

FFT Monthly Summary: June 2025



Coventry Road Practice
Code: M89021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
27	5	1	0	0	0	0	0	0	33	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:

90

Responses:

33

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	27	5	1	0	0	0	33
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	27	5	1	0	0	0	33
Total (%)	82%	15%	3%	0%	0%	0%	100%

Summary Scores

97%

0%

3%

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:

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

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: 97%

Percentile Rank: 85TH

0%50%100%

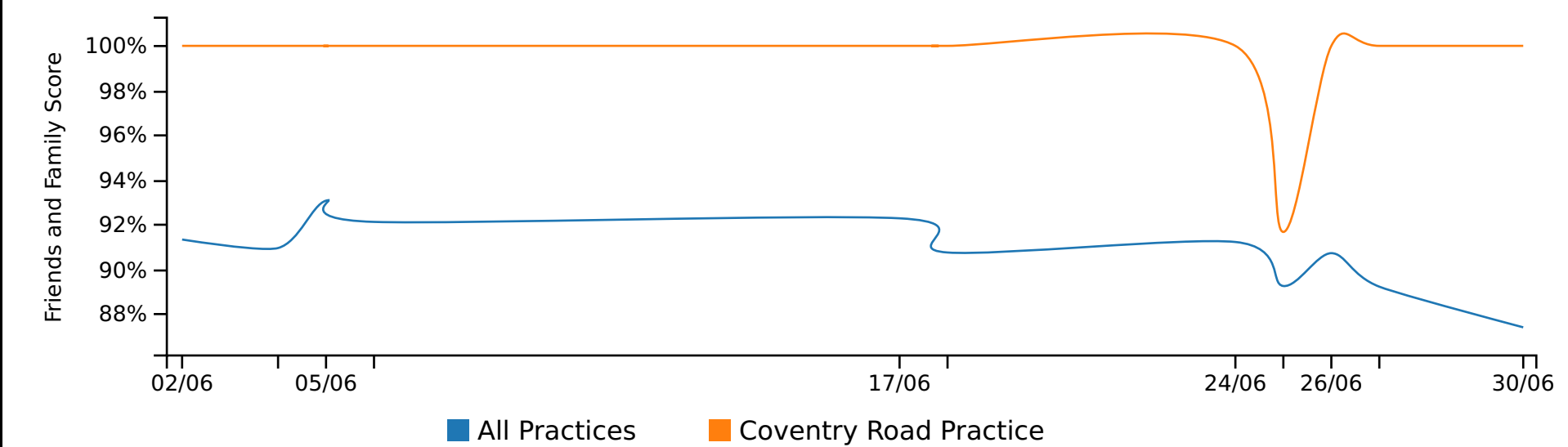
LowerMid

69%97%100%

Low ScoreHigh 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 85th percentile means your practice scored above 85% 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%	93%
Coventry Road Practice	0%	94%	100%

Gender

All Practices

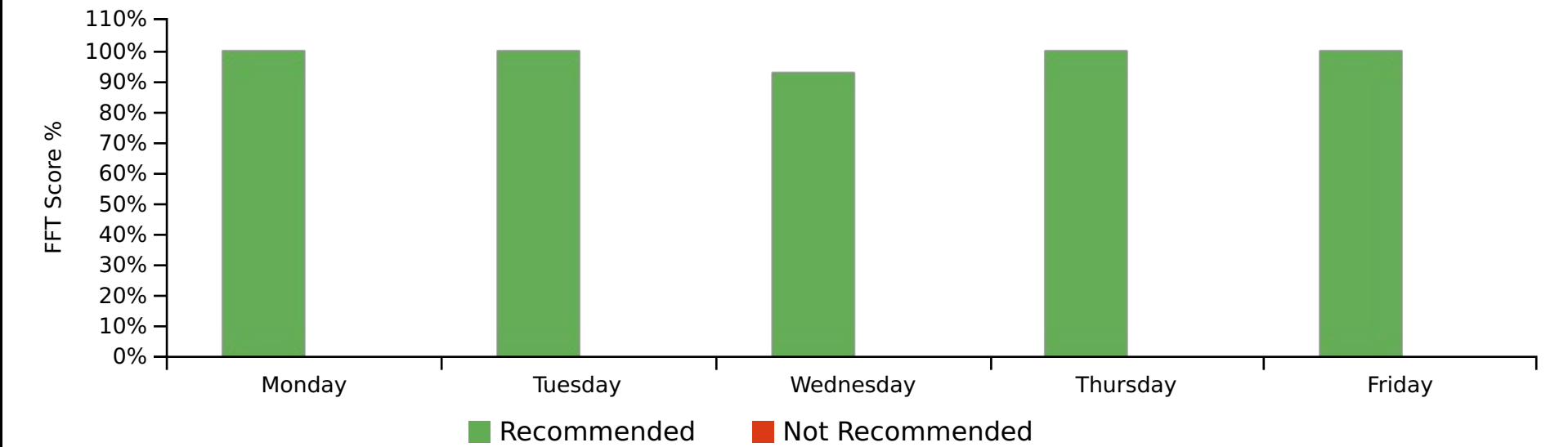
91%91%

Coventry Road Practice

91%100%

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

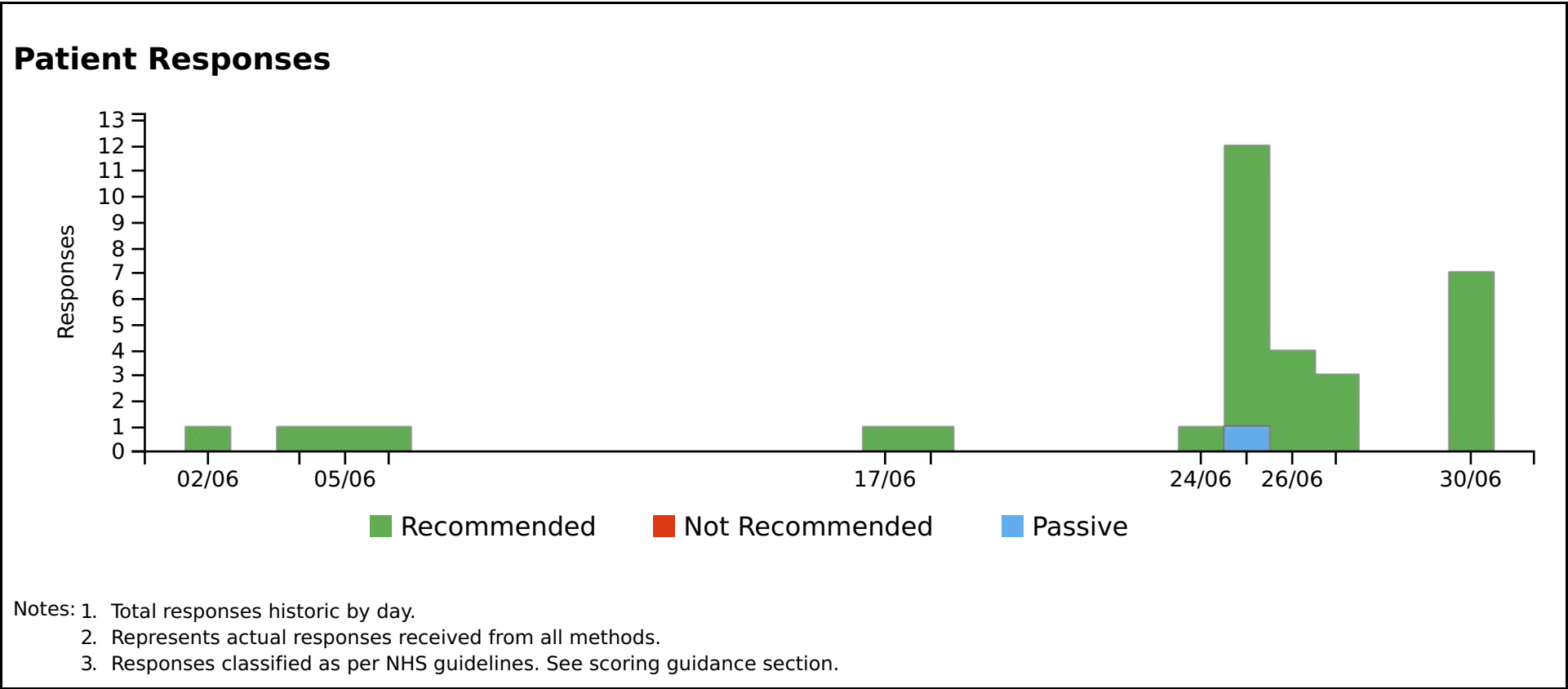
Practice Score: Day of the Week Analysis



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



SECTION 5

Patient Free Text Comments: Summary

Thematic

Reception Experience	8
Arrangement of Appointment	2
Reference to Clinician	5

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragements 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

- ✓Practice is spotlessly clean, easy to sign in, helpful staff. Lots of seating in the waiting areas. Catherine, the Midwife is fantastic
- ✓*Doctor good and understanding*
- ✓I don't know
- ✓*Always very well looked after by staff and Drs*
- ✓All staff very caring and listen to you as an individual.
- ✓*Staff and service are very good*
- ✓This particular doctor is exceptionally good and very caring and efficient.Reception staff also good.
- ✓*Always very helpful*
- ✓Very helpful, supportive gp surgery
- ✓*Dr Portes listened, looked and, hopefully, has prescribed appropriate medications and investigation.*
- ✓It is always possible to get an appointment. The medical staff give you time, you never feel rushed.The office staff are friendly and approachable.
- ✓*The paramedic was very thorough, explained everything clearly and was very reassuring and friendly.*
- ✓I get looked after when I go
- ✓*Did have to wait long and everyone very pleasant*
- ✓1 very good
- ✓*My appointment ran to time. The person I was seeing for the first time was friendly and reassuring while she was taking my bloods. She answered my questions clearly and was very helpful.*
- ✓I gave my answer in regards how my experience was with my practice - it was very good - I wasn't kept waiting too long to be seen either so all I can say is that the service I get is excellent.
- ✓*Took only one blood pressure reading - which was high systolic. At home I always take three as the first one is always higher than the following ones, sometimes by a significant amount.*
- ✓This surgery is an amazing, if only all NHS GP Surgeries were as good as this one, friendly, informative staff that go the extra mile, they care about the patients and always put them first!!
- ✓*They are always amazing, considerate and good timing*
- ✓I am hard of hearing so all staff spoke clear
- ✓*Always helpful*
- ✓Because servers are really good

Not Recommended

Passive