

FFT Monthly Summary: January 2026

Coventry Road Practice
Code: M89021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	6	2	0	0	0	0	0	0	49	1	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: 109

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	5	2	0	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail	0	1	0	0	0	0	1
Manual Upload							
Total	42	6	2	0	0	0	50
Total (%)	84%	12%	4%	0%	0%	0%	100%

Summary Scores

👍 96% 🚫 0% 🤷 4%

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:

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

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

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/>

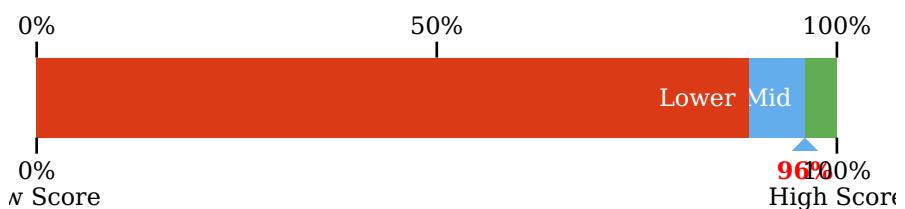
SECTION 3

Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **96%**

Percentile Rank: **80TH**

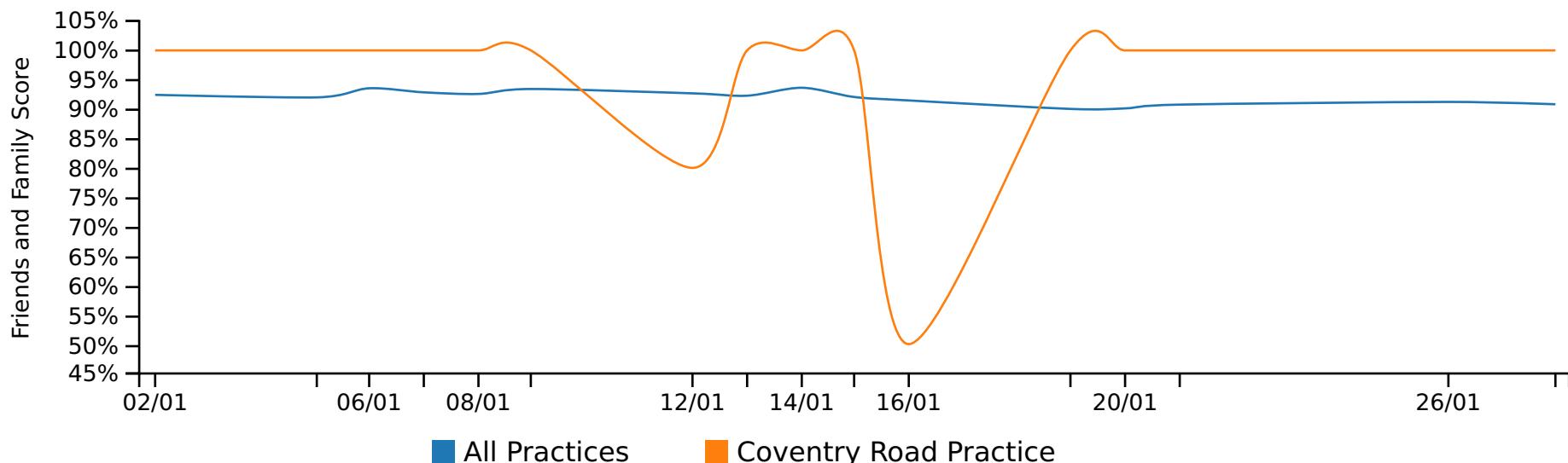


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 80th percentile means your practice scored above 80% 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	88%	91%	94%
Coventry Road Practice	100%	95%	96%

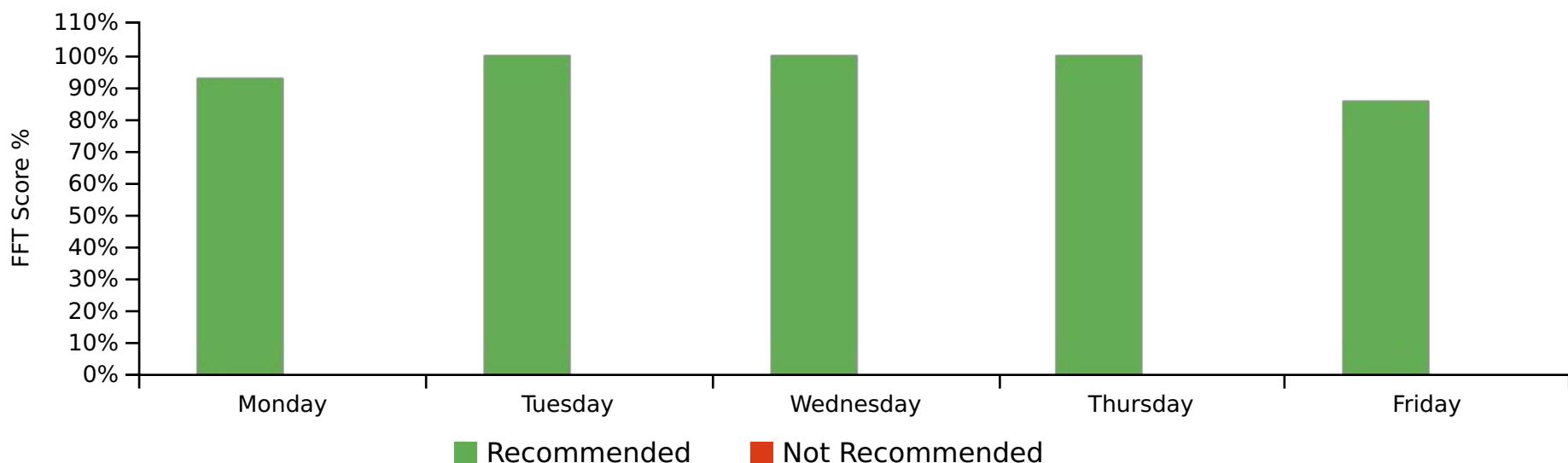
Gender



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



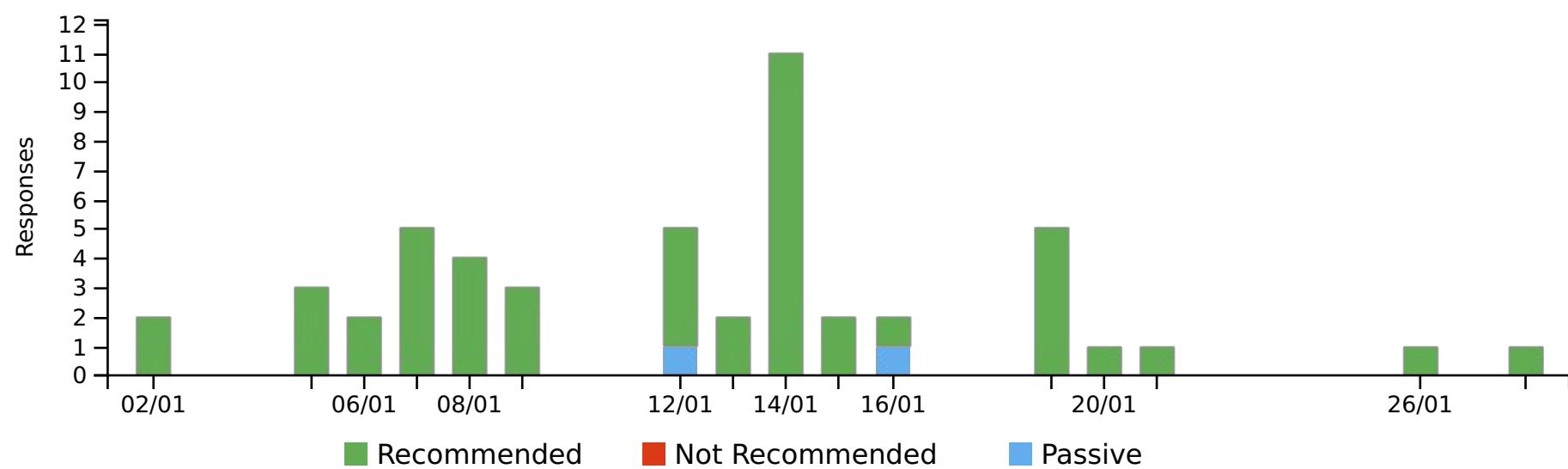
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis

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.

SECTION 5

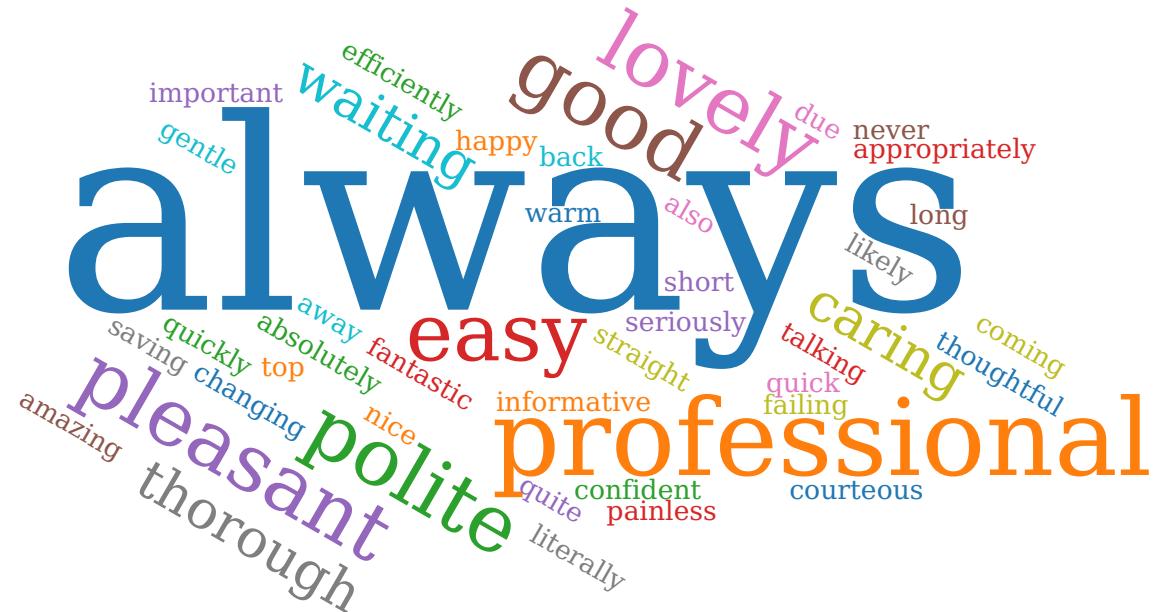
Patient Free Text Comments: Summary

Thematic	
Reception Experience	8
Arrangement of Appointment	4
Reference to Clinician	16

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

- ✓ My doctor gave me time in a very thoughtful and professional manner.
- ✓ *That's what you asked for*
- ✓ Always very helpful and will try to get some one to see youu
- ✓ *I would love to give the top mark because the staff were all absolutely fantastic, but it was quite a long wait. I don't feel for a moment that this was due to the staff, and more likely the increased demands placed on GPs by a failing health service.*
- ✓ Because you asked
- ✓ *The nurse is always gentle when changing my dressings and explains what she is doing*
- ✓ Very pleased with the service , and all so nice and friendly.
- ✓ *Always helpful and professional*
- ✓ Nurse very polite and friendly
- ✓ *DR Redman I felt was a person who listened to the patient and made me feel confident in talking to her.*
- ✓ Easy to register, appointment on time, very helpful and friendly nurse
- ✓ *the staff and the doctor were very pleasant and they made me feel important and very thorough*
- ✓ The reception staff are very kind and helpful and polite and caring and the doctors and nurses are always very friendly to
- ✓ *All GPs and staff are very helpful and friendly.*
- ✓ Coventry Road Surgery are always Very Good, Polite & Professional.
- ✓ *The nurse- Mercedes was very pleasant. A shame I had to wait 4 weeks for the appointment though!*
- ✓ Dr Redman was amazing so kind, caring and professional. You can tell she loves her job :)
- ✓ *Very easy and quick service*
- ✓ Dr was lovely to daughter and very helpful and thorough. Literally no waiting got seen straight away. Receptionist always very warm and friendly
- ✓ *The nurse was very helpful.*
- ✓ Helpful informative
- ✓ *Phone consultation. Doctor was pleasant, understanding and helpful*
- ✓ I was seen to very quickly and then got good advice and prescribed medicine appropriately
- ✓ *Easy check in system, short wait times and Dr Vino is so lovely. Been at this surgery since I was born and have never wanted to change*
- ✓ Because everyone was helpful and kind, also had to have a ECG and the nurse realised I had to come in on a another day for a blood test so she did that for me saving me coming back.
- ✓ *Yes I that what I think of the service provided.*
- ✓ My appointment was with Dr Deb Dhillon. She's always so helpful and lovely.
- ✓ *Always helpful and courteous. Procedure (Blood Test) completed with no fuss!*
- ✓ Most impressed with telephone staff
- ✓ *Have always been happy with the Doctors and the staff always very helpful and kind*
- ✓ Appointment on time and blood test done efficiently
- ✓ *Registered arrival. No one waiting, seen within 10 mins. Painless injection. No problem .*
- ✓ All the GPs and staff are good and I feel listened to and taken seriously

Not Recommended

Passive

✓ Ment to be a ?