

# FFT Monthly Summary: July 2025



Coventry Road Practice  
Code: M89021

## SECTION 1 CQRS Reporting

**CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	4	1	0	1	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

**Surveyed Patients:**  
**Responses:**

**124**  
**50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	44	4	1	0	1	0	<b>50</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>44</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>88%</b>	<b>8%</b>	<b>2%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

**Summary Scores**  

96% 2% 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:

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:96%

Percentile Rank:85TH

0%50%100%

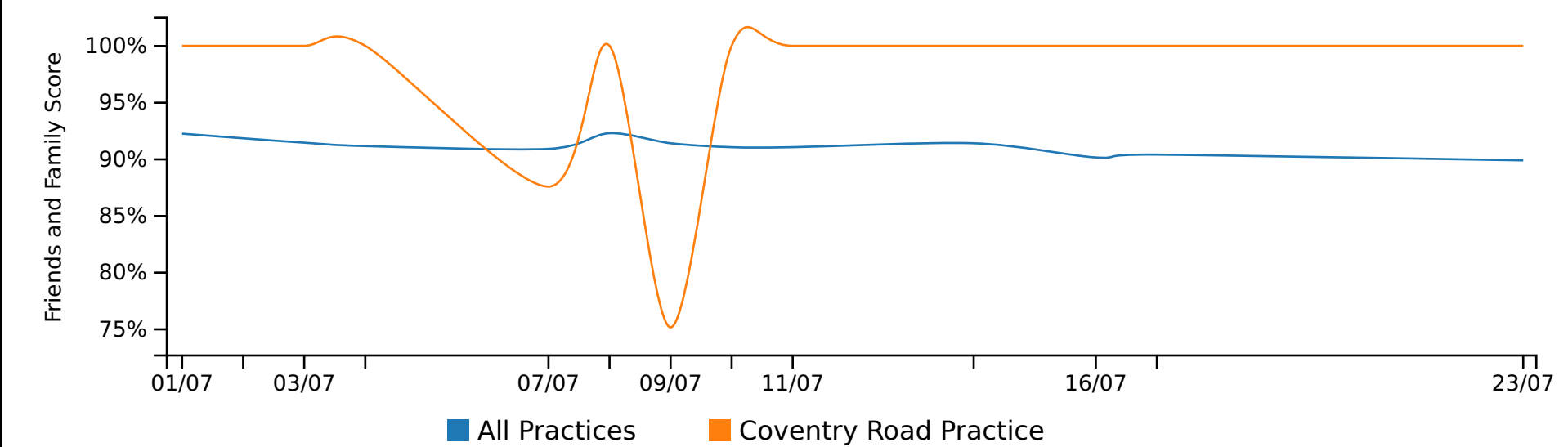
0% Score

LowerMidHigh Score

96%

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%	90%	93%
Coventry Road Practice	67%	100%	95%

Gender

All Practices

91%

91%

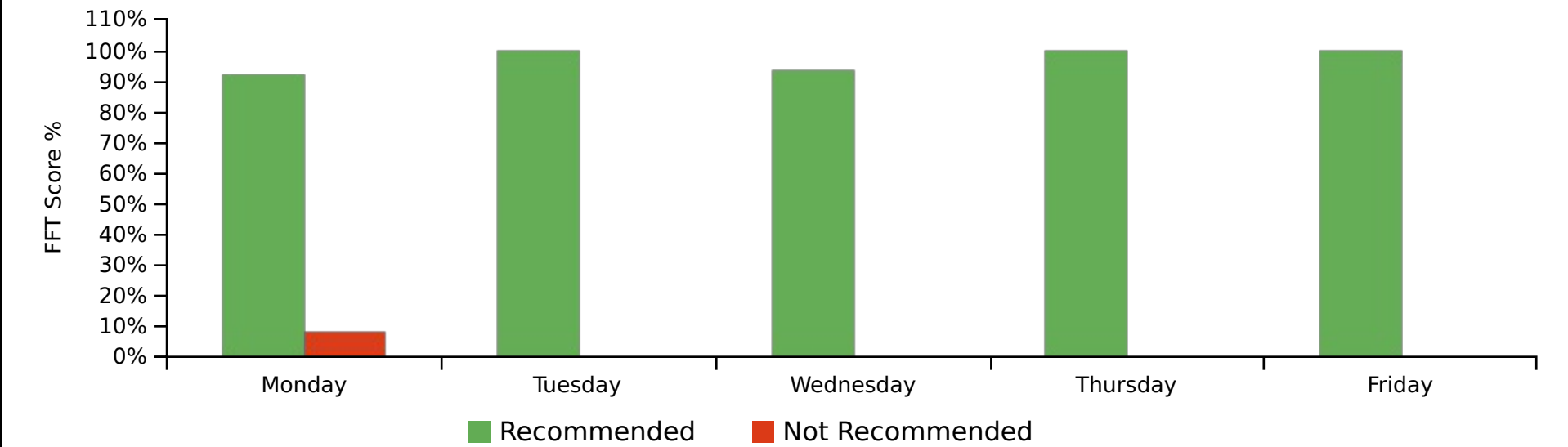
Coventry Road Practice

94%

97%

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

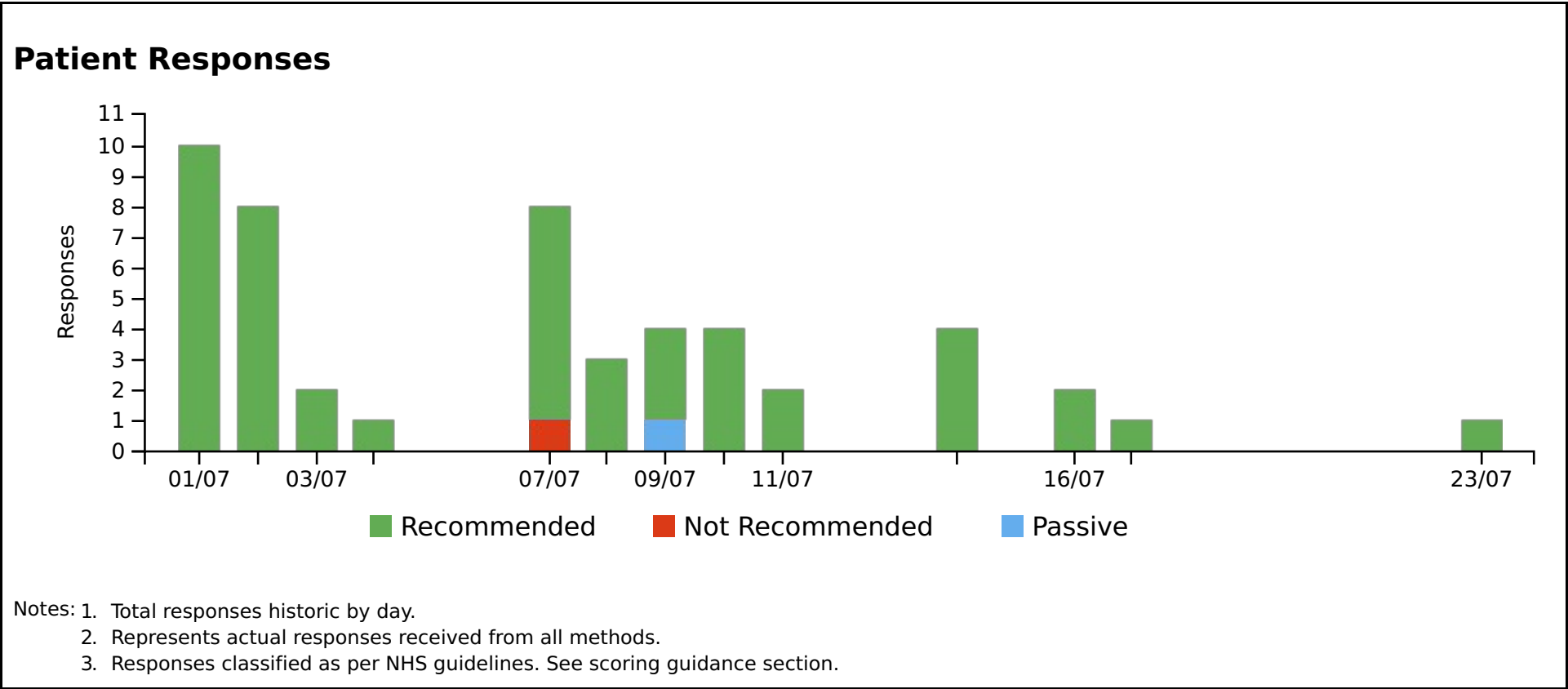
Practice Score: Day of the Week Analysis



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.

SECTION 4

Patient Response Analysis



SECTION 5
Patient Free Text Comments: Summary

Thematic

Tag Cloud

Reception Experience 12
Arrangement of Appointment 6
Reference to Clinician 15

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.

Word cloud containing terms like: always, professional, polite, efficient, great, clear, nice, pleasant, welcome, etc.

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

- ✓the care was excellent, doctor and nurses were friendly and professional, appointment was easy to get and my concerns were addressed clearly
- ✓The call was quick and easy
- ✓Becuse I felt unhurried and relaxed during my throughout my appt, as alwaays,and completetely satisfied with the advice and treatment from Dr.Deb. The same goes for all the Doctors and receptionists,both in person and teeophone.
- ✓Friendly and efficient Can't ask for a better service
- ✓Did not have to wait to long before seeing me .Very helpful and advise given.Nice and polite Dr also the receptionist.Thank you .
- ✓Friendly staff and no waiting around. Never had any problems getting an appointment.
- ✓Good visit with Dr Tim Badcock.
- ✓Yes I saw dr Badcock he was informative and very helpful explaining my problem and concerns
- ✓I always get treated respectfully
- ✓Seen quickly.
- ✓Friendly, warm welcome from reception and the nurse was lovely and very professional
- ✓Everyone there are so helpful and understanding... reception staff are great.dr deb who I saw a couple times is really patient and helpful.has time to listen.and will follow up things for my welfare.i came to this surgery about 4 months ago wished I had changed from my previous doctor years ago.as they wasn't doing much for my pain and illnesses..for a number of years
- ✓I feel listened to and heard when I talk to my doctor about my concerns about my health
- ✓Called into my appointment on time, pleasent friendly attitude of nurse
- ✓The reasoning behind my answer is because the service I always receive is efficient. The staff are really polite and kind. Receptionists always greet you with a smile and are friendly. The doctors listen to your concerns and deal with them promptly. It's a great practice. Thank you.
- ✓Despite a short delay, Dr Vino was as friendly, personable and helpful as always. Shows care and asks questions to understand.
- ✓Because I did feel better after discussing how I was feeling
- ✓1 - answered all my questions, listened and advised
- ✓Nurse was very efficient and gentle when dressing my wound
- ✓Very pleasant atmosphere My wife & I were made to feel welcome Appointment wasn't rushed GP listened to what I wanted & a plan was made with a further review to see if the change was suitable Had the opportunity to ask questions & feel I can contact the surgery if I have any issues
- ✓First Class service every time.
- ✓Not sure of the nurses name but I never felt a thing when she took my blood, she made my visit a very pleasant and relaxing one, she was so nice.
- ✓Good response from staff members
- ✓It was clearly explained my illness
- ✓Because the surgery always gives me professional and polite help
- ✓The young lady was very polite and I did not feel a thing
- ✓Cause Angela was so nice
- ✓Staff are helpful, friendly and professional. I was able to plan my next appointment for my day off. Feel it's personal and Staff care about achieving a solution. Felt my feelings had been heard and that I'm being listened to. Great surgery. Every appointment iv had has been a positive experience.
- ✓Always can get an appoitment and the girls on reception really helpfull and pleasantDoctors always very good too
- ✓Extremely helpful, very nice staff and very good professionals
- ✓Extremely helpful and explain everything very clearly. Helpful and knowledgeable.
- ✓Staff are always friendly , always seen in good time ,
- ✓Very Friendly and helpful. Everything Explained very well.
- ✓Friendly no wait clean
- ✓Zoe was very professional and put me at ease.
- ✓Quick service and always get appointments when needed
- ✓Staff are very helpful

Not Recommended

Passive