

FFT Monthly Summary: October 2025



Coventry Road Practice
Code: M89021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	7	0	0	2	1	0	0	0	49	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:

143

Responses:

49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	7	0	0	2	1	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	7	0	0	2	1	49
Total (%)	80%	14%	0%	0%	4%	2%	100%

Summary Scores

94%

4%

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: 94%

Percentile Rank: 60TH

0%50%100%

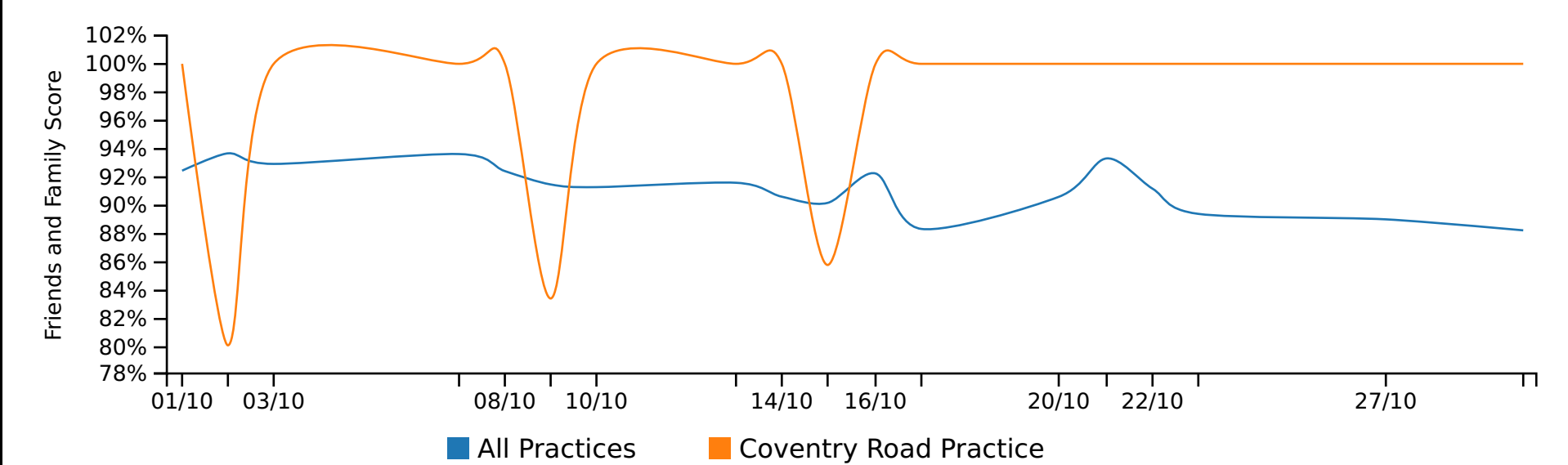
0%100%

LowerMidHigh

ScoreScore

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 60th percentile means your practice scored above 60% 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%	91%	96%

Gender

All Practices

92%

92%

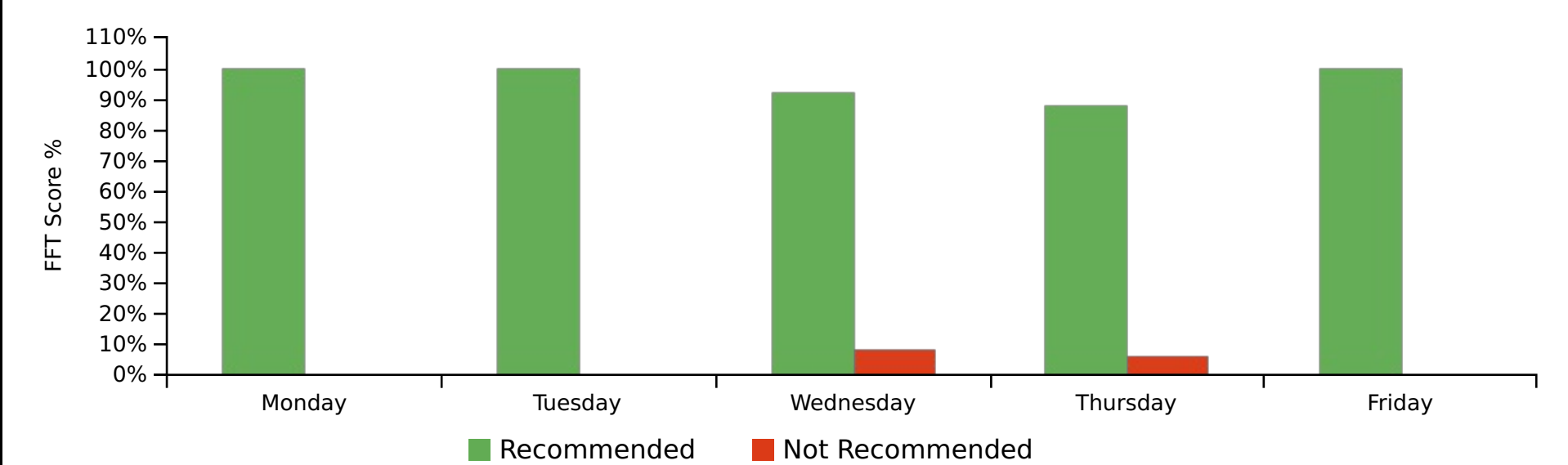
Coventry Road Practice

94%

94%

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

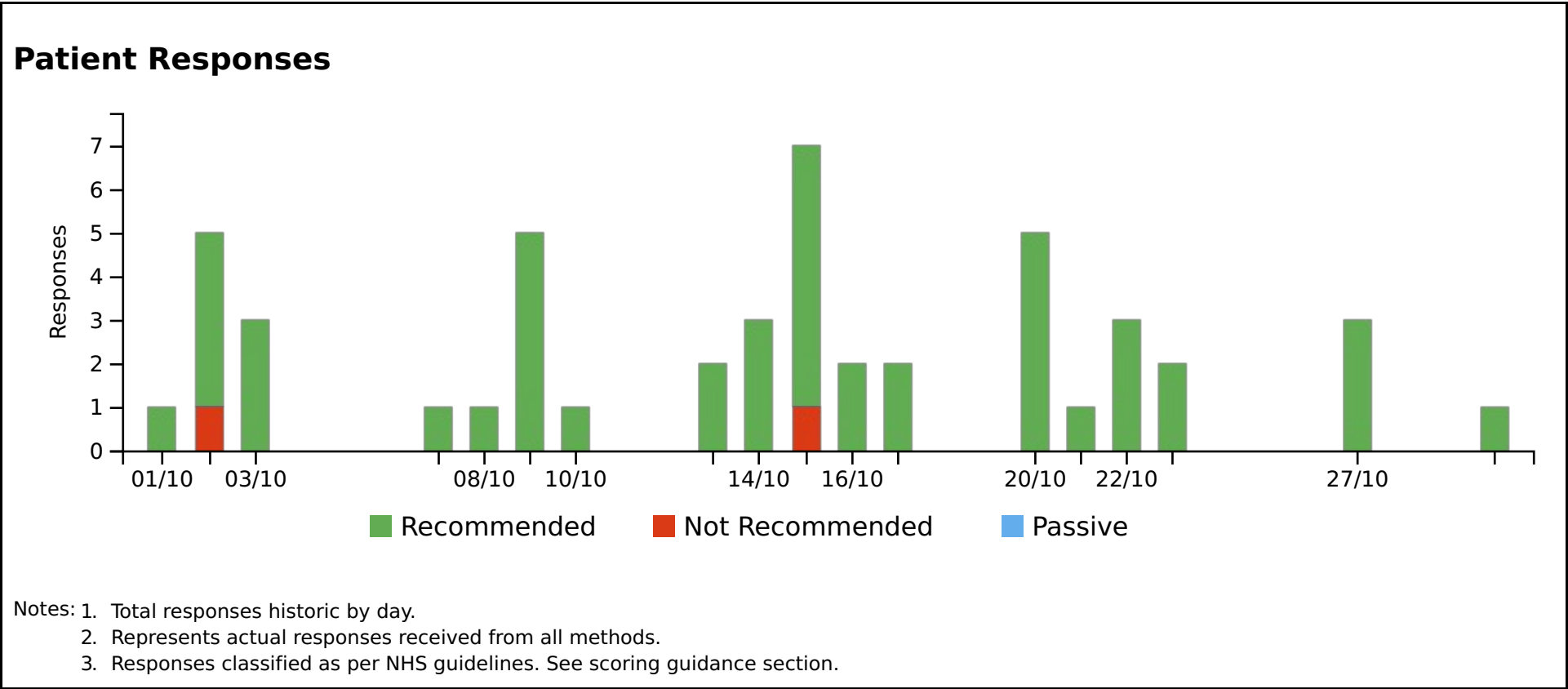
Practice Score: Day of the Week Analysis



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	9
Arrangement of Appointment	4
Reference to Clinician	13

Tag Cloud

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.

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

- ✓Because all the staff go the extra mile, nothing is too much, they are always willing to help
- ✓Friendly, caring, helpful, efficient doctors and staff with particular reference to Dr Deb Dillon. I cant speak highly enough of them.
- ✓The telephone appointment took place on time and the person I spoke with explained things clearly
- ✓All staff amazing. Reception professional and helpful . Drs spend time to listen and advice on best options going forward . Caring and compassionate . Feel very lucky to be in practice
- ✓The nurse is always caring and efficient
- ✓Friendly efficient service
- ✓Okay
- ✓Very helpful and friendly staff. Always very welcoming
- ✓Luckily I only go for 6 monthly check ups, vaccinations etc but I have always found things very efficient.
- ✓Doctor very polite and listened to me and took care
- ✓Friendly helpful staff
- ✓Because you asked
- ✓They always answer the phone quickly and are very helpful. It's a great doctors
- ✓Because very good was what it was!
- ✓Very well organised and looking after me amazingly
- ✓On time and friendly
- ✓Looked after very well.
- ✓Because receptionists are very freindly and helpful and doctors are good too have been pretty thorough with my problems I've had
- ✓Lovely lady credit to the practice
- ✓Polite and efficient
- ✓Every time Iv been to the surgery or made a home call they have always listen to me and Iv been pleased with the response
- ✓Because appt went smoothly in a clean and friendly environment
- ✓Was a pleasant experience and on time.
- ✓Dr Badcock is brilliant, give deserved time to patients
- ✓Listened to , treated with kindness and understanding Nothink too much trouble
- ✓My GP is fantastic and very helpful. Dr Deb
- ✓There's a lot of change going on in the NHS. My experience so far there a bit disorganised not medical it's organisation there not communicating, with each other
- ✓I have only received excellent service from GP to nurses to receptionists always available when I really need them
- ✓The appointment was in time and the nurse was very nice
- ✓feel very fortunate to be registered with this GP practice. The doctors are genuinely kind, caring, and always take the time to listen and provide thorough care. The reception and nursing staff are also consistently professional, helpful, and courteous.
- ✓The nurse was very gentle
- ✗Appointment a little late.

Not Recommended

- ✓Nurse was very good has I don't like needles took her time .
- ✗Waiting for 15 mints half hour its to long time but no body seen

Passive