

# FFT Monthly Summary: February 2024



Coventry Road Practice  
Code: M89021

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	6	1	1	2	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>117</b>						
<b>Responses:</b>	<b>50</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	40	6	1	1	2	0	<b>50</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>40</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>80%</b>	<b>12%</b>	<b>2%</b>	<b>2%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 92% 🗑️ 6% 📁 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:

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

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

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

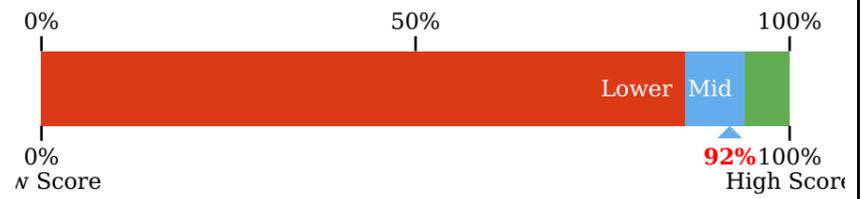
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

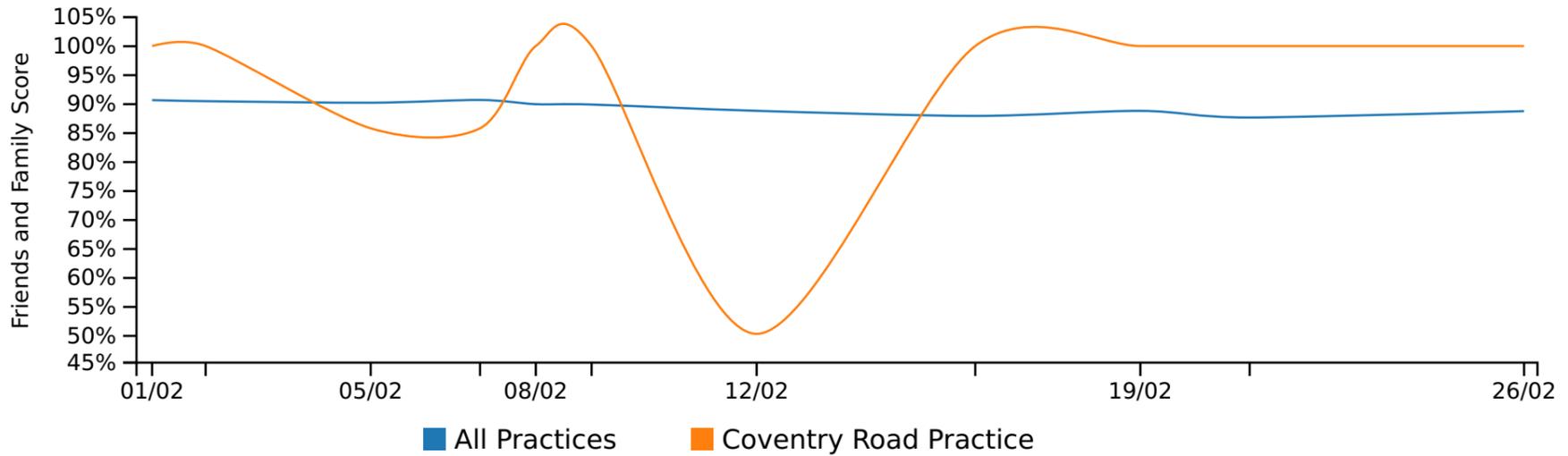
**Your Score:** 92%

**Percentile Rank:** 60<sup>TH</sup>



- 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 60th percentile means your practice scored above 60% of all practices.

### Practice Score: 'Recommended' Comparison



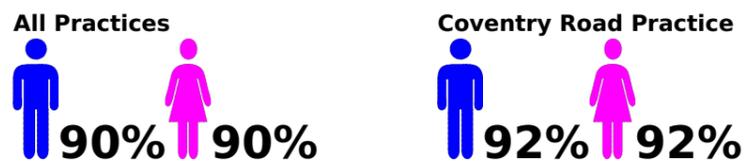
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

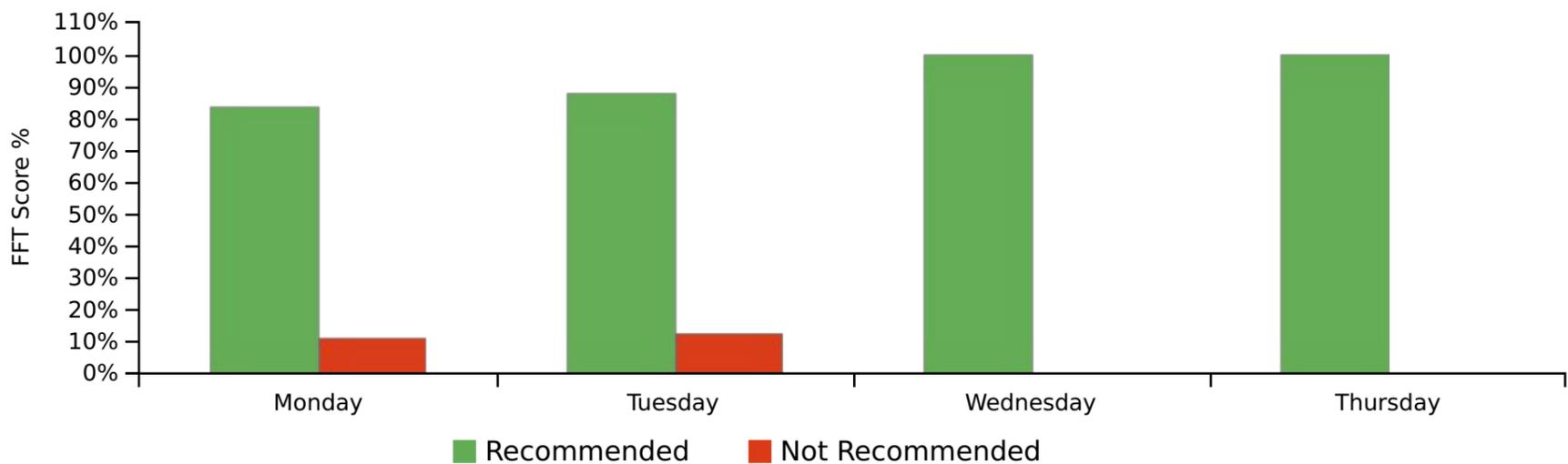
	< 25	25 - 65	65+
All Practices	85%	89%	93%
Coventry Road Practice	100%	89%	94%

#### Gender



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

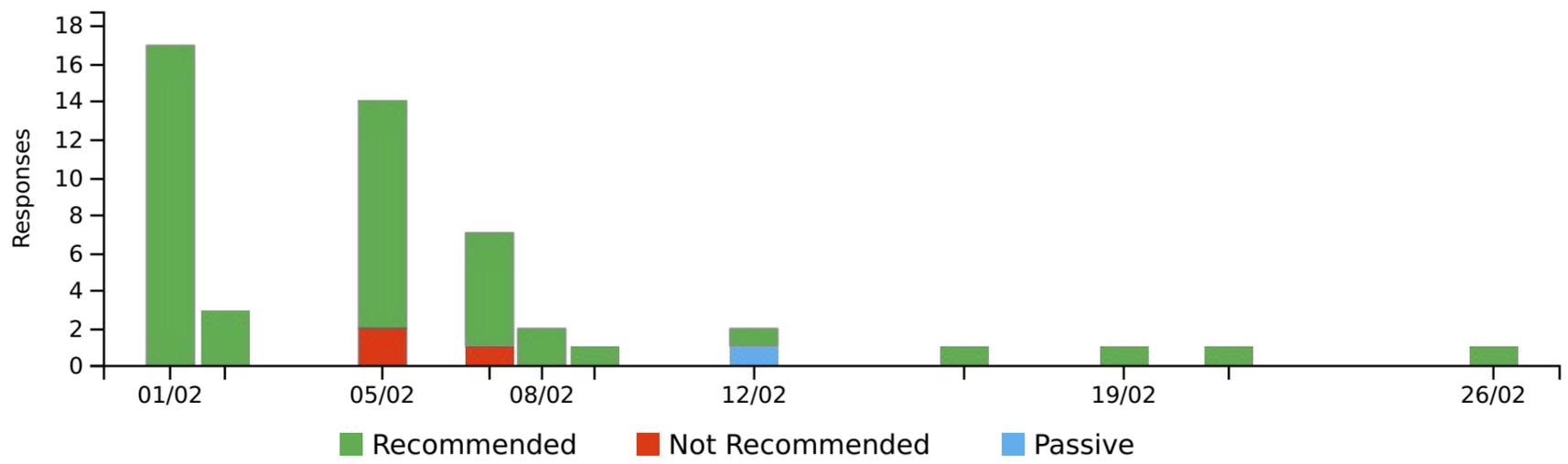
### Practice Score: Day of the Week Analysis



- 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 5	
Arrangement of Appointment 8	
Reference to Clinician 12	
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

- ✓ They were very good over the death of our oldest son who died abroad in Belgium. They were very sypathic. They also acted well when my husband and I visited the doctors 5 February.
- ✓ *Very quick and efficient service*
- ✓ Dr Bad cock was very good and understanding
- ✓ *Consultation very informative and professional*
- ✓ Excellent visit. Appt on time. Nurse friendly and calming
- ✓ *Everything was clear and I was treated well.*
- ✓ Very friendly staff and didn't have to wait long
- ✓ *Very efficient and helpful*
- ✓ Was called jn without long wait. And was checked thoroughly.Excellant, very happy wuth my GP and all the reception staff too
- ✓ *I got an emergency appointment with my doctor and was very pleased with the outcome*
- ✓ Great service and friendly approach
- ✓ *Meeting Charlotte today was a pleasure, caring.*
- ✓ THEY WERE GOING 2 TRY AND HELP ME.
- ✓ *It is my first time going there,i found the staff polite & friendly,the dr i seen was ever so nice.*
- ✓ Very easy appointment no fuss didn't have to wait long.
- ✓ *Because I was seen quickly and my problem was dealt with and follow on appointment*
- ✓ They always try to accommodate you whenever possible
- ✓ *No problems their*
- ✓ The haematologist was friendly and professional
- ✓ *Seen in time. All polite*
- ✓ This was a last minute appointment and the doctor excellent
- ✓ *Prompt attention,relaxed pleasant manner....smooth examination etc....thanks..*
- ✓ Helpful
- ✓ *Polite staff*
- ✓ Mercedes was excellent at taking my bloods, she is polite and caring. Dr Deb-Dhillan was excellent very thorough and caring, Dr Portes was very thorough, and understood my ailment and concerns
- ✓ *The nurse was very nice and arranged for a translator to help me.*
- ✓ Doctors always have time for you.Caring and very professional .Never have any trouble getting an appointment .
- ✓ *People Very friendly*
- ✓ Very helpful
- ✓ *Friendly, professional staff. The irregular is always welcoming.*
- ✓ Because it was a good service but a little late for appointment
- ✓ *The nurse was very kind and explained Everything to me very clearly*
- ✓ The appointment was on time. The nurse was very informative and also very concerned for my welfare. Everything was very relaxed hence I felt very comfortable.

#### Not Recommended

- ✓ *Waited to be seen to be told I didn't have appointment when I did feel.fobbed off*

#### Passive