

FFT Monthly Summary: March 2023



Coventry Road Practice
Code: M89021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	8	3	0	0	0	0	0	0	49	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: 140

Responses: 49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	8	3	0	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	8	3	0	0	0	49
Total (%)	78%	16%	6%	0%	0%	0%	100%

Summary Scores

94% 0% 6%

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:

$$\text{Recommended (\%)} = \frac{\text{very good} + \text{good}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

$$\text{Not Recommended (\%)} = \frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

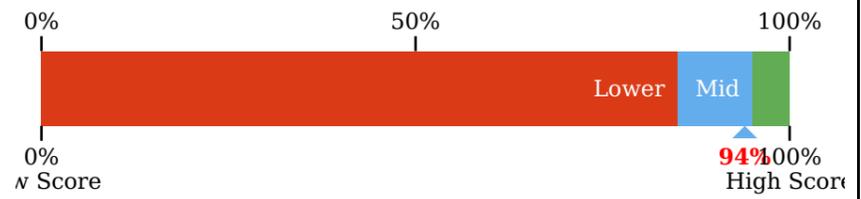
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

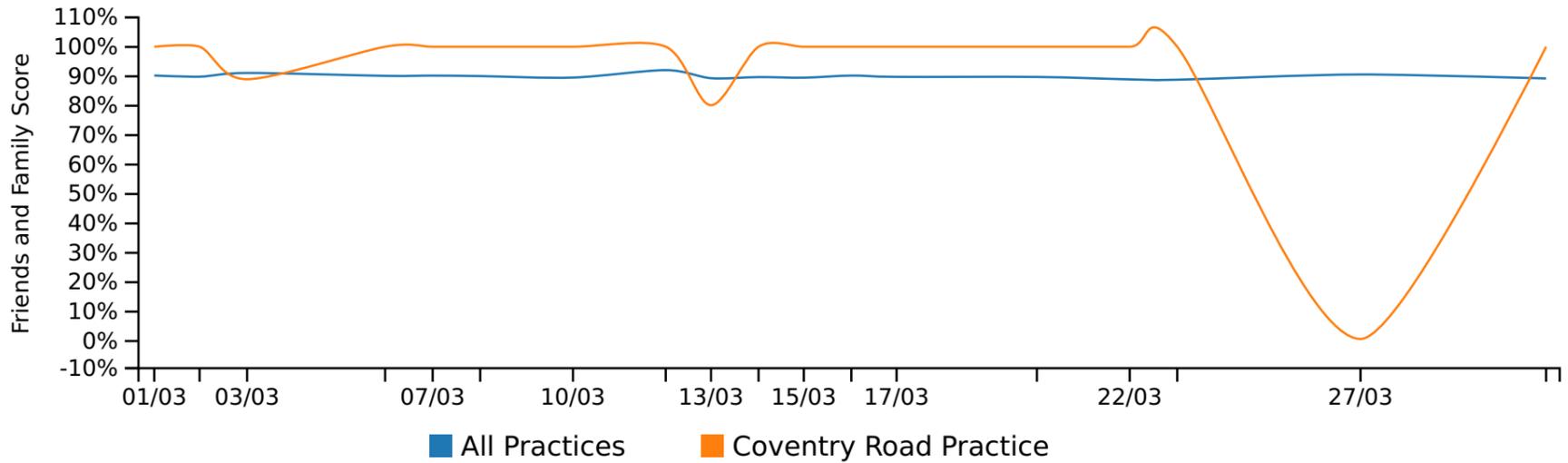
Your Score: 94%

Percentile Rank: 75TH



- 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 75th percentile means your practice scored above 75% of all practices.

Practice Score: 'Recommended' Comparison



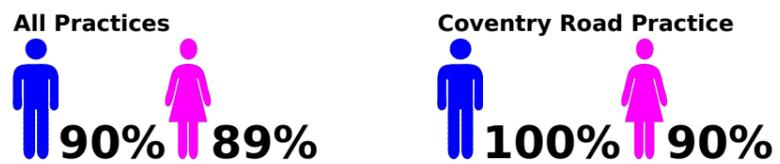
- Notes: 1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

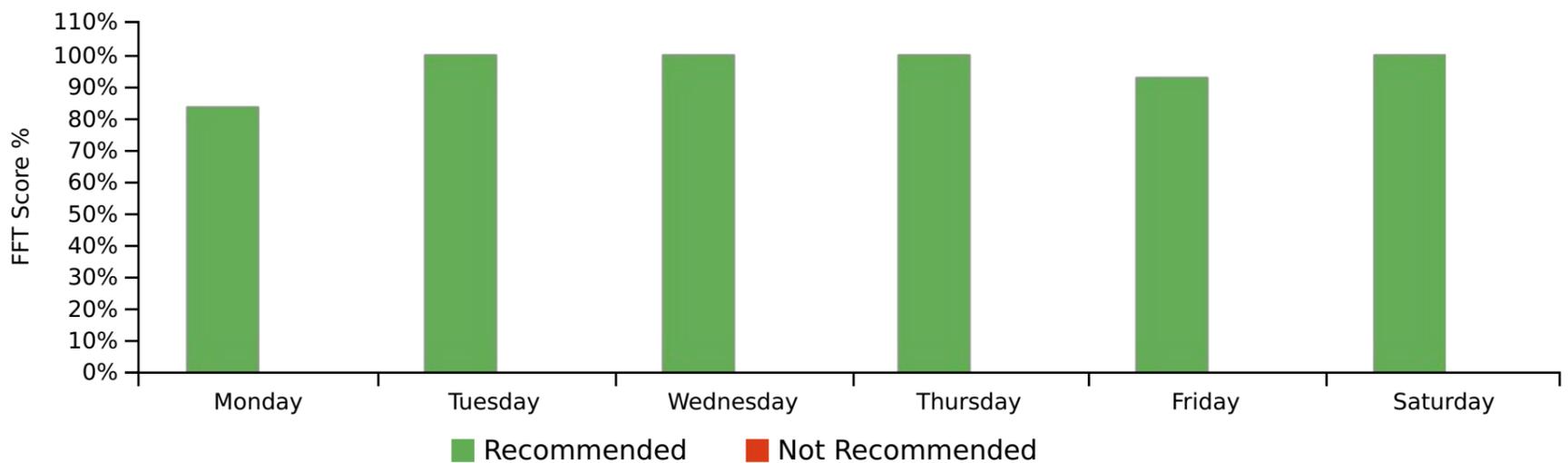
	< 25	25 - 65	65+
All Practices	85%	89%	92%
Coventry Road Practice	80%	97%	93%

Gender



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

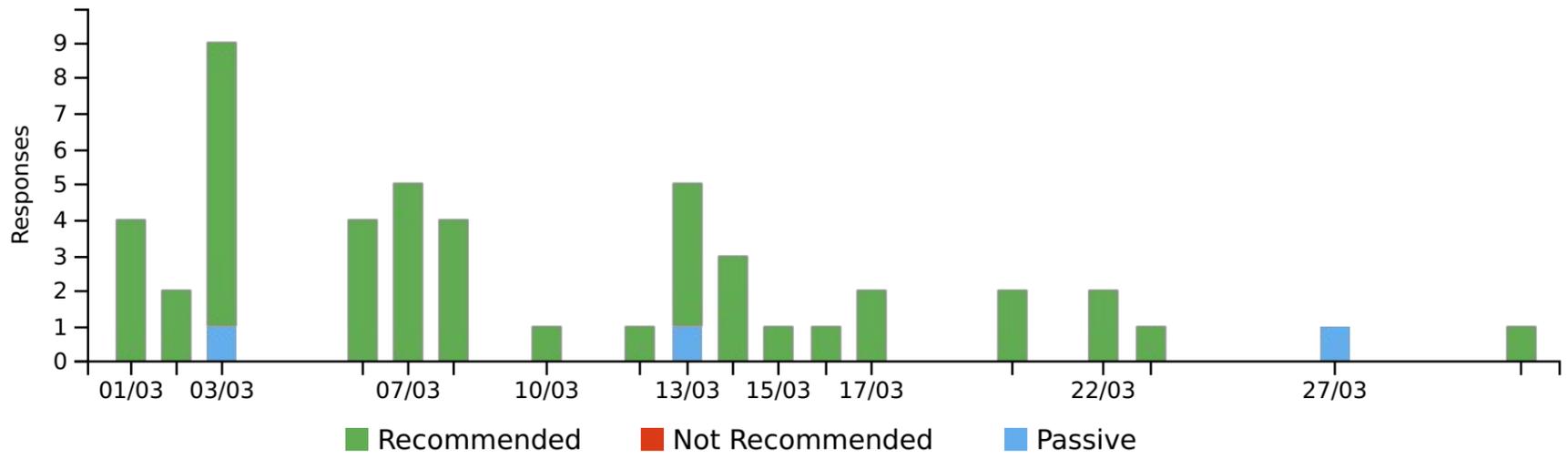
Practice Score: Day of the Week Analysis



- 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

Patient Responses



- Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

SECTION 5

Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience 13	
Arrangement of Appointment 7	
Reference to Clinician 20	
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

- ✓ Very informative and efficient
- ✓ Friendly and professional
- ✓ I always feel listen to and know that if I have any problems that I can rely on my gp practice and practitioners.
- ✓ Diane is brilliant and the receptionist couldn't have been more helpful and a very warm friendly welcome.
- ✓ I've always had good service can't ask for more.
- ✓ Polite staff. Self sign-in screen easy to use. Dr Badcock was very helpful and easy to talk to, and my appointment was on time.
- ✓ Excellent staff from receptionist, GPs, and nurses, all are caring and friendly
- ✓ Saw on time of appointment by nurse she was friendly Now have electronic sign in which prevents que at reception waiting to be checked in, before this I@his I have waited once 10 mins in que to be seen by receptionist to then be told I was late for my appointment by her which annoyed me and cause confrontation@ation @
- ✓ Nurse was very good made me feel very comfortable very good
- ✓ Very polite. Everything done properly.
- ✓ The doctor was lovely and very helpful, my only minor issue was waiting 3 weeks for an appointment as I can't take time off my part-time job for these things
- ✓ Very good customer service levels
- ✓ Doctors give very good consultation experience and receptionists are always polite and helpful.
- ✓ Really supportive and responsive when I needed them to be Honestly can't fault the service
- ✓ Very friendly and polite staff
- ✓ On time, efficient, painless which s not always the case blood samples and injections. Friendly and informative.
- ✓ Dr Vino listens to what you say and makes you feel confident and comfortable to talk about anything. She is so professional, extremely kind, caring and u@and understanding. I feel @feel
- ✓ I was pleased with my service because I could talk to my doctor
- ✓ Staff always pleasant and helpful
- ✓ Check in was quick and easy. Was called in just before my appointment time. Nurse who dealt with me was very friendly and helpful and answered all of my @f my questions, including one not connected to my visit. Could'nt fault anything @hing
- ✓ Dr Vino is a very polite and brilliant Doctor. She interacts very well and asked about my family and i told her my daughter not been well and she booked @oked her in for a appointment. Also went through my medical and checked i had everything upto date. @ate.
- ✓ Have only been with the Surgery for Approximately 4 months, and it's amazing , they all work hard and are very Pleasant that is all the Staff... the GPS @ GPS are Brilliant yet so glad I Crossed over from Meadowside! X@de! X
- ✓ I can always get an appointment for my children when they need to see a doctor urgently. The reception staff, all the doctors & nurses have always been f@een fantastic. Thank you! @you!
- ✓ I always get excellent quality care from Dr vino and Angela healthcare staff also reception staff always I couldn't have a better go service.
- ✓ Very friendly efficient knowledgeable help full kept me updated with my appointment nurse was exactly the same
- ✓ Did everything they could for my daughter and arranged blood tests.
- ✓ Nice staff
- ✓ Yes because I am very happy with the service I have from the surgery.
- ✓ Always considerate of patients needs
- ✓ The nurse was very polite and managed to open the stitches very well.
- ✓ I received a full consultation I was examined and the doctor took time to talk things through with me and answered my questions
- ✓ Thought was on time for a change polite nurse no fuss in out brilliant
- ✓ Reception team very helpful and kind.GP's listen and very supportive.Telephone line is usually answered within a reasonable time.
- ✓ The doctor listened to what I told her and is trying to help

Not Recommended

Passive

- ✓ Told to wait downstairs after telling receptionist i was there. When i should of been told to go upstairs.
- ✓ Dealing with Dr badcock has been quite stressful to myself and my mother

