delay. However the nurses worked together well to clear the backlog of patients waiting.
- ✓ Because it was an excellent service , I was seen by a professional doctor who put my mind at rest after giving me time in the consultation, I would like to thank her very much.
- ✓ Great practice ?
- ✓ Good service
- ✓ Excellent service - friendly and punctual
- ✓ Excellent communication. Full explanation and reasoning behind new medication, both initial and follow-on doses. Referral to physio and to check on progress of a different earlier referral. I was given ample time to make notes and my concerns/questions were heard and addressed. I was very happy with this interview/intervention. Excellent.
- ✓ Always friendly, helpful and professional.
- ✓ Quick response and lovely doctor
- ✓ Professional, good communication, empathy
- ✓ Polite respectful staff
- ✓ Made me feel relaxed and at ease.
- ✓ The reception are always polite and helpful. The Gp, was patient and answered my questions and explained my results and gave health promotion advice and was friendly.
- ✓ Went in on time and sorted out promptly
- ✓ Seen to on same day and helped quickly
- ✓ Nikki the nurse was so kind and gentle when it was hard to get blood for a routine test.
- ✓ As always whenever I have cause to visit the surgery everyone is so kind, courteous and always very very patient
- ✓ Dr Kingston is always great with my daughter not just explaining to myself but explains to my 7 year old as well to help her understand what's going on and how to manage on this occasion her eczema. Full of great knowledge help and advice. I never feel rushed out the door with her and answers all questions I have. Never a long wait at surgery
- ✓ Very knowledgeable and friendly. I felt listened to
- ✓ Stress free booking, appointment on time, helpful and friendly staff
- ✓ I do not answer surveys, if there was a problem I would have said so at reception
- ✓ All staff were helpful
- ✓ Efficient and friendly
- ✓ Despite there being problems with a computer the staff all rallied round to give us our injections with very little delay. Good teamwork!?
- ✓ I always receive excellent professional and prompt service from every staff member I have contact with at Lydden Surgery.
- ✓ Everyone is friendly and helpful.. I can always easily get appointments.. any e consult I send is replied to within a few hours
- ✓ Dr Kingston gave me a full explanation and examination with advice on treatment and exercises plus medication Very satisfied with the Drs attention.
- ✓ The staff are friendly and helpful. Nurse Nikki dealt with my problems and reassured me about my breathing. I am very happy with the practice generally and consider myself lucky to be with them
- ✓ Efficient and helpful appt
- ✓ I get appointments within a fairly short time and the doctors are reliable ie calling when planned.
- ✓ Everyone is very helpful at the surgery and eager to address any health problems me and my full family has. They are a credit to the NHS and they practice the saying it's nice to be nice.
- ✓ Great reception, physiotherapy very knowledgeable and helpful
- ✓ Reception Staff were very polite and helpful
- ✓ Practice well run, local and, the practice team work well in overseeing health promotion, communicating process and
- ✓ Called when they said they would
- ✓ As I don't have internet to book an appointment I had to attend the surgery 3 times in the morning. Firstly the surgery internet was down and I had to return home to ring an hour later, then I had to return to take my urine sample for a nurse to dip test to which I couldn't leave it the first time, then I got an

appointment with the Doctor a couple of hours later who was very approachable and I came away reassured but with feeling poorly wasn't made easy to actually see the Doctor. Thank goodness I was able to get someone to transport me as I don't drive.

✓ *I always find all the staff to be kind & helpful.*

✓ Punctual and knowledgeable.

✓ *Always good service, helpful and friendly staff*

✓ We have been with another surgery before coming to Lydden. And at no time did we get the treatment and care that we get from yourselves. Thankyou very much.

✓ *Great service second to none i consider lucky to be one of there patients ?*

✓ Friendly, assured and professional service provided by nurse.

✓ *Friendly reception staff, Doctor listened and was very helpful.*

✓ Seen quickly and the health professional was very polite and I didn't feel rushed.

✓ *I received exceptional care today. The empathy and kindness shown to me especially given the nature of the appointment were truly profound. Im very grateful to be a patient here and thank you for your ongoing support.*

✓ Gp service ok, reception somewhat lacking as advised to Dr Nasir.

✓ *Seen quickly slightly ahead of appointment time always very caring*

✓ Appointment was on time. Clear details on the inoculation. Clean surgery. Easy check in.

✓ *I find all staff at the surgery, clinical and non-clinical, very helpful and supportive. Any issues I have had, have been dealt with effectively and efficiently. I feel validated and looked after in regard to my physical health issues and i have hope that things will improve for me while under your care*

✓ Simply. I was there this morning for bloods. But it is invariably an answer I give from the splendid treatment I have recieved for years. Thank you Cloe.

✓ *Because the doctors and nurses are there to help all the patients*

✓ On time, lovely nurse, quick and easy.

✓ *Great service, thank you very much.?*

✓ Because the 3 lady's i saw were very helpful .

✓ *Organised, polite and friendly*

✓ On time. e and simple

✓ *Your reception team are fantastic. Very easy to get an appointment. Highly recommended*

✓ Didn't have to wait too long

✓ *Polite, kind, helpful and efficient.*

✓ Everything done very professionally

✓ *Efficient and friendly*

✓ Prompt, knowledgeable and experienced care was provided

✓ *Quick, efficient, explained treatment well and was friendly*

✓ The doctor was very understanding and listened well. She was thorough with her questions.

✓ *Today I contacted the surgery by phone when the national online triage system had failed, my symptoms were concerning but not urgent and I was given an appointment within 3 hours. I was also asked to provide a urine sample before my appointment so that the results were available to the GP. This was so efficient and meant the appointment was well informed and provided with the best outcome. The GP listened and understood but made it clear that there will be follow up tests to be sure my symptoms are properly checked - this service was faultless and turned a concerning medical episode into something being managed by such competent people.*

✓ Quick and efficient service. Very pleasant and informative Nurse.

✓ *Easy to contact, easy process that works. Reception staff are helpful. Spotless surgery, modern and clean. Doctors are friendly.*

✓ Best surgery I've ever had. I have complex medical issues and I am so grateful for the support and care I receive. Especially Karis and Nikki.

✓ *The check in is simple and clear. Those on reception are always polite and helpful. The clinical staff are friendly and helpful and the Nurses and Doctors are first class. It is a privilege to be on the Lydden Surgery register.*

Not Recommended

X [REDACTED]

Passive

✓ The Dr rang while I was in the loo and so I didn't hear.