

FFT Monthly Summary: July 2026



Lydden Surgery
Code: G82227

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
85	12	2	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:

228

Responses:

100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	85	12	2	0	1	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	85	12	2	0	1	0	100
Total (%)	85%	12%	2%	0%	1%	0%	100%

Summary Scores

97%

1%

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

Practice Score: 'Recommended' Rank

Your Score: 97%

Percentile Rank: 90TH

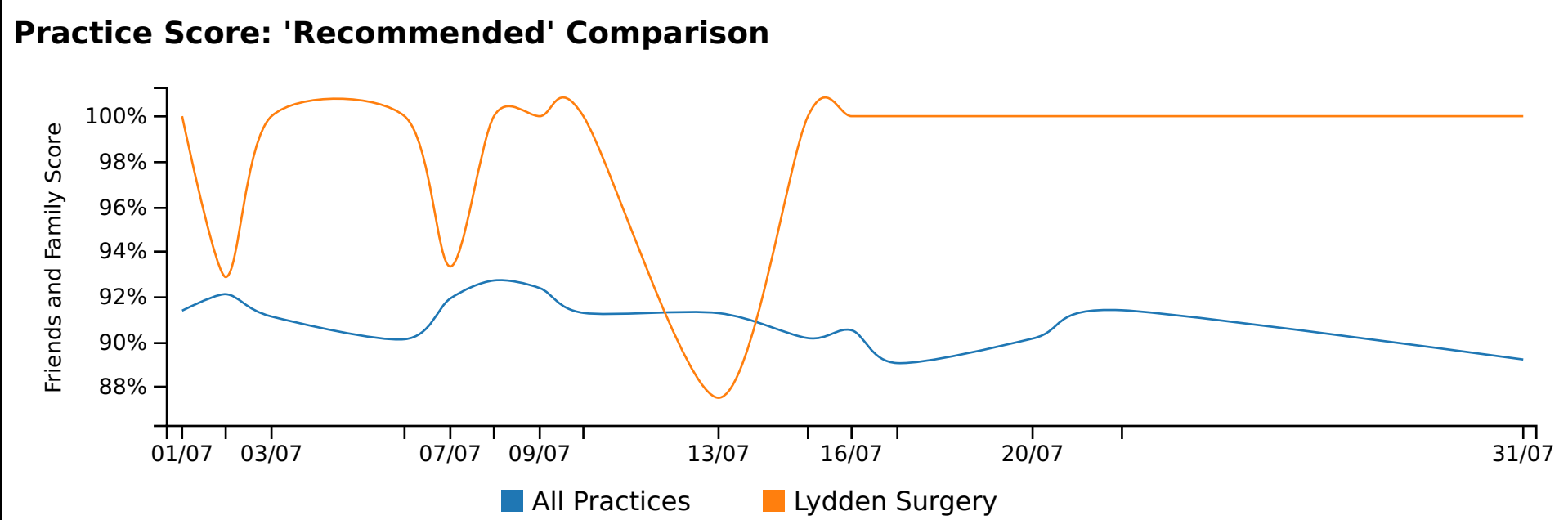
0%50%100%

0% Score

LowerMid

97%100% High Score

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 90th percentile means your practice scored above 90% 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%	90%	94%
Lydden Surgery	100%	100%	95%

Gender

All Practices

91%

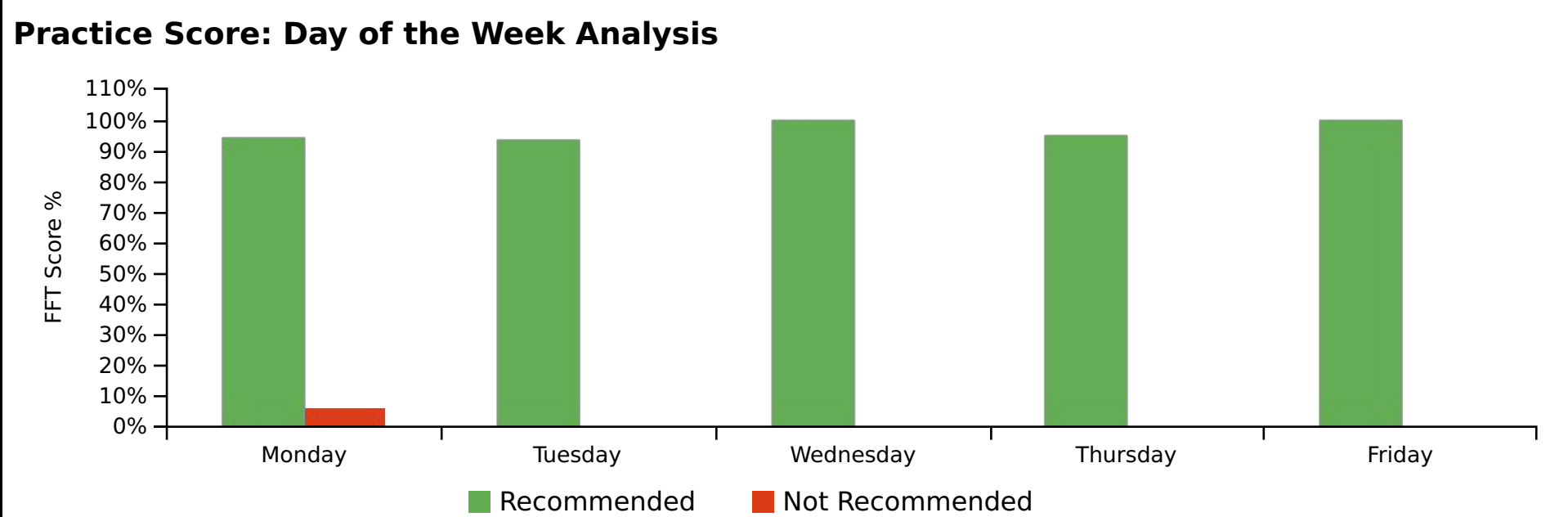
91%

Lydden Surgery

95%

98%

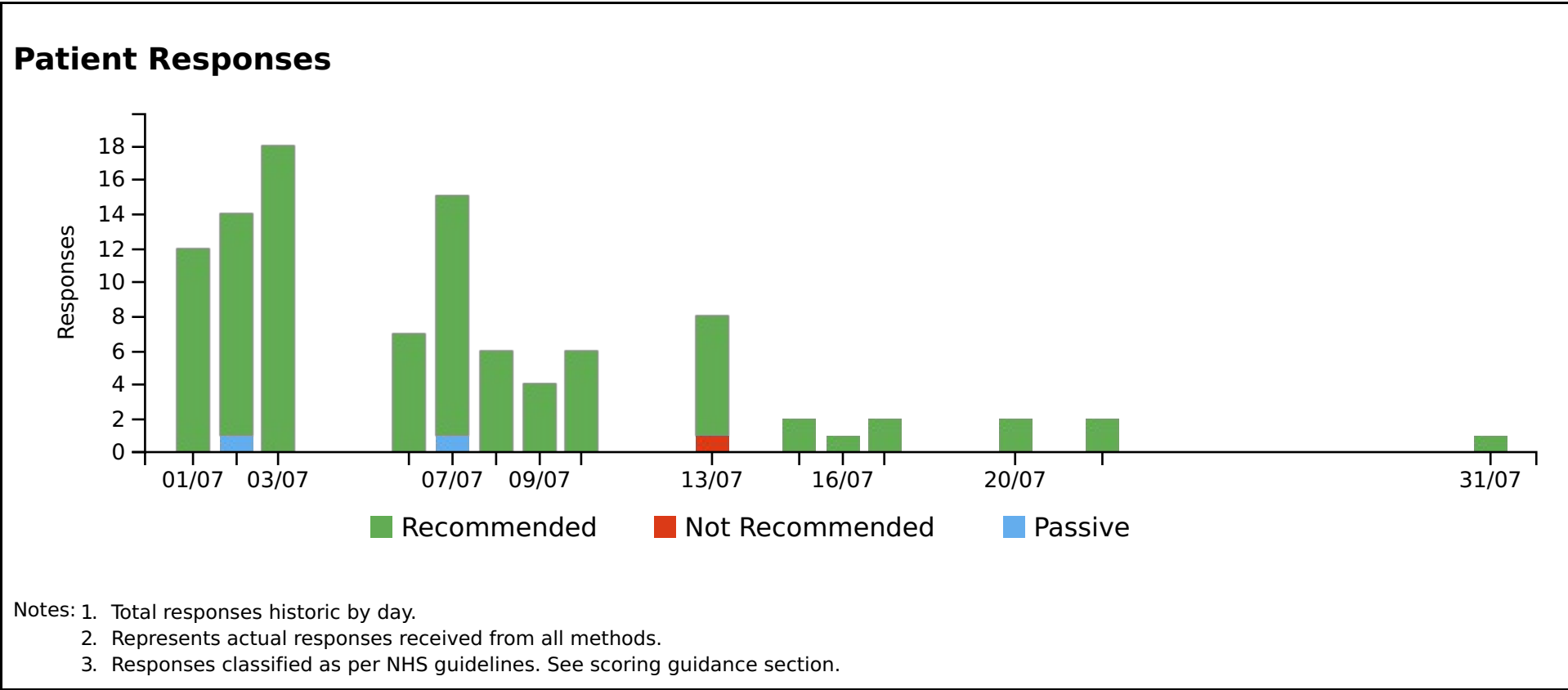
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.



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

Thematic

Tag Cloud

Reception Experience 11
Arrangement of Appointment 8
Reference to Clinician 27

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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.

Word cloud containing terms like: good, always, thorough, excellent, informative, much, clean, polite, quick, perfect, amazing, fantastic, etc.

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

- ✓Dr was kind, sympathetic and listened just no solid plan yet.
- ✓I hardly use the place but when I do the people are professional, explain everything in depth, can pretty much get an appointment if needed and the staff are generally very helpful and friendly
- ✓Haven't been with the practice for long, if I have a problem it is dealt with through triage to doctor, on my recent visit I didn't feel rushed and the doctor was very helpful and understanding.
- ✓I liked his Vibe
- ✓Professional and polite
- ✓Physio was very polite, obliging and informative
- ✓I'm aware of how busy the surgery is - but all receptionists, admin and pharmacy , nurses staff are all friendly, professional and helpful.I am now registered with Dr Femi (previously Dr Cocker) . I have received excellent treatment and advice. I'm very impressed by his professionalism and interpersonal skills - as a patient, I feel he listens to me.
- ✓Very through not rushed
- ✓Easy to sign in. Physio was very thorough, kind & considerate.
- ✓I find the radio playing pop music and news bulletins in the waiting area very unpleasant. It serves no health-related purpose. The horrible news and nerve-jangling modern music make me feel more ill than I already am.
- ✓I think Lydden is a first class surgery Clean and efficiently run Everyone is so helpful Dr Nazir is the best dr I have ever met she is genuinely concerned for me and helps me so much Xxxx
- ✓No waiting, lovely Doctor, very helpful.
- ✓On time, friendly staff
- ✓I was seen quickly and I was very pleased with the doctor
- ✓I emailed with a problem this morning and I was seen by Dr Kingston this afternoon. She was very thorough and I felt happy she was looking after my health as well as she could
- ✓Seen promptly .Staff very friendly and efficient
- ✓Jane is very friendly and efficient
- ✓Everyone is always friendly and helpful
- ✓Nikki was lovely!
- ✓Karis (maybe Cerys) was really professional and lovely.
- ✓On time, good advice and prescriptions for ongoing treatments
- ✓Very pleasant consultation with the doctor, all infotmation snd advise given.
- ✓The response was exceptionally quick. The appointment was granted in excellent time. Minimal waiting in the waiting room. Thorough examination. Clear and thorough advice. I felt thoroughly looked after.
- ✓Due to seeing nurse for tests opointments take a long time if you go into surgery normally empty
- ✓I was seen speedily & efficiently . Nurse was friendly & informative of any questions asked All in all a very good practice
- ✓The service was very professional, the doc I saw was very helpful and caring she explained everything in detail and had a perfect bedside manner
- ✓Always a quick response to enquiries.Triage system seems to work well. Appointments don't feel rushed- plenty of time to discuss problems. Lovely staff all committed to a good service. Thank you ?
- ✓A pleasant calm atmosphere, staff are polite, friendly and helpful.
- ✓Good staff
- ✓It was very friendly and was made to feel comfortable from the start. I'm very pleased with my experience today
- ✓Everyone is so helpful
- ✓Quick and efficient. Dr Nasir very understanding and reassuring
- ✓Everyone at the surgery is most pleasant and always so kind and helpful..I would recommend this surgery to anyone..
- ✓Very good easy service
- ✓The Nurse Nat made me feel at ease about taking a new tablet and gave me all the information I needed .
- ✓Appointment was punctual. Personnel involved polite and efficient.
- ✓Very friendly and professional.
- ✓The Triage Team enabled me to meet the doctor very quickly, booking into the practice and seeing the doctor was very punctual. The doctor showed much empathy and was clearly familiar with my history, resulting in a good prognosis and subsequent investigations. A good team effort from a very proficient practice. Thank you ?
- ✓I am happy with the service I receive.

- ✓ *I have been with that practice all my life and always had excellant treatment*
- ✓ Timely, painless and with good humour. The perfect blood test.
- ✓ *Best gp practice in Kent if not uk. Very happy with my care. Feel well looked after. AL staff very caring.*
- ✓ Very friendly and helpful and informative really professional x
- ✓ *Friendly and efficient service*
- ✓ Always dealt with promptly and professionally by all staff
- ✓ *Nurse very caring went beyond her usual duties to help*
- ✓ Ann , as always was fantastic this morning
- ✓ *Because lydden is very good, stupid*
- ✓ Excellent concern and care
- ✓ *Lydden Surgery have been amazing looking after my health care since I had a large tumour removed from my brain back in May this year. The GPs and practice nurses have been incredible through my recovery journey ? I can't fault them at all!*
- ✓ Very helpful and caring.
- ✓ *Friendly nurse, good advice given*
- ✓ I have always found the service amazing at the surgery. I am able to email and will have the emailed answered with ease and the Dr contact me and deal with any concerns quickly and efficiently.
- ✓ *Thoughtful treatment*
- ✓ Nice friendly helpful doctor
- ✓ *Completed a e-consult and got an appointment within a hour.*
- ✓ Always accommodating in seeing me, prompt with phone calls about test results and Dr Feyijimi has been a first rate dr
- ✓ *I was treated with courtesy throughout my visit by both the receptionist and the Practitioner. The reason for the procedure was explained. I was put at ease and made to feel comfortable with the procedure.*
- ✓ I gave my answer because my neruse jane is the bested
- ✓ *Dr was kind, listened to concerns, appropriate explanation given my medical knowledge, clear management plan. However, was initially unclear of the reason for the call and I had to clarify*
- ✓ Although I was 30mins late being seen, it was clear there had been medical issues with the previous appointment. The appointment itself went very well & a few outstanding issues were resolved & some clarified. Overall, very pleased with the outcomes.
- ✓ *I spoke to a friendly, compassionate and helpful doctor who saw me on the day*
- ✓ Good notification, running on time , clean .
- ✓ *Service is normally good*
- ✓ Triage worked well, first Dr appointment at a practice in such a long time.Dr Was very helpful, attentive with a great demeanour, felt like it did 15 years ago, keep doing it.
- ✓ *Doctor attentive and thorough. Suggested range of blood test which I was able to have this morning. Nurse also attentive and answered all questions I had for her*

X [REDACTED]
X [REDACTED]
X [REDACTED]

Not Recommended

Passive

- ✓ You asked for one
- ✓ *My appointment was ok. Made me quite depressed after it. But since i feel better. Looking at a support app. I cant log on to the kent group as i dont know how much i weigh.*