

# FFT Monthly Summary: March 2024



Coventry Road Practice  
Code: M89021

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	9	0	0	0	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	41	9	0	0	0	0	<b>50</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>41</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>82%</b>	<b>18%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 100% 👎 0% 🙋 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:

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

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

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

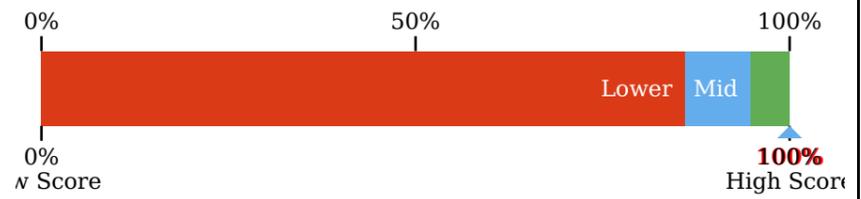
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

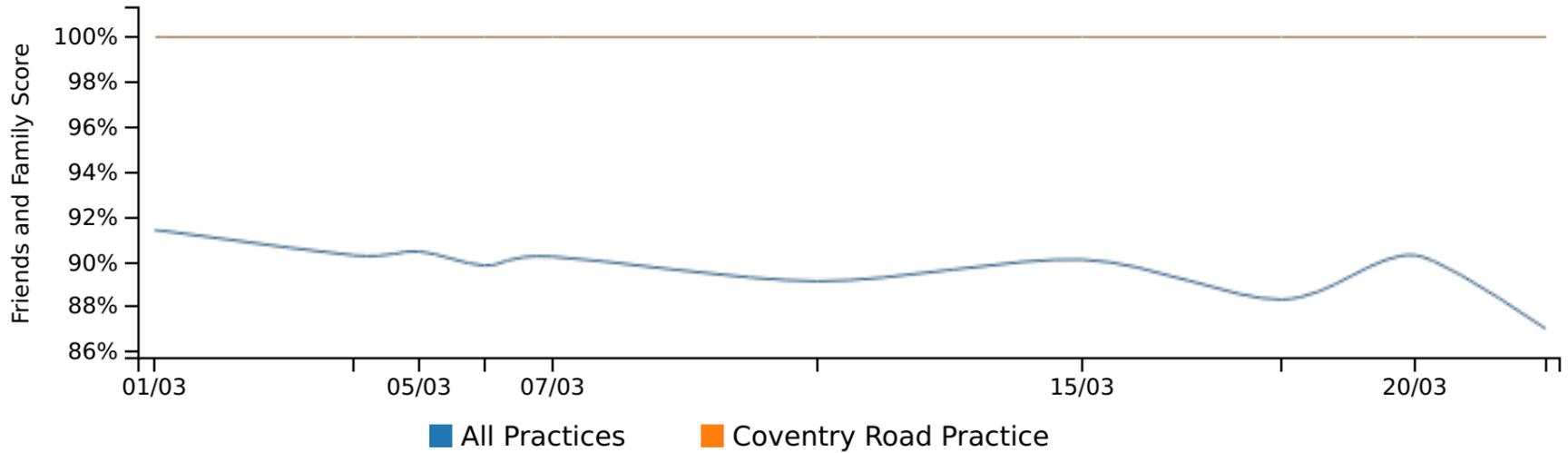
**Your Score: 100%**

**Percentile Rank: 100<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 100th percentile means your practice scored above 100% of all practices.

### Practice Score: 'Recommended' Comparison



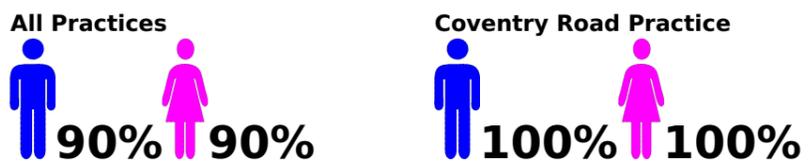
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

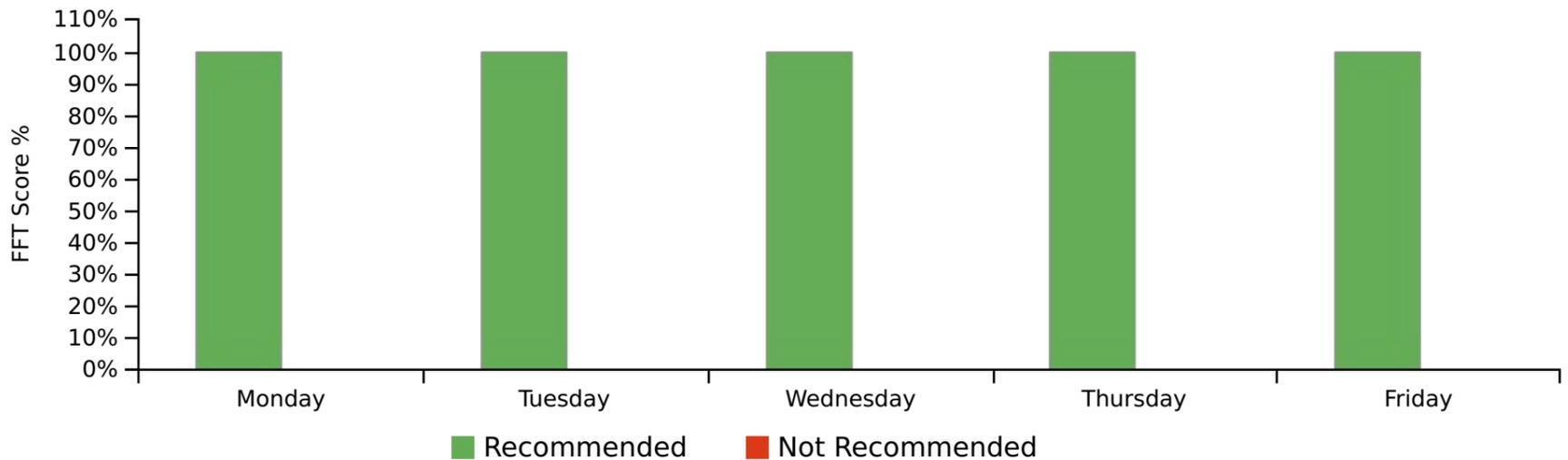
	< 25	25 - 65	65+
All Practices	84%	89%	93%
Coventry Road Practice	100%	100%	100%

#### Gender



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

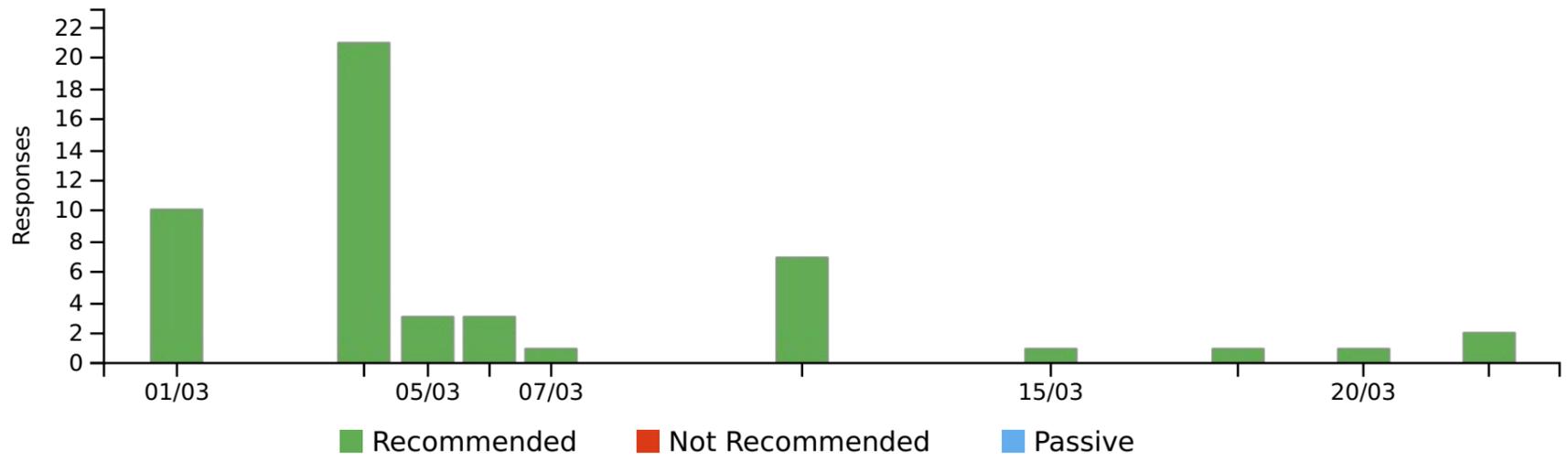
### Practice Score: Day of the Week Analysis



- 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

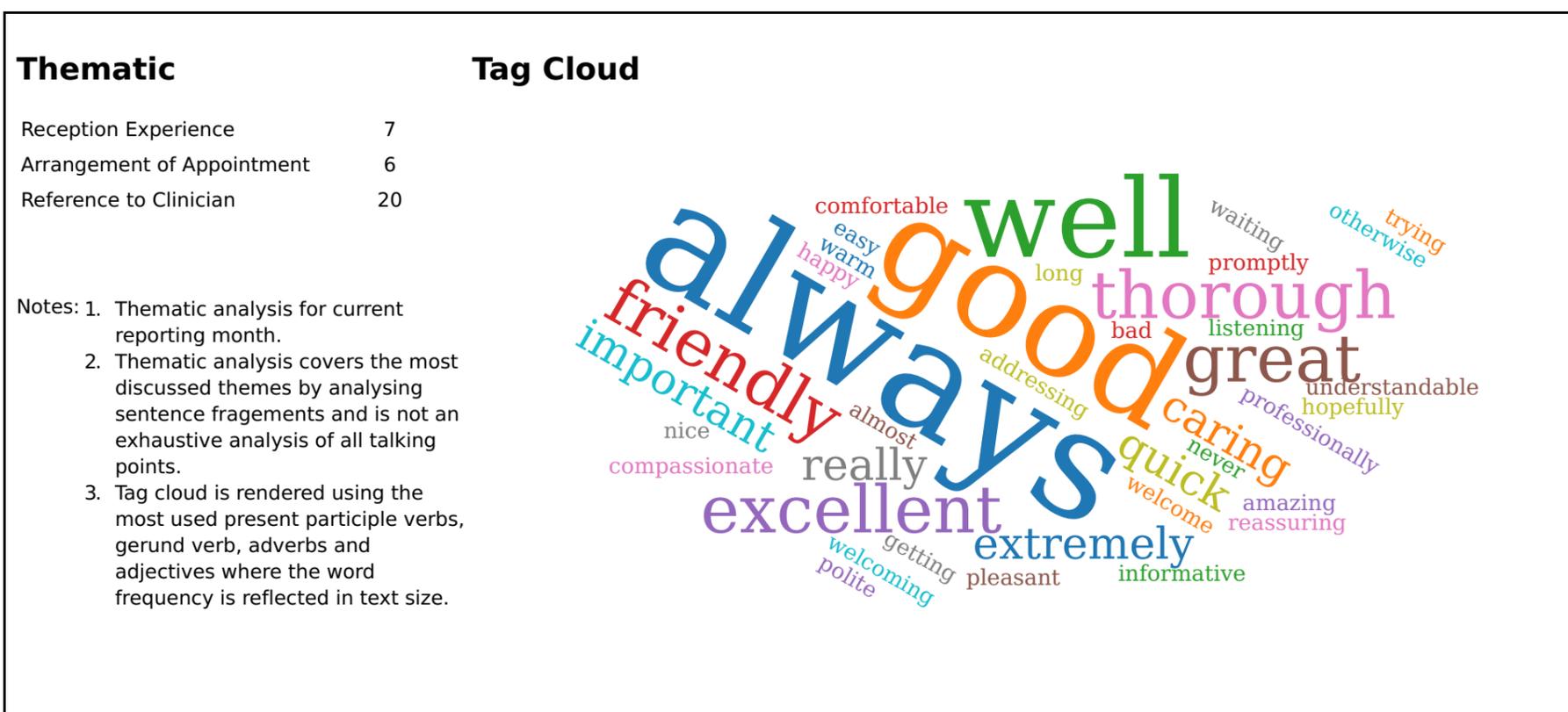
### Patient Responses



- 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



### 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

- ✓ Doctor listened and came up with helpful treatment
- ✓ Staff within the Coventry Road practice are really friendly and helpful. Quick times, and a well presented doctors.
- ✓ Always feel listening to and staff know me well.
- ✓ Dr Deb is the best doctor
- ✓ Treated with decency, respect, made to feel comfortable, answered questions professionally & understandable
- ✓ Because it is very good surgery
- ✓ Because I was happy with how I was delt with by the doctor I saw
- ✓ Nurse was very good
- ✓ My appointment was on time
- ✓ Ease of getting an appointment, doctor was very understanding and helpful in addressing my concerns
- ✓ The practice are very welcoming and always provide an excellent service to their patients.
- ✓ Because the Doctors are very understanding
- ✓ Reception staff very kind & helpful. Always a warm welcome
- ✓ The nurse was informative, listened well and made the visit seem important.
- ✓ I was booked in on the same day that I rang the receptionist was really helpful and I was seen promptly by the doctor and got what I needed from the doctor
- ✓ The dr was amazing, too her time to listen to our worries and concerns.
- ✓ Very pleasant and helpful
- ✓ Because your servi
- ✓ Was on time and the injection was delivered
- ✓ Because we got service very well
- ✓ Staff are always extremely friendly and reassuring.
- ✓ It's important to create facts
- ✓ First class treatment
- ✓ She help me with all my problems my G P practice is will run
- ✓ The waiting time was a bit long otherwise all was good
- ✓ Easy book in and appointment was on time, the doctor was great explained everything i needed to know.
- ✓ The practise is very good get a appointment and doctor vino is very good
- ✓ Dr. Veno listened to what I had to say and suggested some changes that might help. As always I felt she was caring and understood what I was trying to say. Thank you.
- ✓ I have never had any bad experience the staff always been very polite and helpful
- ✓ Dr Deb is very kind and understanding excellent service
- ✓ Quick response time.
- ✓ Friendly staff, Can almost always get an emergency appointment if needed, personable and very helpful. Like to see some GP's/nurses
- ✓ Very very good
- ✓ The trainee doctor was extremely thorough and compassionate
- ✓ Diane, the nurse was excellent and did a thorough assessment of all my problems. She was very nice to talk to. Thank you.
- ✓ Got an emergency appointment saw Dr Portes very thorough and helpful sorted out some medication to ease pain and requested an emergency scan & have received the appointment. Great.
- ✓ Because the Doctor Who I seen, was very caring and very helpful
- ✓ I was seen, respected and treated well can't ask for more.
- ✓ dr vino looked at my son and was great with him and has hopefully got him sorted

#### Not Recommended