

FFT Monthly Summary: November 2025



Coventry Road Practice
Code: M89021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
38	9	1	0	0	0	0	0	0	48	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:

134

Responses:

48

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	9	1	0	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	9	1	0	0	0	48
Total (%)	79%	19%	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:

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: 98%

Percentile Rank: 95TH

0%50%100%

0% Score

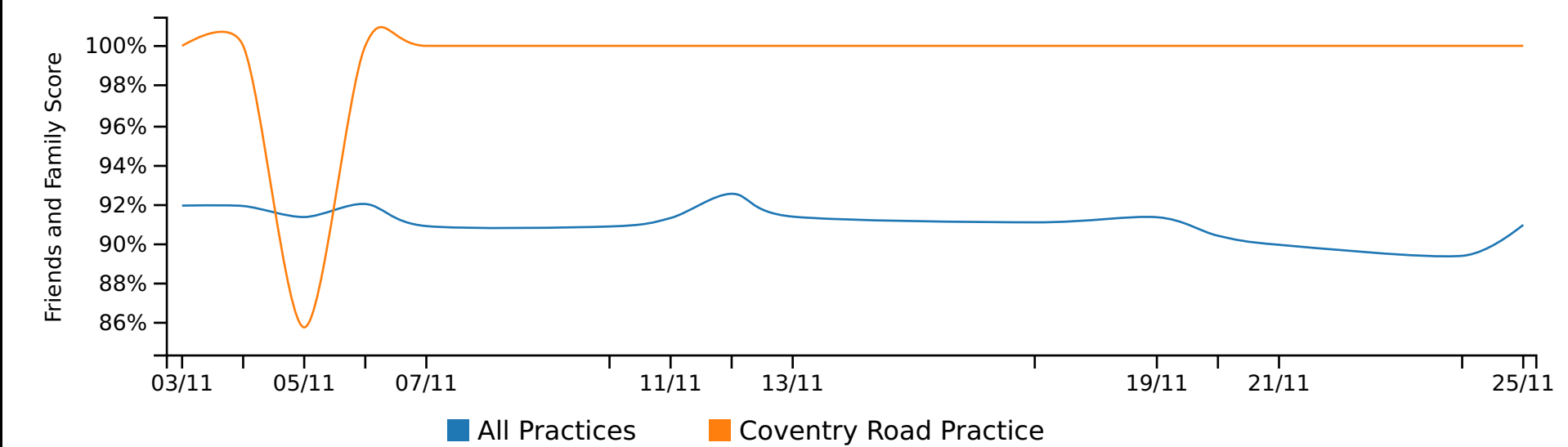
LowerMid

High Score

98%

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	86%	91%	93%
Coventry Road Practice	100%	96%	100%

Gender

All Practices

92%

91%

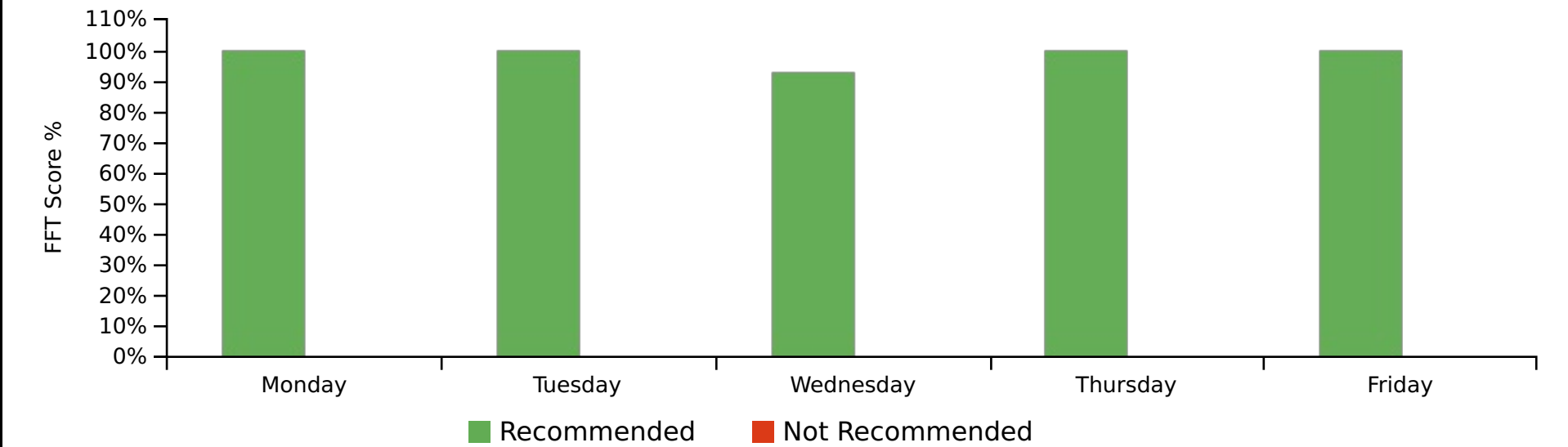
Coventry Road Practice

100%

96%

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

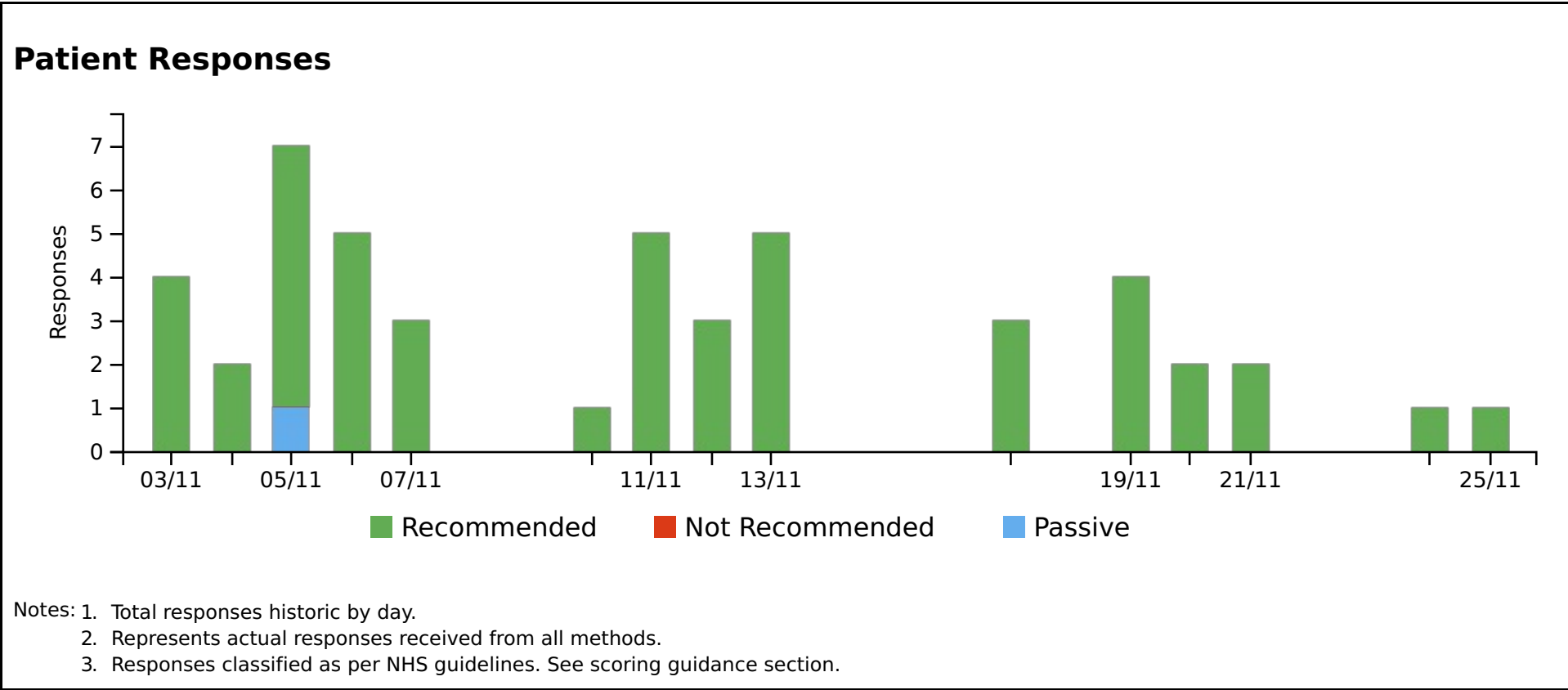
Practice Score: Day of the Week Analysis



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	5
Arrangement of Appointment	5
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.

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

- ✓Because as I said they always listen and do their best to help
- ✓The practice is always welcoming and friendly, when you speak to other people and the problems they have with there gp practices! I realise how lucky we are.
- ✓Doctor was brilliant first class
- ✓The doctors listen and discuss what options are available before going forward.
- ✓Always helpful and nearly always get an emergency appointment if required. Telephone consultations are quick and ideal if a face to face is not required.
- ✓Easy to check in. Went in to see the nurse on time and she was extremely pleasant as are all of the staff at the practice
- ✓Didn't wait too long, friendly helpful staff
- ✓The appointment went well & the doctor was very helpful
- ✓Because I was pleased as how I was treated always am
- ✓I believe my comments could encourage people to be sure that Doctors are there for our needs in health issues, and we would be in diar problems without them.
- ✓The nurse was on time. She was very professional and told me what I was there for. Basically all the staff are very professional and treat me as human not a drop of hate in any of doctors either. ??
- ✓Easy to book in, appt started pretty much on time, Dr Badcock listened, checked me properly, gave a diagnosis, and demonstrated how to do a specific exercise plus info sheets. Easy to communicate with him. Thank you.
- ✓It's the best GP practice I've ever had. The GPs are really kind and super efficient as well as all the ancillary staff. They all go above and beyond to help you out. Clare McKiernan
- ✓Fair outcome
- ✓A really friendly informative and helpful consultation
- ✓Treated with respect and the Docter put myself at ease
- ✓Staff very helpful and friendly,
- ✓Lovely doctor has empathy for how your feeling
- ✓I was 20 mins early for a blood test and I was seen early really polite
- ✓The person called as per time schedule arranged and explained everything clearly.
- ✓I requested an appointment this morning fully expecting to get an appointment within the next 10-14 days. I was extremely surprised and grateful to be given an appointment later the same day! I was seen promptly by the doctor and received excellent help and advice! Couldn't have been dealt in a better way!
- ✓Very efficient and understanding
- ✓Excellent caring doctor
- ✓I said that my consultation was good - I got to see a new member of the practice and she was very pleasant and explained and if I everything to do with my current condition and felt that at ,this time was not changing of my medication because she did my stats and listened to my chest and could not hear any wheezing and i make an appointment.
- ✓Good service
- ✓You always treated me and my wife very pleasantly and with care as my wife is very disabled
- ✓I have found the team to be very professional and always make time to explain everything
- ✓Dr Vino put me at ease knowing I was having a painful needle
- ✗Speed of which I got an appointment when I was in a bad way doctor running on time and very kind and understanding
- ✗Good service

Not Recommended

Passive

- ✓I don't know