

FFT Monthly Summary: September 2026



Lydden Surgery
Code: G82227

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
84	10	1	1	1	0	0	0	0	97	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:

224
97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	84	10	1	1	1	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	84	10	1	1	1	0	97
Total (%)	87%	10%	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%
Low Score

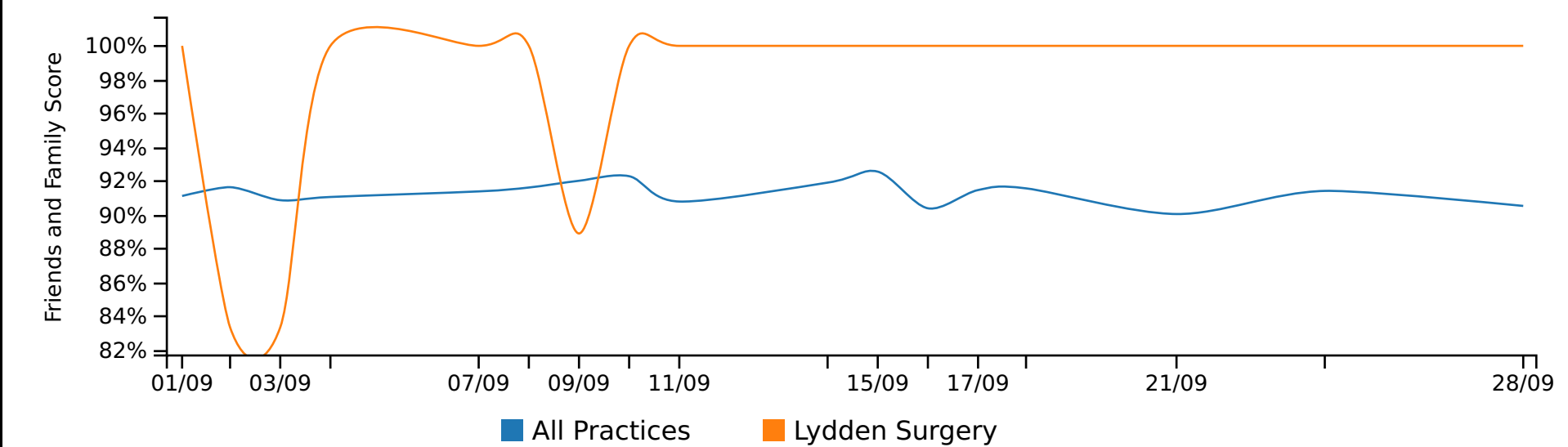
Mid

100%
High Score

97%

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.

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	85%	90%	93%
Lydden Surgery	100%	98%	96%

Gender

All Practices

92%

91%

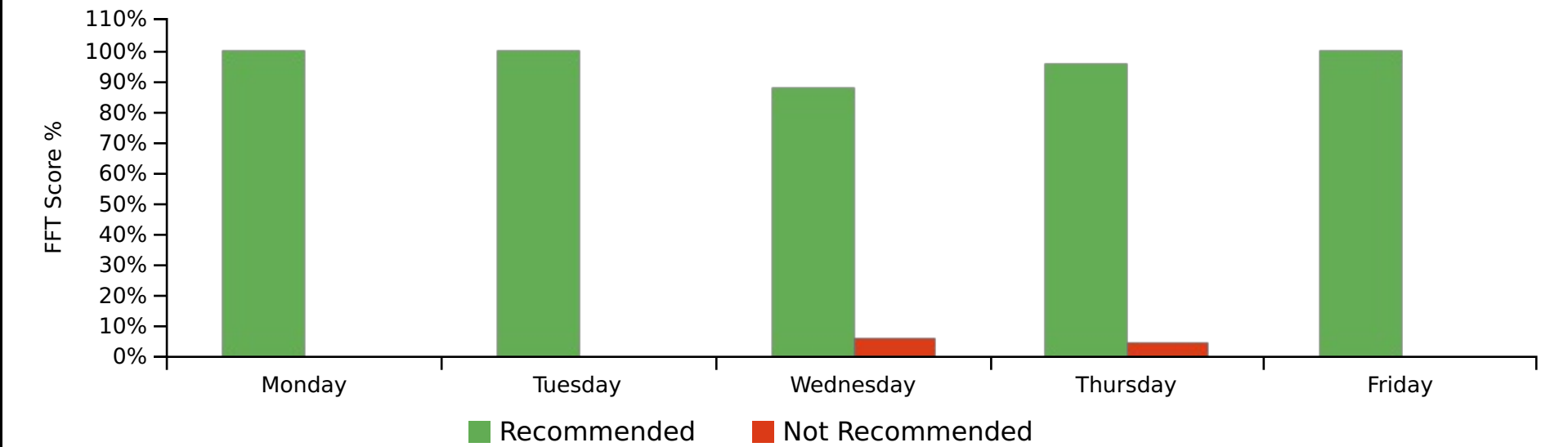
Lydden Surgery

98%

96%

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

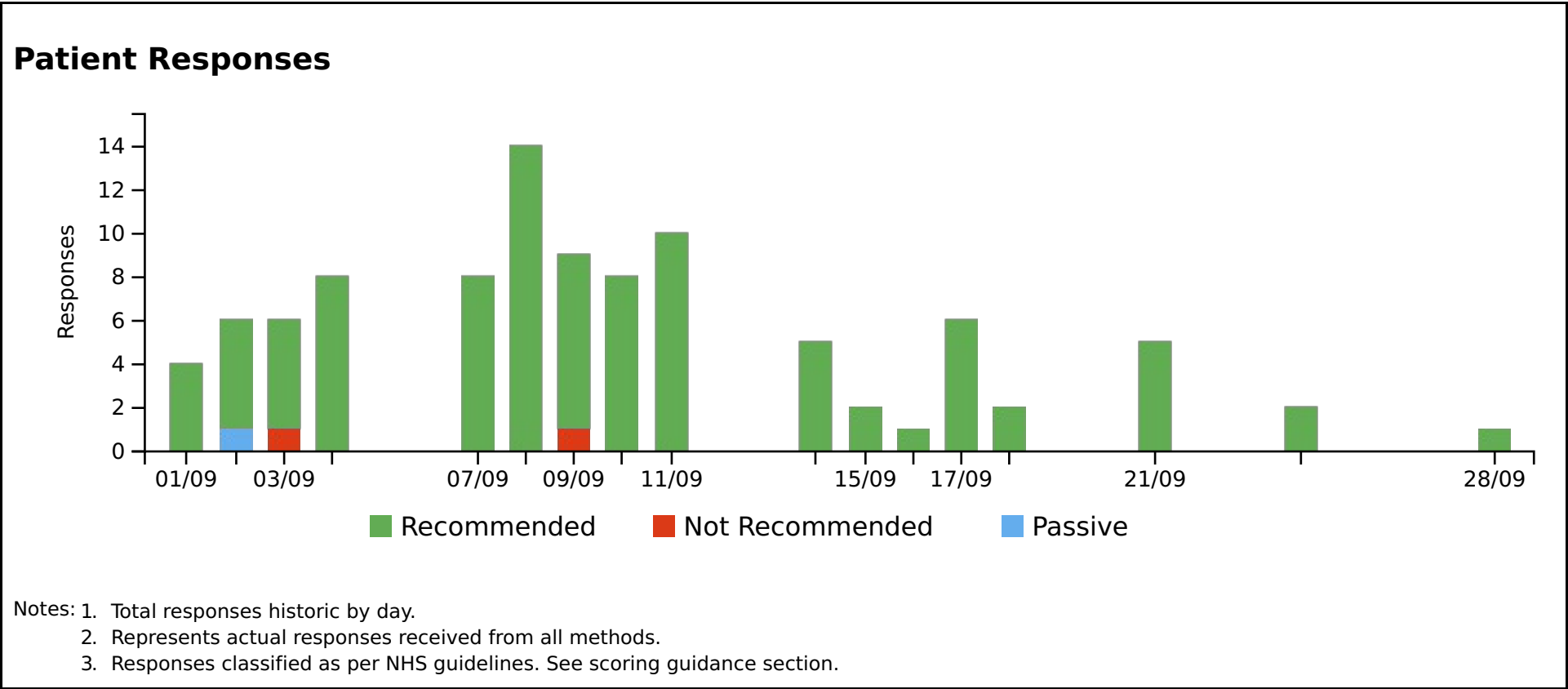
Practice Score: Day of the Week Analysis



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	
Reception Experience	12
Arrangement of Appointment	9
Reference to Clinician	35

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

- ✓ That is my opinion
- ✓ *Excellent attention from Natalie ?*
- ✓ Because you enabled me to see the doctor when I needed.
- ✓ *Natalie was very efficient and made me feel at ease.*
- ✓ Because the care ive received and the staff are brilliant
- ✓ *Always professional on time and excellent people skills*
- ✓ Appointment on time and nurses are always amazing
- ✓ *The nurse was very helpful and pleasant.*
- ✓ Got my jab on time & all friendly. Thank you & good bye.
- ✓ *Being my first visit the receptionist was brilliant, chatty smiley and really didn't have to go out of her way to help my daughter in receiving her medication. The pharmacist went out of her way too! So kind. The dr I saw went above and beyond too, she got the ball rolling with a condition I have and really listened to me. She also alerted my daughter out for bloods. The parking was great, I could see the surgery was quite old and didn't have up to date equipment which is a shame for them as they deserve the best! Thanks*
- ✓ Generally I feel that I get good professional care from all staff.Particularly the nurses.
- ✓ *I had to wait a long time from making a request to speak to a dr, to ask a simple question. However, the call today was good, the dr talked through options and offered suitable advice*
- ✓ Polite , explained well and was reassuring
- ✓ *Outstanding level of care given. Truly phenomenal.*
- ✓ The nurse had excellent interpersonal skills, very professional and engaging
- ✓ *Since I have heath problems I have had very good input from all the doctors I have dealt with and all the other staff have been helpful and friendly*
- ✓ Because they listen.Because they do their best for you
- ✓ *Nurse very efficient and informative*
- ✓ Friendly staff and good service.
- ✓ *Doctor allowed me to explain, I felt like I was heard.*
- ✓ The support team are prompt to respond. Seem caring helpful and good. The Dr I see is responsive and again is supportive. I would have given very good but the appointment system let's the surgery down. 2 weeks wait for a telephone appointment is too long and easily missed due to work, poor connectivity and even popping to the loo. Very disappointing especially as I work and have little time.
- ✓ *I put in an e consult and was seen in the surgery a couple of hours later. Excellent service! The receptionist was welcoming and smiley and the Dr I saw was excellent too! I felt listened to and as well as being gentle with her examination she gave me options for treatment and I felt fully informed following the consultation. Thank you so much. Best GP surgery ever!*
- ✓ Extremely efficient, professional, accessible and caring.
- ✓ *I triaged the surgery yesterday and got an appointment with Dr Kingston today at 12.30.Dr Kingston is so thorough, knowledgeable and so engaging. She is kind and caring and listens exactly to what you have to say. In my opinion in all my dealings with her she goes above and beyond every time. I have also heard this from my friends who have been lucky enough to see her.*
- ✓ Dr Lina Kingston at Lydden Surgery is a truly special GP and I came away with a feeling of being listened to and cared for. I suspect she (and her colleagues) don't receive nearly enough gratitude and praise for the efforts. Nicola Holmes and Chloe Giles, the nurses who saw me were absolutely amazing as well. So friendly and empathetic. As ever, the receptionist wasn't particularly friendly though, but the Dr and nurses more than made up for reception's usual terse and abrupt demeanour. Thank you to Dr Kingston, Chole and Nicola. Please ensure the positive feedback from me reaches them
- ✓ *Excellent care and service*
- ✓ Very good session ?
- ✓ *I got my appointment pretty quick and put my mind at easd*
- ✓ Always helpful very friendly and professional
- ✓ *Every one is really nice and professional and thorough. But for me I would like to know more information on why I'm having certain procedures...*
- ✓ Dr Kingston listened to my concerns and took the time to go through different options with me, explaining how they worked and possible side effects. I felt heard, respected and well informed about a route forward. She also sent me links to helpful resources and answered my questions very patiently. I really appreciate her help today and feel very relieved to have her support going forward with this issue.
- ✓ *Both Doctors were very kind*
- ✓ Chloe was efficient, friendly welcoming
- ✓ *Quick to deal with issue. Dr very considerate and thorough.*
- ✓ Professional and friendly
- Always helpful and pleasant. Willing to help.*

- ✓
- ✓ Every body is very ,and put you at ease
- ✓ *The staff are amazing! Always so helpful and kind. They are very busy and work hard but maintain a caring and understanding approach to their work.*
- ✓ The 2 x doctors who dealt with me, listened well to my concerns & have referred me backstop th3 specialist. So im relieved with the outcome
- ✓ *The practice is proactive, inviting us for regular checks and notifying eligibility for vaccinations. Our doctor has followed up with telephone consultations, recently effectively reassuring when a new condition was identified. It can sometimes be difficult to contact the practice.*
- ✓ Physio exercises were explained clearly and seen promptly
- ✓ *Mrs Giles was very good*
- ✓ Nicola was really helpful and knowledgeable
- ✓ *No wait, efficient service.*
- ✓ Efficient and always respond with an appointment when I call or make an e consultation. Cannot fault the care I receive
- ✓ *Excellent service! Both at the reception and during the consultation.*
- ✓ Lots of confusion today and couldn't find files otherwise pleasant staff
- ✓ *Polite staff. Seen quickly.*
- ✓ I was seen promptly and efficiently without a prior appointment.
- ✓ *Chloe is always a smiling, happy nurse. Makes me feel relaxed in her company. Never feel like I'm being rushed. A pleasure to see her for appointments.*
- ✓ Because the nurse was friendly ,helpful, efficient and put me at ease
- ✓ *I said very good because they sorted me and my medication out.*
- ✓ It was a simple blood test. Performed by a nurse! In a very profesional manner! And unlike a hospital without bruising!
- ✓ *Got seen very quickly. Very good experience. Doctor was excellent*
- ✓ The Doctor Femi,& Ann were very kind & helpful, & gave us good information about what we were seen for. Plus they were both very nice to us.
- ✓ *I was in a lot of pain and the receptionist actioned this with msg to duty dr and I received an appointment within two hours*
- ✓ Very polite and professional
- ✓ *Very friendly, wonderful smile, perfect for making one feel relaxed and stress free ?*
- ✓ The doctor was very nice and understanding. Clear speaking and used language I can understand. Only downside was she was very quiet on the phone.
- ✓ *Seen promptly and the nurse explained test findings and what the way forward is going to be*
- ✓ The timely response to my problem
- ✓ *All good thanks*
- ✓ The doctor was very friendly and very clear with the information they told me.
- ✓ *Karis, the nurse listens, is kind, professional and gentle.*
- ✓ Very professional and friendly appointment
- X [REDACTED]
- X [REDACTED]

Not Recommended

- ✓ I called the surgery in early August and was told about the really long wait so went to buckland the same day saw a doctor in thirty minutes who gave me a prescription for nose drops and some stronger anti histamine so no need to wait 8 weeks for a call regards
- ✓ *i read the numbers the wrong way and thought that 4 was second from best. Sorry! Meant 2.*

Passive