FFT Monthly Summary: April 2023

Coventry Road Practice
Code: M89021

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	9	0	1	1	0	0	0	0	50	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: 106

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	9	0	1	1	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**39**	**9**	**0**	**1**	**1**	**0**	**50**
Total (%)	*78%*	*18%*	*0%*	*2%*	*2%*	*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:

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

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

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/

Practice Score: 'Recommended' Rank

Your Score: **96%**

Percentile Rank: **80TH**

| 0% | 50% | 100% |

Lower | Mid

0% 96% 100%
ʍ Score High Score
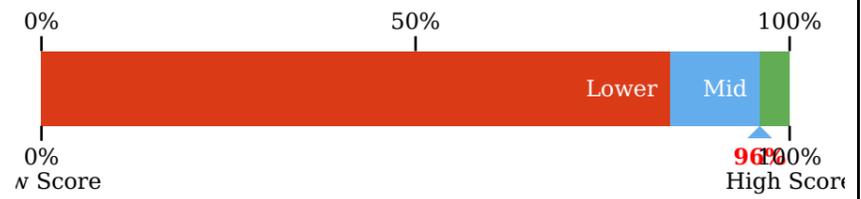
Notes: 1. Display the 'Recommended' score and percentile for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
3. Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 80th percentile means your practice scored above 80% of all practices.

Practice Score: 'Recommended' Comparison

■ All Practices　■ Coventry Road Practice
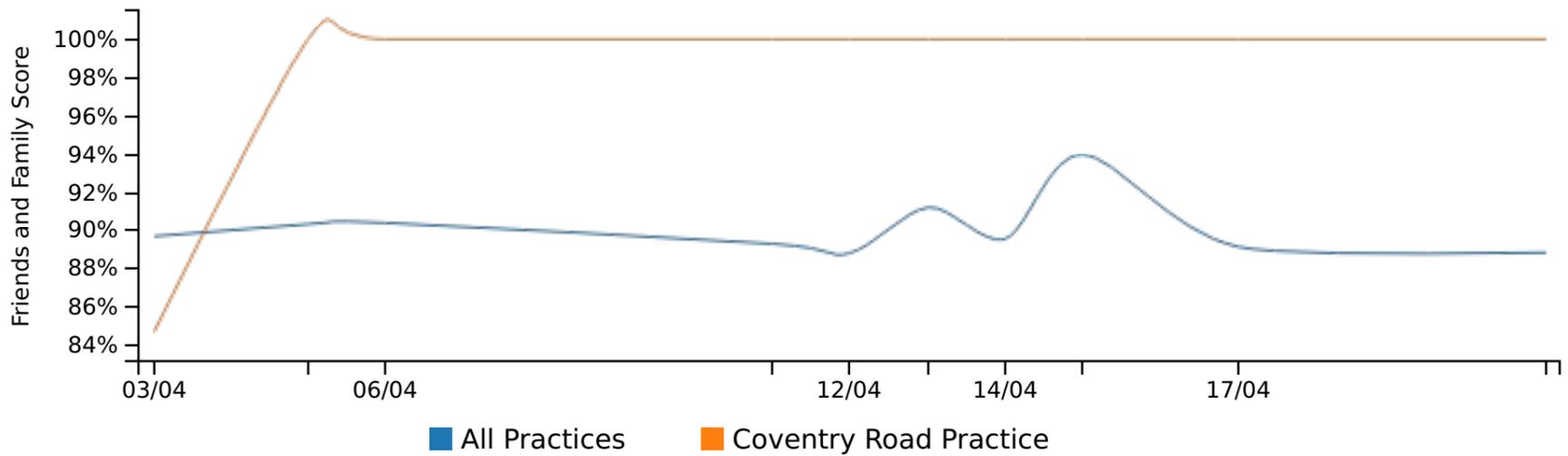
Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	84%	89%	91%
Coventry Road Practice	100%	96%	95%

Gender

All Practices　89% 90%

Coventry Road Practice　94% 97%
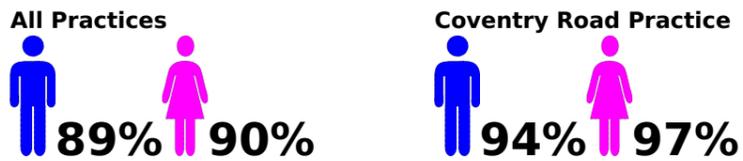
Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis

■ Recommended　■ Not Recommended
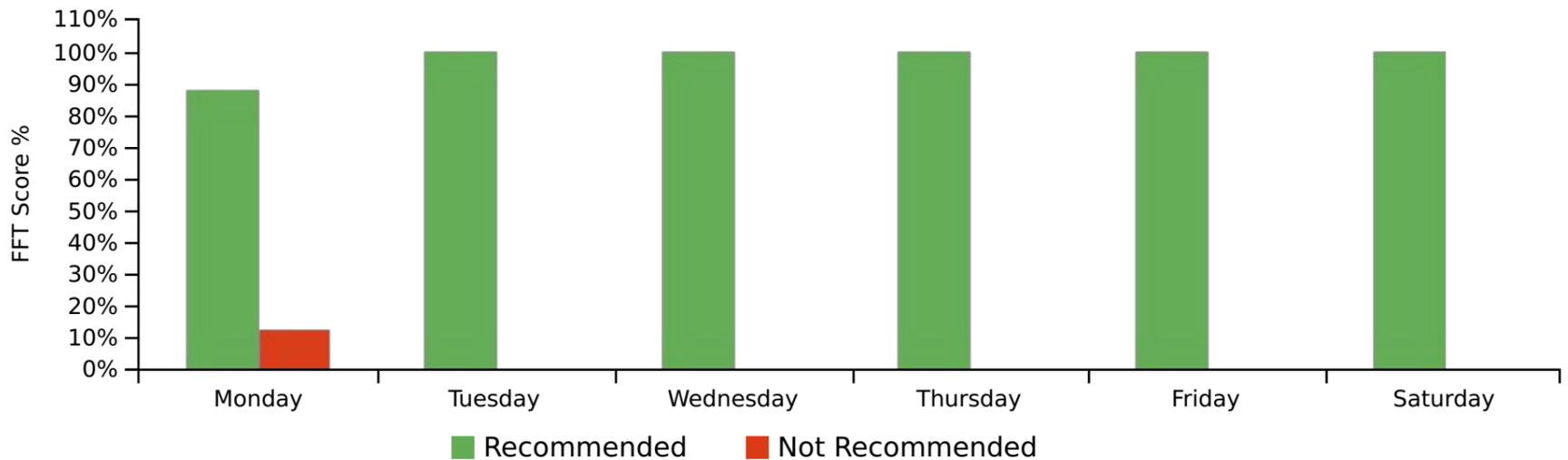
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
2. Score calculated as per NHS requirements. See scoring guidance section.

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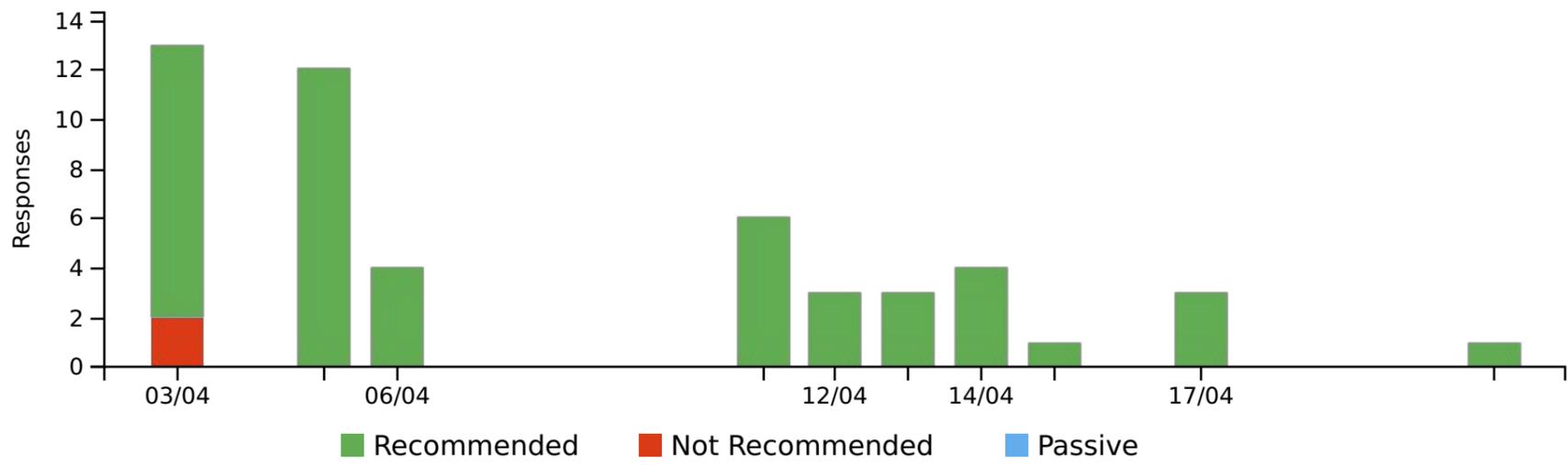
Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Patient Free Text Comments: Summary

Thematic

Reception Experience	6
Arrangement of Appointment	9
Reference to Clinician	17

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

✓Excellent service. Appointment obtained as requested. Gp appointment felt the gp was very understanding, professional and knowledgeable. Reassurance given to me. Left feeling supported by gp and have the option of a followup.

✓*Was very pleasant. And quick.*

✓Because the services I got are okay

✓*When I had an emergency I was quickly given an appointment. Normally I have to wait three to four weeks for a face to face appointment.*

✓I was able to book an appointment this morning when I phoned at 8.30 am. My appointment was for 11.00 am and the Doctor saw me on time. She was very helpful and extremely efficient.

✓*A give me answer because all the doctors are so lovely and also the staff are to thanks colin*

✓Quite thorough gave me plenty of time and very sympathetic.

✓*Dr is very thorough and understands my daughter, putting her at ease.*

✓Appointment was on time, friendly informative staff and nurse

✓*Nurse was lovely and very gentle when giving our baby her vaccinations*

✓It was quick and felt comfortable was very good

✓*The Doctor was really helpful and explained many options for my visit such a lovely manner*

✓Quick easy service

✓*Good service, prompt, went above and beyond*

✓As always nurse Diane was on time with my appointment greeted me warmly and showed me that she cared about me as an individual while being total professional

✓*Nurse had a lovely manner, was reassuring and the physical checks and bloods were done very efficiently.*

✓Because u asked for it.

✓*Efficient and polite*

✓Dr Vino, as always, was very informative and helpful.

✓*Receptionist very helpful, was attended to on time and doctor Portes was very pleasant and helpful*

✓Professional & Friendly

✓*Still hard to get appointment waited 2 weeks to see nurse*

✓My appointment was for 10.45am & I didn't get to see the nurse until 20mins later.

✓*Because they are good in their overall practice*

✓I am hard of hearing so she spoke slow and clear

✓*I am very happy with the service I received up to and including today*

✓Very thorough, on time and very caring - thank you

✓*Good and friendly service, helpful*

✓Was listened too. Given time and not rushed.

✓*All staff were very friendly and I was able to make appointments with ease. I think that it would be nice to know prior to arriving at the door that I need a mask as many people don't have them now and I've not seen a great amount for sale. Would have worn one if I had known to bring one*

✓I never have had a bad experience with anything

✓*Superb professional and friendly service as always.*

✓I have always received excellent service from all staff. The advice given is always good and reliable.

✓*Generally have good service from my doctors*

✓Excellent doctor good service,excellent reception staff.

✓*Always helpful friendly and supportive*

✓Always try to fit you in where possible

✓*Doctor good and understanding.*

✓Saw Doctor Badcock who took time to talk to me and explain things to me . Very informative and made me feel at ease.

Not Recommended

✓Called ahead to see if vaccines would be done today and told yes when I got there they weren't ready, was running 45 mins behind and patients in waiting room not wearing face coverings and had to have bloods repeated as others were lost

✓*Had to wait 40 minutes over my appointment time.*

Passive