

FFT Monthly Summary: June 2026



Lydden Surgery
Code: G82227

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
86	10	0	4	0	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:

264
100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	86	10	0	4	0	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	86	10	0	4	0	0	100
Total (%)	86%	10%	0%	4%	0%	0%	100%

Summary Scores

96% 4% 0%

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: 96%

Percentile Rank: 85TH

0%50%100%

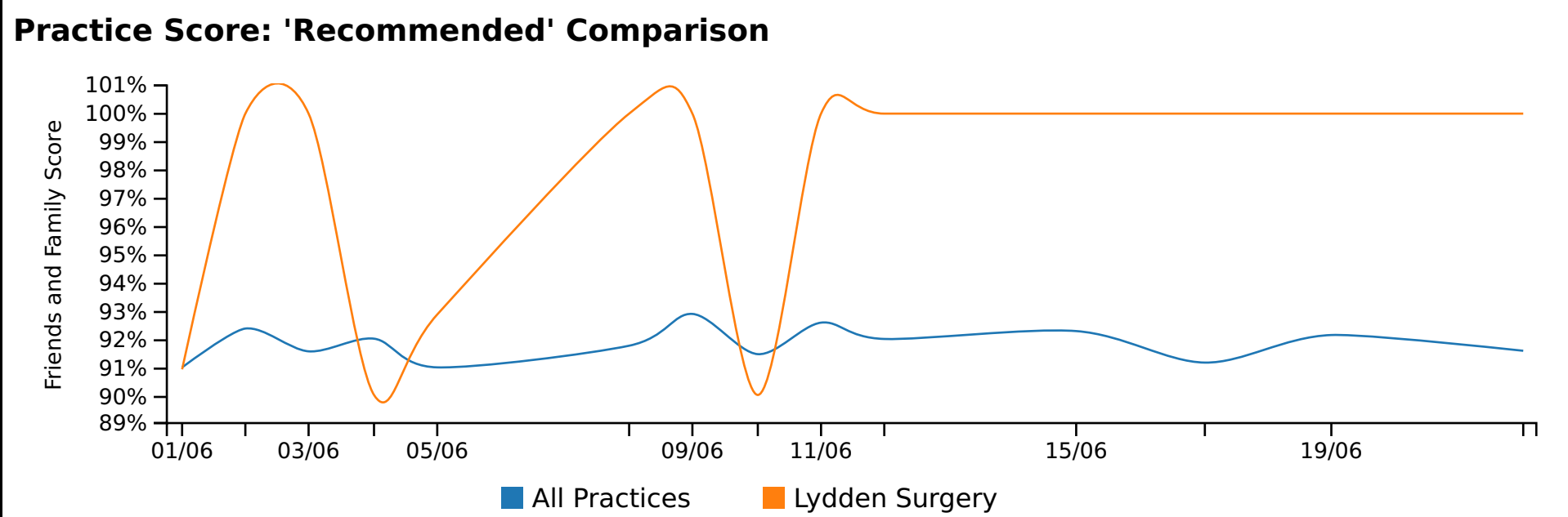
0% Score

LowerMidHigh Score

96%

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	85%	91%	94%
Lydden Surgery	71%	96%	100%

Gender

All Practices

92%

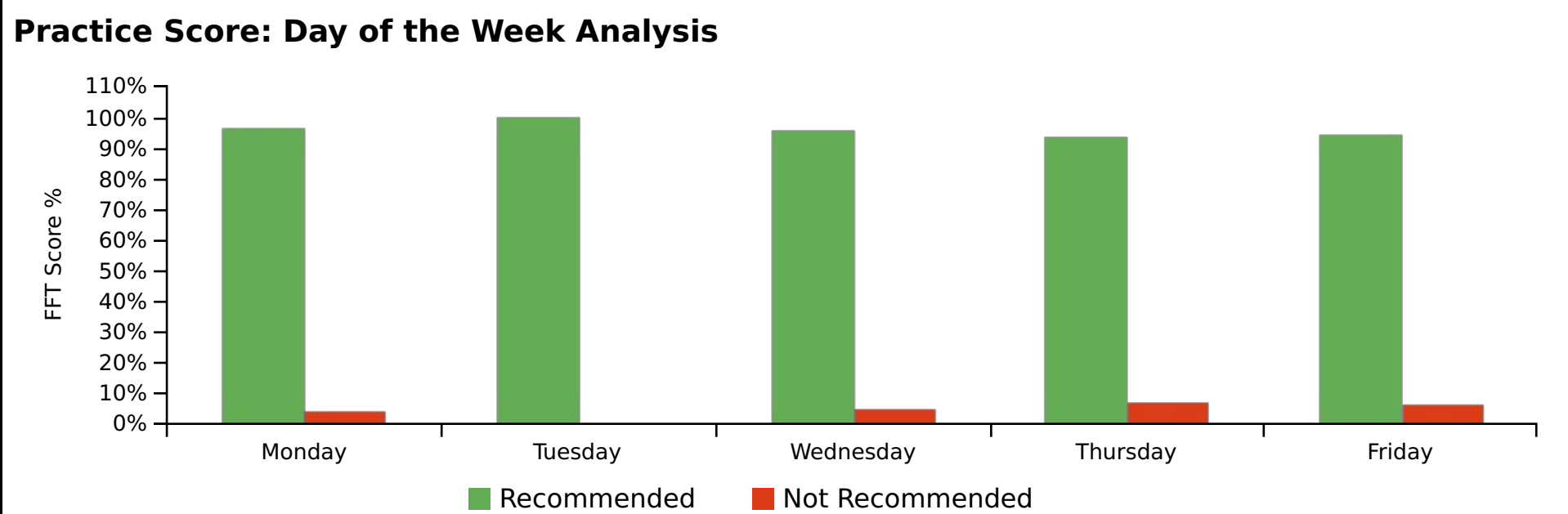
92%

Lydden Surgery

98%

94%

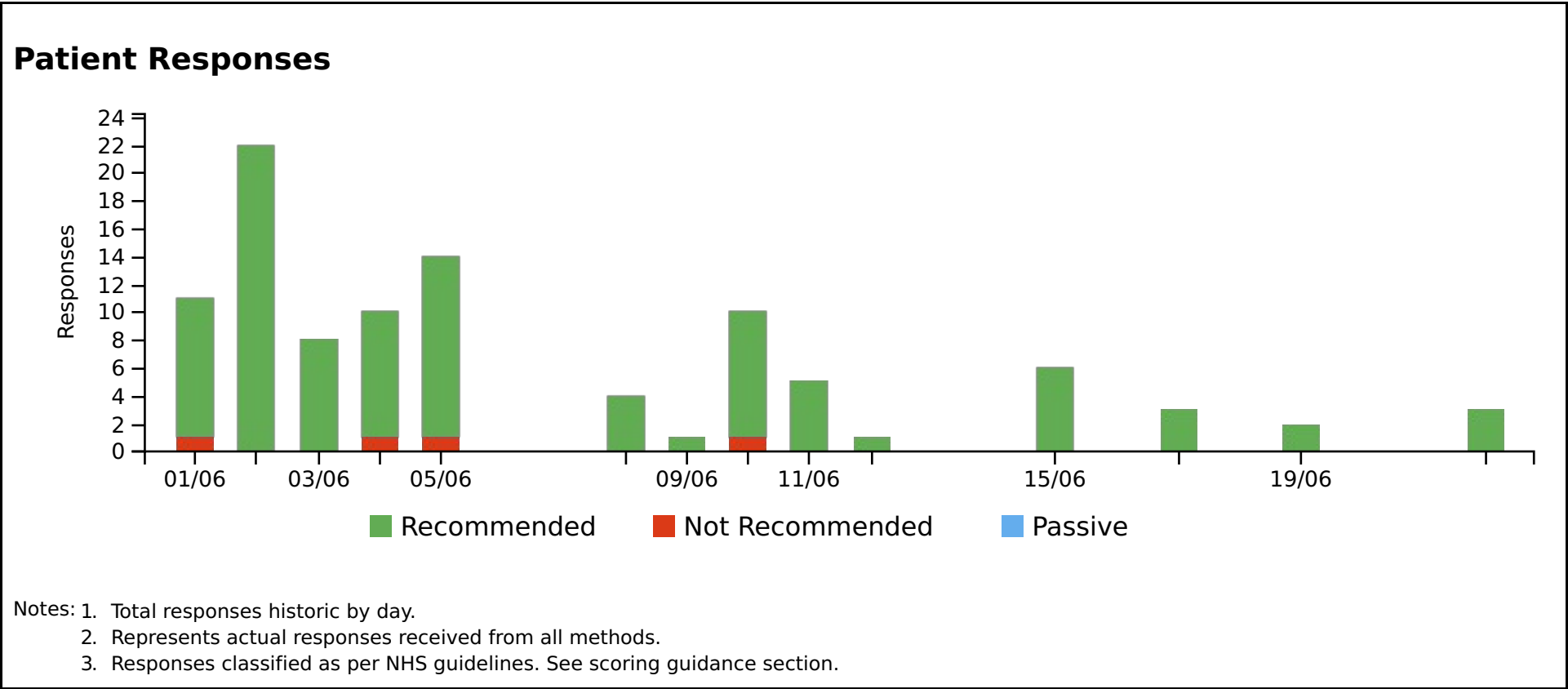
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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

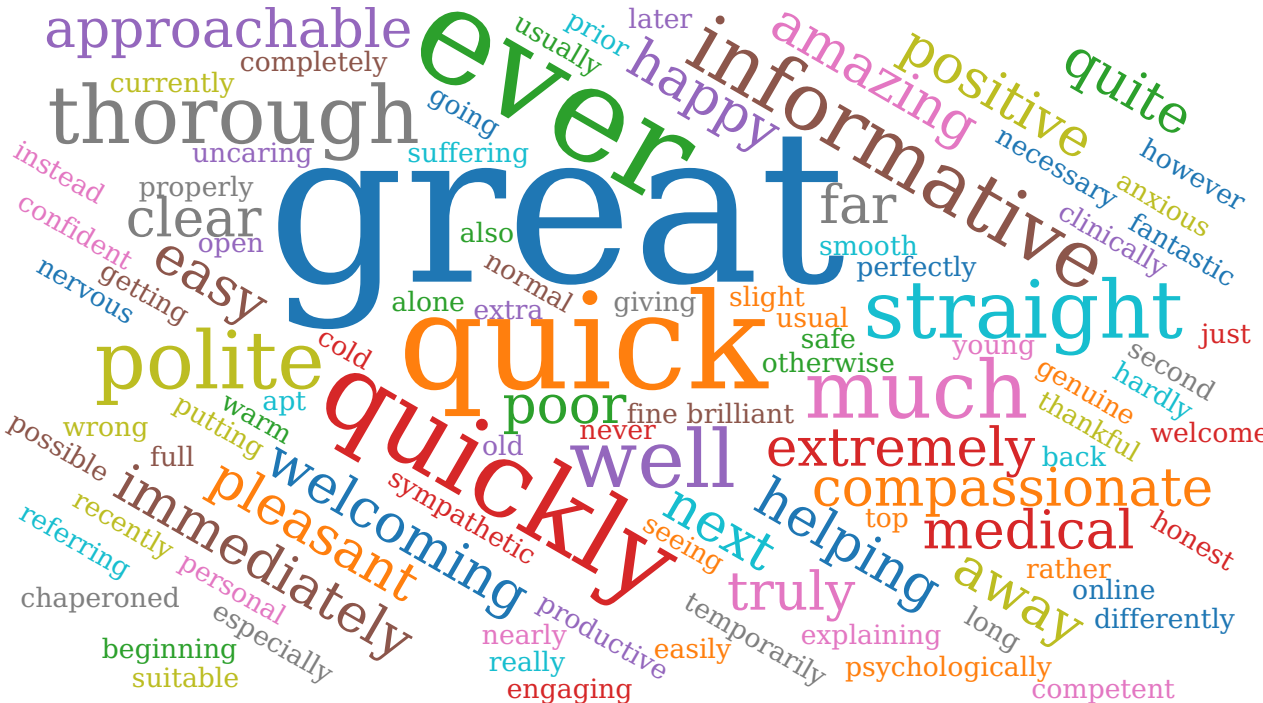
Patient Free Text Comments: Summary

Thematic

Reception Experience	13
Arrangement of Appointment	15
Reference to Clinician	36

- 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

- ✓ The system was very smooth and for someone who doesn't use it from year to year it felt organised and the Doctor explained everything perfectly
- ✓ *My issue was logged and actioned. Slight problem hearing what was said at times otherwise it would have been a 1*
- ✓ The treatment was good well done
- ✓ *On time, very helpful, felt very at ease , never felt rushed*
- ✓ Dr Kingston is always professional, quick to react, welcoming and informative. The best GP our family has ever had.
- ✓ *Excellent practice*
- ✓ Anne was lovely
- ✓ *My 11 year old daughter had to have a blood test but refused to go to the hospital and our normal surgery said they wouldn't do it there as she is too young so nurse Larry's got her temporarily registered and done it herself. I am so thankful for her kindness and willingness to help as she is suffering with anxiety at the moment.*
- ✓ Helpful, pleasant staff.
- ✓ *Very professional and I always feel cared for and supported.*
- ✓ Always helpful and efficient. Nothing is too much trouble?
- ✓ *Appointment on time. Very friendly, efficient and professional service from lovely nurse Jayne.*
- ✓ Dr Femi always very kind
- ✓ *Always helpful*
- ✓ Great patient care
- ✓ *Lydden Surgery staff are extremely good*
- ✓ Because Nicola was very good in explaining everything.
- ✓ *Waited half an hr for appt.*
- ✓ Nurse, and reception, very friendly
- ✓ *Always a great experience, the reception team are welcoming and knowledgeable and the practice nurse was experienced and helpful giving good advice whilst putting me at ease*
- ✓ We are always happy with service and treatment at the surgery
- ✓ *Easy check in. Apt on time. Very efficient, informative and friendly consultation.*
- ✓ Because my experience of your service was very good
- ✓ *The doctor was patient with me very thorough and made me feel better she is amazing*
- ✓ Because they are always helpful and see me very quickly if they think it's necessary
- ✓ *Quick and efficient service.*
- ✓ Kind, efficient and friendly.
- ✓ *Same as before ... the nurse (Jayne) was very good!*
- ✓ Everybody I have come into contact with have been lovely. They show genuine care . And so far everything has been a positive experience.
- ✓ *Because the reception staff are usually very helpful and the Doctors and Nurses that I have encountered so far have been sympathetic and professional*
- ✓ Lovely lady, very professional
- ✓ *Appointment on time, nurse was very pleasant*
- ✓ Dr Feyijimi, is the most proactive and professional GP I have been a patient of
- ✓ *My appointment with Dr Kingston was very productive, helpful, professional and very kind and has resulted in me getting an appointment next Tuesday 9th June at One Hospital Ashford!! Please give Dr Kingston my deepest gratitude for helping me so quickly!! Best regards [REDACTED]*
- ✓ Both nurses were kind, caring and compassionate
- ✓ *Had lots of problems today and it took nearly 1 hour for things to be resolved*
- ✓ Nurses are lovely & friendly and appointment was on time
- ✓ *Good follow up carried out.*
- ✓ Felt listened to
- ✓ *Whenever I need them they respond in a positive way*
- ✓ Good device
- ✓ *Very helpful*
- ✓ Appointment on time & Chloe as usual, gave a warm welcome, & professional & expert blood test.
- ✓ *Very efficient and caring*
- ✓ I thought having an appointment first thing in the morning I would not have to wait an extra 25 minutes before I was seen

- ✓ *Very friendly but very professional at the same time easy to talk to and gave me some good advice*
- ✓ Everything was fine, on time, helpful
- ✓ *Natalie was on time, friendly and took the time to go through my history, related to my visit. She was thorough, kind and made me feel at ease. Thank you very much.*
- ✓ Quick., efficient and friendly.
- ✓ *Very friendly, efficient service*
- ✓ Ever since myself and my wife and I have been at surgery The level of personal care is second to none
- ✓ *Very caring doctor and nurse*
- ✓ Well I've seen the GP recently for medical and she was lovely friendly and very approachable and I've seen a nurse today for an injection and she was really helpful. Gave me lots of information and answered all my questions.
- ✓ *Prompt and very effecient nurse*
- ✓ Good treatment
- ✓ *I am nervous with needles and Chloe relaxed me and took my blood quickly and easily. Appointment was also ontime, with plenty of space to park my car.*
- ✓ Very polite and engaging
- ✓ *Appointment on time, good communication and discussion with GP*
- ✓ Prompt, clinically efficient, kind and caring.
- ✓ *Friendly service*
- ✓ Everyone is very friendly and approachable. The nurse was very informative and made me feel at ease. A great service
- ✓ *I felt listened too and completely confident in the doctor.*
- ✓ Dr Kingston was so patient, understanding and offered great advice and prescribed something to help
- ✓ *Appointment given immediately, we'll chaperoned and was reassured.*
- ✓ I felt that my daughter was listened to and the problem was dealt with
- ✓ *The staff are amazing, friendly, and reply to everyone extremely quickly*
- ✓ It took a lot for me to make the appointment, and I was quite anxious prior to the consultation. However, Dr. Kingston was kind, understanding, and took time to truly listen to me. I immediately felt at ease, and this helped me to feel psychologically safe, which in turn enabled me to be as honest and open as possible about how I have been feeling. She showed empathy and compassion. She provided clear explanations and support. She didn't rush me, instead she made me feel like she had plenty of time (which I know isn't the case). This meant so much to me, especially given how I feel currently. She included me in the plan to aid my recovery and ensured I was clear about next steps. She was excellent.
- ✓ *Ann was excellent, if this wasn't the appointment you are referring to I may answer differently but Ann was great. If it was Karis seeing my daughter today that was great too.*
- ✓ A prompt , helpful and polite service
- ✓ *Ran on timeGave great service and support Felt happy and at ease*
- ✓ On the day appointment anf from the receptionist, the Doctor and the pharmacy I was impressed with my care from beginning to end.
- ✓ *The nurse listened and gave sound advice.*
- ✓ I had a blood test straight away and got a hospital appointment for investigation just a few hours later. Quick, efficient and thorough service. Thankyou.
- ✓ *From the reception staff to medical practitioners, I find the surgery is always quick to respond, full of kindness and care.*
- ✓ GP and staff very helpful and polite.
- ✓ *Nurse Ann was great- prompt, competent and kind*
- ✓ Excellent service
- ✓ *Didnt wait long was seen proffesionally friendly and caring*
- ✓ The surgery provided an appt within good timescales, and so I did not need to take time off work. I received suitable treatment and was given good advice about self-help in the interim. I have been offered a follow-up appt if needed. Staff were lovely and listened. There is parking. Thank you.
- ✓ *Went in on time needle went straight into the vane. Out in the car park in no time at all.*
- ✓ I was called back in straight away and tests were made because of my problem
- ✓ *Your always helpful from reception to pharmacy and Doctors. Your always there when ever we need help.You go above and beyond in helping your the best surgery ever and I can truly say this with hand on heart.*
- ✓ Caring , compassionate and knowledgeable Dr , with fantastic patient interpersonal skills .Top marks , well done and thank you

X [REDACTED]
X [REDACTED]

Not Recommended

- ✓ The communication is poor, the NHS does not help at all, repeat meds get rejected and no reason given, referrals don't seem to be going through and I would love to see my GP face to face, I am rather unwell but feel so alone and lost and if and when I do see him he is cold and uncaring. The reception staff and nurses are brilliant ?
- ✓ *i got examined today and wasn't done properly i felt like and was done in 5 min*
- ✓ I turned up for an appointment only to be told it was with the wrong person . Then when I got told to book with a dr at reception , the receptionist (who I could hardly hear !) was quite dismissive and told me to do it online . In the end she did it for me !
- ✓ *Poor communication has made it so I need to book another appointment*

Passive