

FFT Monthly Summary: January 2025



Coventry Road Practice
Code: M89021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	8	2	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	118						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	8	2	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	8	2	0	0	0	50
Total (%)	80%	16%	4%	0%	0%	0%	100%

Summary Scores

👍 96% 👎 0% 🗳️ 4%

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:

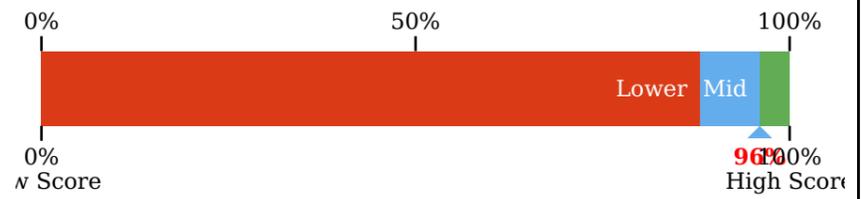
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

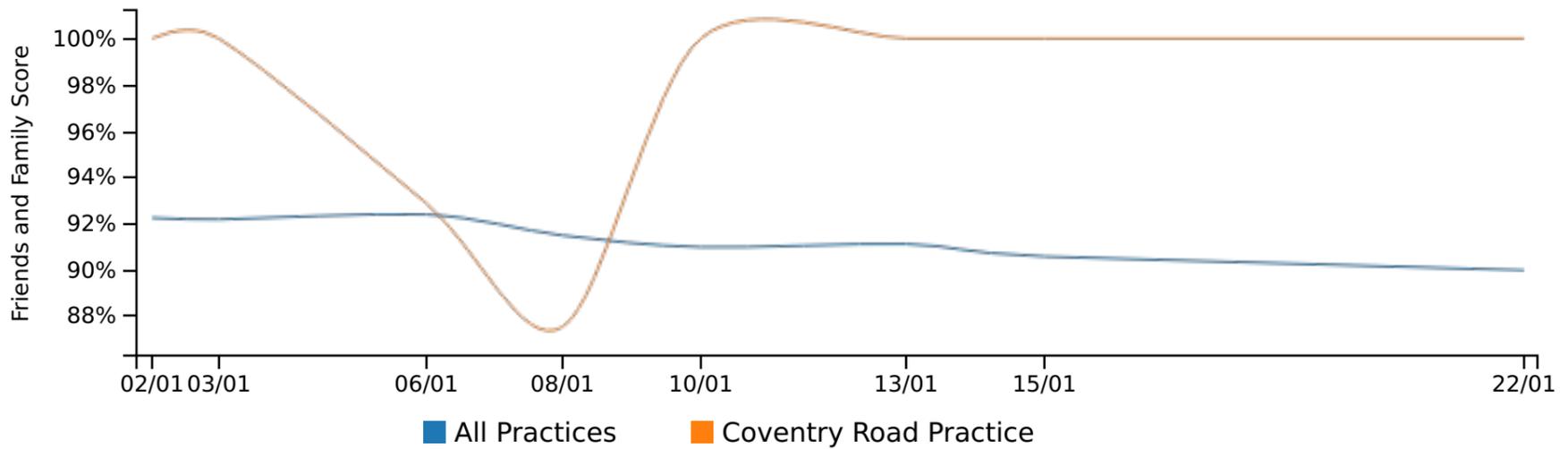
Your Score: 96%

Percentile Rank: 80TH



- 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



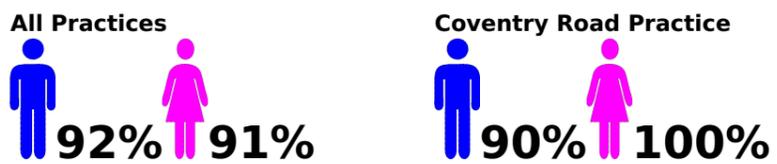
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

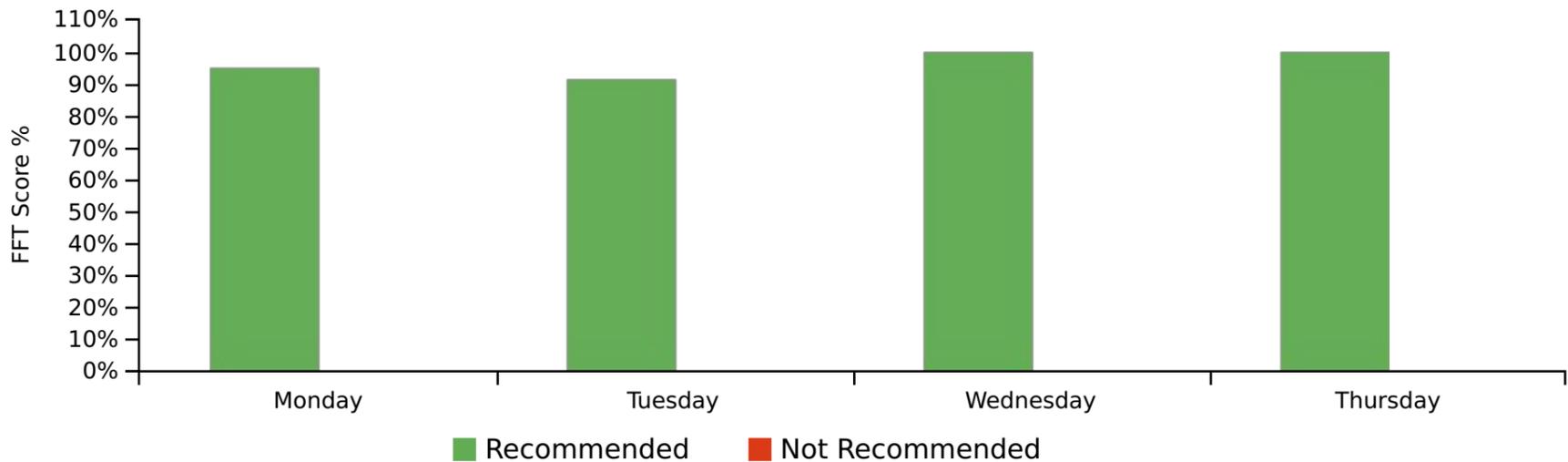
	< 25	25 - 65	65+
All Practices	86%	91%	94%
Coventry Road Practice	100%	100%	92%

Gender



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

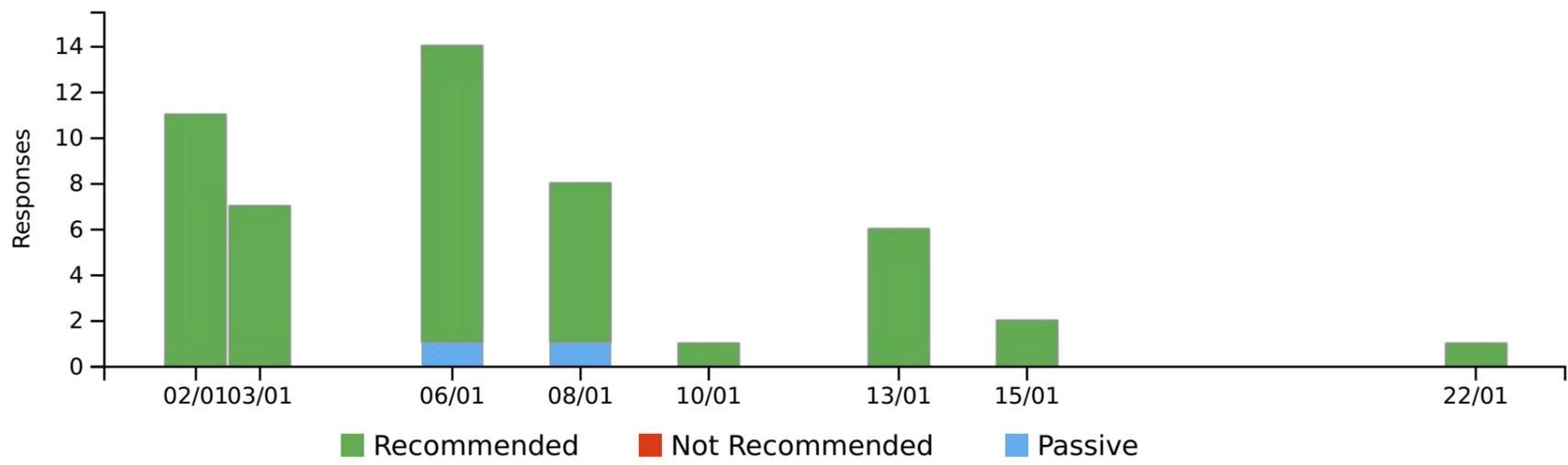
Practice Score: Day of the Week Analysis



- 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

- ✓ I believe that my previous remarks were centred on Dr Badcock who I think demonstrated very good GP practice along with all Dr's at the surgery
- ✓ Nicola was very attentive And efficient whilst giving me a new dressing!!!
- ✓ Appointment on time great dr
- ✓ The nurse was very friendly and professional
- ✓ Staff very nice and doctor very helpful thank you
- ✓ Had no trouble getting appointment and felt my issues were thoroughly investigated
- ✓ Got an appt quickly & the dr was through
- ✓ Always pleased to see Dr Deb, she is very thorough & very pleasant.
- ✓ Today's experience
- ✓ The doctor was very helpful
- ✓ My doctor doctor vino is the best doctor she listens she has compassion and she cares and gets things done. I think all the staff nurses and doctors are very good never had a problem I have been going there 35 years very friendly staff will always do their best !
- ✓ He Listened
- ✓ The nurse was very professional and friendly
- ✓ Very good information given to me and prescribed me antibiotic spray for my ear infection
- ✓ Terrible thing to say I was satisfied by a 40 minute delay to my appointment time But the wait to see this doctor was worthwhile
- ✓ Always listen and help
- ✓ Prompt & excellent service
- ✓ Excellent, professional, friendly service always provided
- ✓ I have been a patient for eighty years and have never had a reason to complain happy new year to you all god bless x x x
- ✓ Because it was good service, I didn't have to wait long.
- ✓ Normally you only get ring backs but I was suprised to actually see a doctor face to face
- ✓ I gave the answer because I very good service and was treated well by the Doctor
- ✓ I was pleased the way I was treated
- ✓ Dr was very thorough, put me at ease and explained what he thought the issue was and how it was going to be treated. Also he booked a follow up appointment to make sure the treatment was working.
- ✓ Because I have always been treated with kindness and professionalism and support
- ✓ Very good
- ✓ Lovely doctor always making me feel at ease and reassured
- ✓ An excellent practice where patients feel very well looked after and valued. Thank you for supporting my family with my mom and dad
- ✓ Fantastic team
- ✓ Dr Portes was very informative thorough ,and reassuring thank you
- ✓ Our GP practice has always been there to help, even if they can't give you an appointment, they try to get you some help
- ✓ Everything is always explained and always a phone call away.
- ✓ Okay
- ✓ Dr. VIno, as usual, was thorough and extremely informative. Plus, the receptionists were very helpful.
- ✓ Friendly and helpful service
- ✓ Dr was thorough, listened to problem and was very empathetic. Gave me further treatment for an infection and explained how to use

Not Recommended

Passive

- ✓ Reception area was cold, even staff were complaining about it.
- ✓ The doctor put my mind at rest