

# FFT Monthly Summary: April 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	8	1	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>114</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	8	1	0	0	0	<b>50</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>41</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>82%</b>	<b>16%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

👍 98% 🗑️ 0% 📁 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:

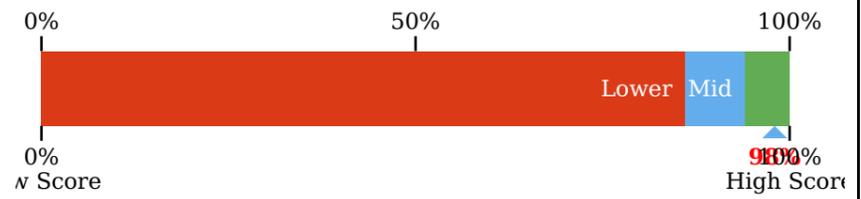
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

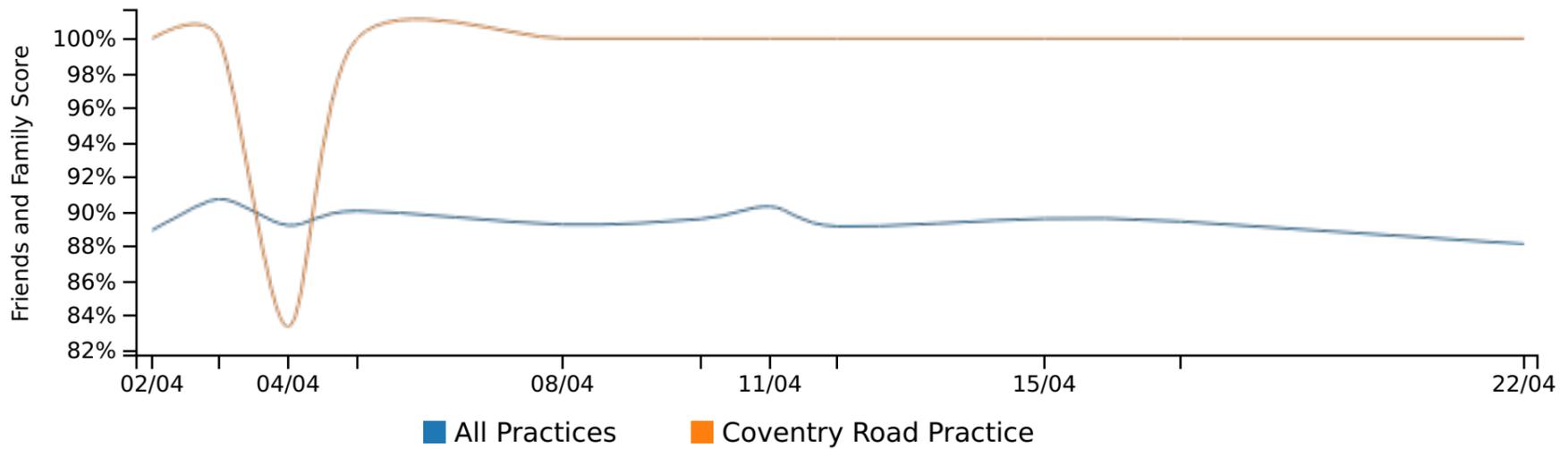
**Your Score: 98%**

**Percentile Rank: 95<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 95th percentile means your practice scored above 95% of all practices.

### Practice Score: 'Recommended' Comparison



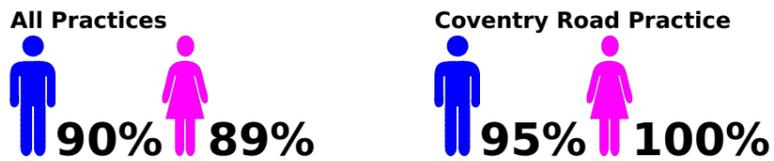
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

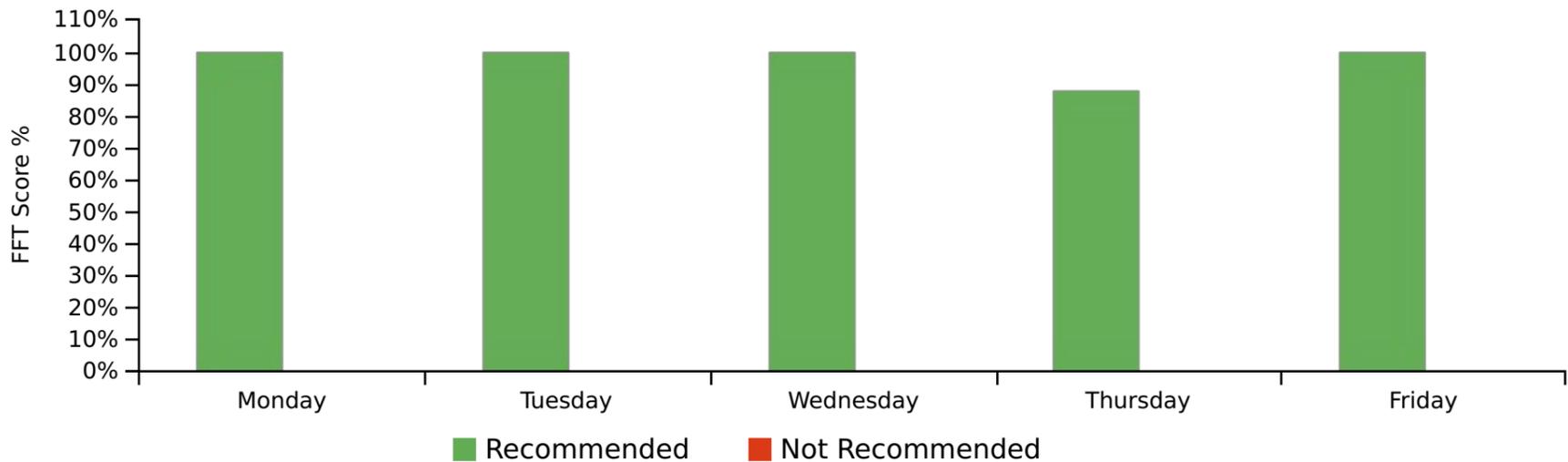
	< 25	25 - 65	65+
All Practices	84%	89%	92%
Coventry Road Practice	100%	96%	100%

#### Gender



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

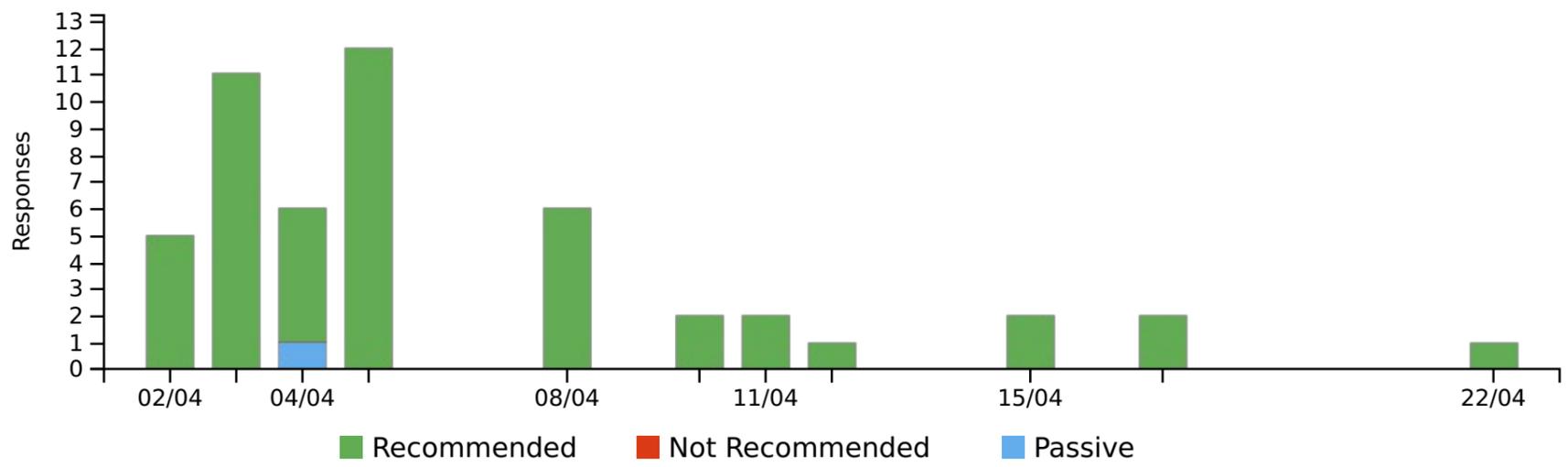
### Practice Score: Day of the Week Analysis



- 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

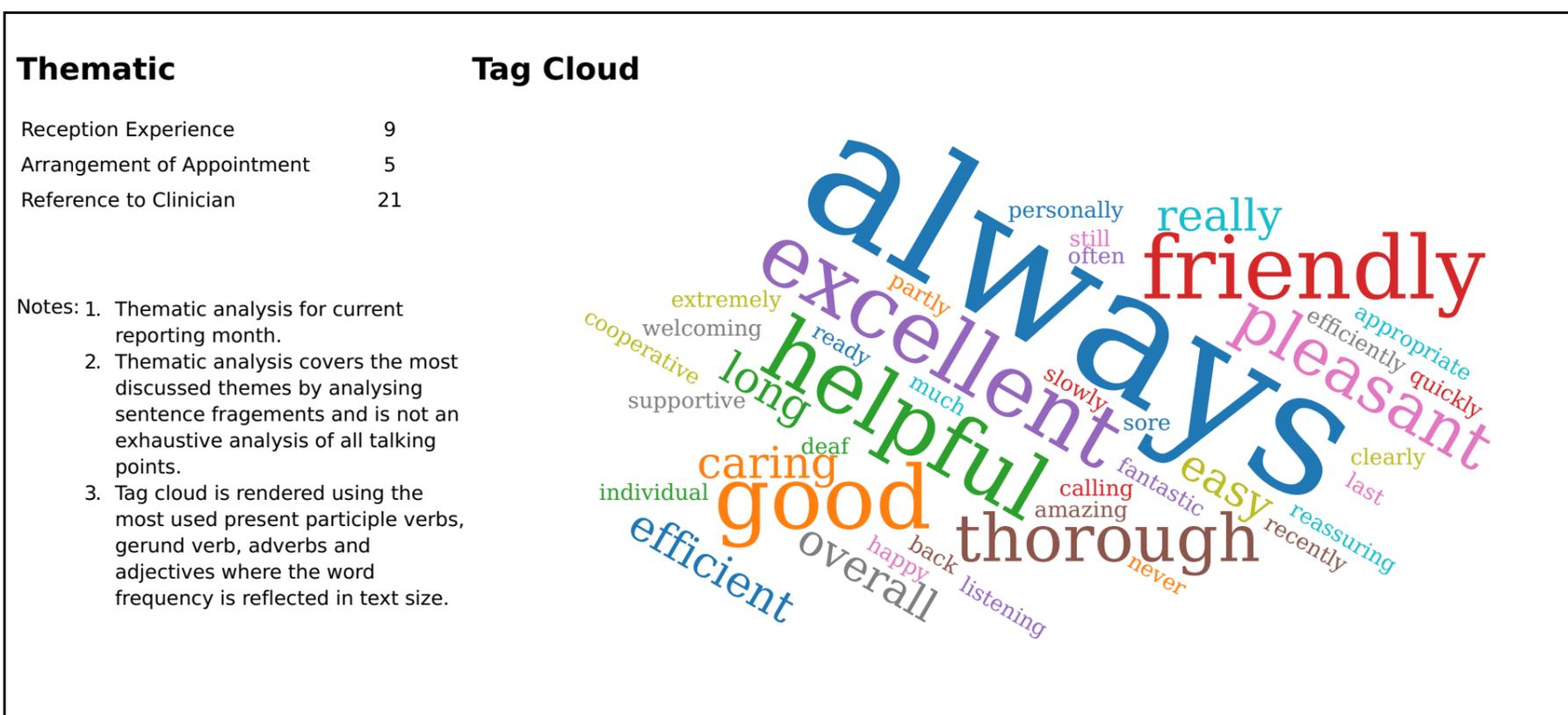
### Patient Responses



- 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

- ✓ Overall experience GOOD i booked the appointment at 8:30 by calling the GPI managed to get the same day appointment so that was fantastic but i did expect that.The GP doctor helped me but she will get back to me with answers Overall Good experience i am happy
- ✓ I was seen on time and treated efficiently and with respect
- ✓ Extremely prompt service and the GP was thorough and reassuring
- ✓ Doctor was very patient and understanding.
- ✓ Easy check in service and treated with compassion by the staff.
- ✓ Doctor i sore was very good i am partly deaf he explained all slowly
- ✓ I've needed to visit the Doctor's surgery more often recently. All of the Doctors I've seen have been really helpful, patient and friendly. I feel like I've been listened to. Any problems I've had or still have, we're dealt or are being dealt with.
- ✓ Because I got to see someone.
- ✓ Pleasant to talk to. Efficient.
- ✓ Appointment was on time. Doctor was welcoming and helpful
- ✓ My GP was friendly and helpful and I didn't feel I was being rushed at all
- ✓ All staff are pleasant and caring.
- ✓ There always room for improvement
- ✓ Friendly receptionist and the doctor took the time to discuss all my concerns.
- ✓ Felt the dr really listened to what I said
- ✓ The GP was very thorough and explained very clearly about the patient
- ✓ Very pleased with advise
- ✓ I didn't have to wait long and the nurse was excellent.
- ✓ Diane is an excellent nurse that always gives 110% to my client
- ✓ Because this what I felt was appropriate
- ✓ Because personally I have always received good service from your practice.
- ✓ The doctor always has time to understand why you have asked for an appointment and never rushes you out. They treat everyone as an individual.
- ✓ The doctor helped me a lot and I understood my situation quickly.
- ✓ Always have excellent service from reception to Dr's nurses everyone who works there
- ✓ I didn't have to wait very long to see the nurse.
- ✓ The doctor was listening to me and understanding
- ✓ GP was amazing and the reception staff were so helpful
- ✓ As I think this surgery is excellent service and I have used it for the last 70 years
- ✓ Receptionist that listen and help you and a dr that listen is kind and supportive.
- ✓ Mercedes was very thorough, efficient and pleasant.
- ✓ because staff and doctors are very cooperative
- ✓ Because I have always received the best attention thank you.
- ✓ Always feel I am listened to
- ✓ On time visit, friendly staff.
- ✓ Explained every thing to me .
- ✓ Because the staff and doctors are very kind and caring and nothing is too much trouble , easy to get appointments and they are always ready to help .

#### Not Recommended

#### Passive