FFT Monthly Summary: April 2025

Coventry Road Practice
Code: M89021

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	6	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2
Report Summary

Surveyed Patients: **140**
Responses: **50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	6	1	0	0	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**43**	**6**	**1**	**0**	**0**	**0**	**50**
Total (%)	*86%*	*12%*	*2%*	*0%*	*0%*	*0%*	*100%*

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:

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

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

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: **98%**

Percentile Rank: **95TH**

0%   50%   100%

Lower Mid

0%   98%
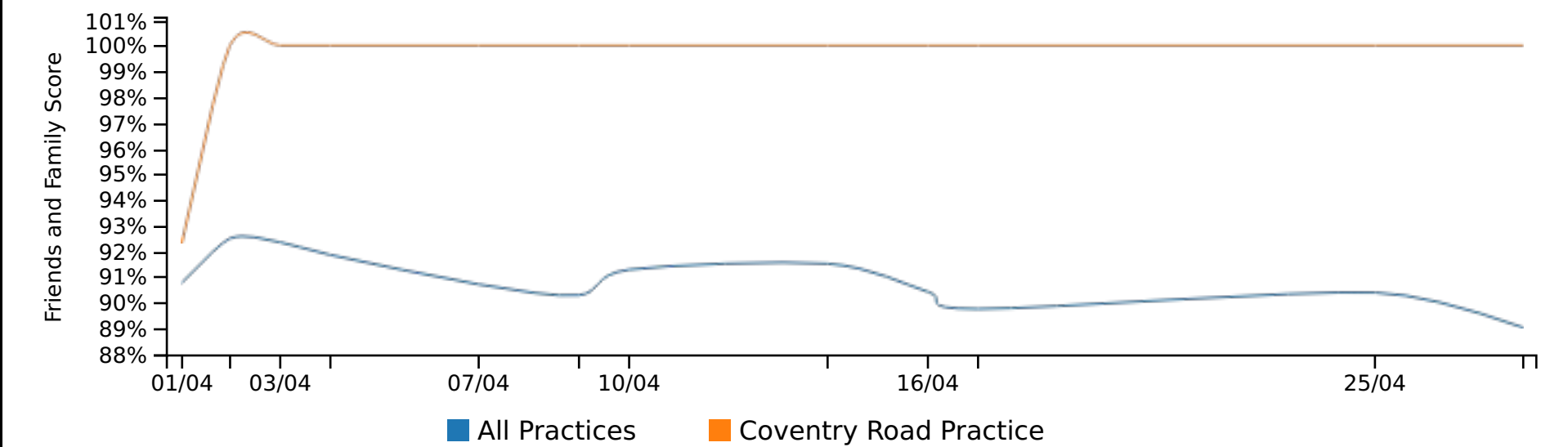*Low* Score   High Score

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 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	85%	90%	93%
Coventry Road Practice	100%	96%	100%

Gender
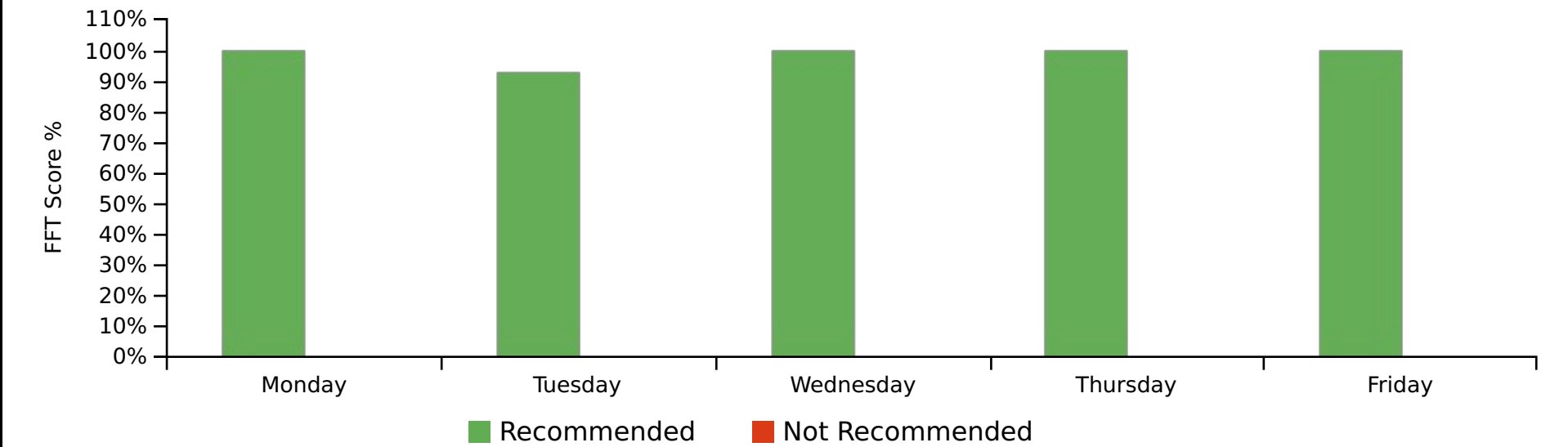
All Practices

🧍 91% 🧍 91%

Coventry Road Practice

🧍 100% 🧍 97%

Notes: 1. Scores for current reporting month.
           2. Score calculated as per NHS requirements. See scoring guidance section.
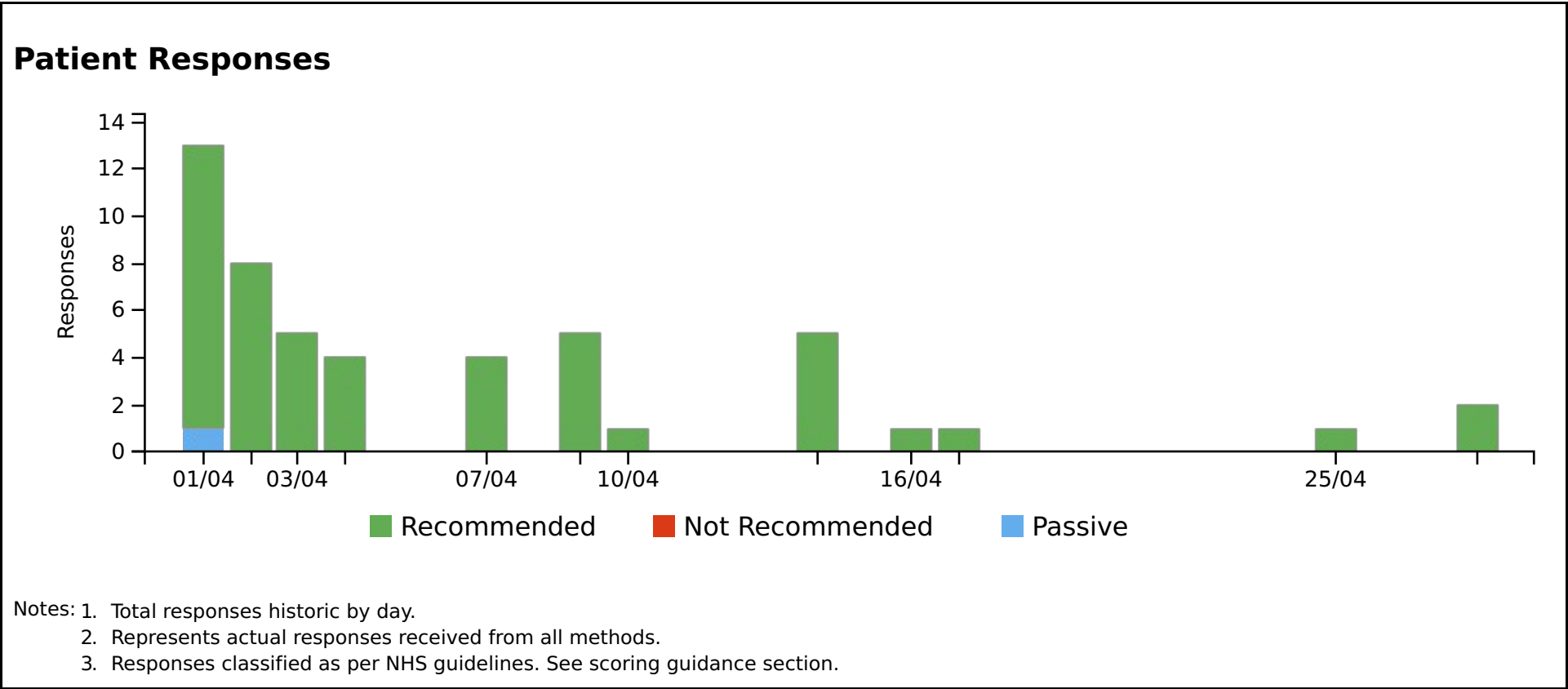
Practice Score: Day of the Week Analysis

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.

Thematic

Reception Experience	9
Arrangement of Appointment	4
Reference to Clinician	14

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

✓In reply to your question.
✓*Detailed explanation regarding hospital results*
✓I feel listened to and the doctor understands concerns I have.
✓*Because I go on surgery*
✓Very friendly nurse.
✓*Very helpful doctor.i felt she cared about my health*
✓It was good
✓*Always the receptionists are polite and helpful.*
✓1 have full confidence in them
✓*Promptly seen by a doctor who listened well and gave good advice for me moving forward.*
✓Yes I have always been treated with respect and nothing to much your staff always willing to help
✓*Quick service, very professional*
✓I was satisfied with the service I had and the staff were excellent
✓*Very good service and a nice nurse*
✓Friendly and no waiting
✓*Excellent Service*
✓The receptionist was extremely helpful. The GP was very approachable, reassuring and listened.
✓*Because it was very good before injection everything was explained to me.*
✓Very good dr very thorough appointment
✓*Because of the efficiency of all staff*
✓They have fitted me in as urgent.
✓*I was listened too Not rushed*
✓My GP has been very thorough and has taken time to understand my conditions and advise accordingly.
✓*It was very good Dr Debs excellent doctor*
✓Because both the Doctors and all other staff are lovely, kind, helpful and considerate. You are treated like a person and not a number.
✓*I had a telephone appointment with Dr Vino she was very helpful and listened to my symptoms and explained next steps. Went to the surgery reception later to get some forms and book a blood test . A lovely friendly lady on reception sorted this out for me and arranged a quicker blood test at another location. Brilliant.*
✓Polite friendly staff and nice clean environment
✓*Ongoing condition*
✓Because I always get the best treatment
✓*Excellent patient care, polite and professional staff, availability for a quick appointment*
✓Very friendly, natural conversation which put me at ease and I didn't feel at all rushed. My wellbeing was considered as well as the clinical aspects
✓*Always good service and feels like the doctor listens to you.*
✓Friendly service, helpful and will always try to get you appointment, great practice

Not Recommended

Passive

✓1-Very Good specially the doctor who assisted me.