

FFT Monthly Summary: June 2026



Coventry Road Practice
Code: M89021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	5	0	0	1	0	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:
Responses:

156
49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	5	0	0	1	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	5	0	0	1	0	49
Total (%)	88%	10%	0%	0%	2%	0%	100%

Summary Scores

98% 2% 0%

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%

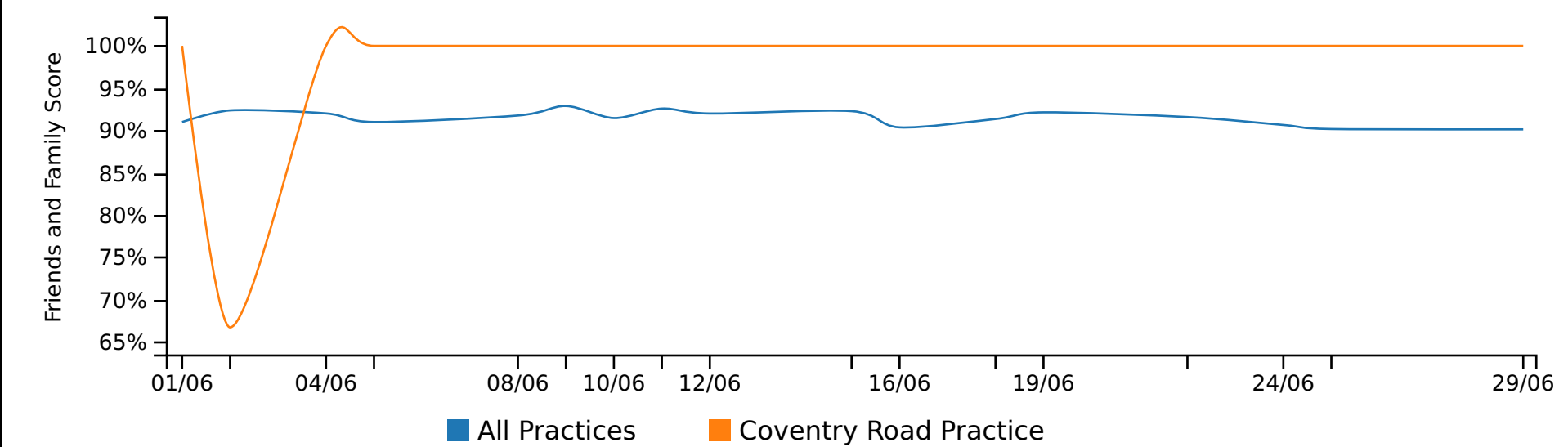
0% Score

LowerMid

98%High 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 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	85%	91%	94%
Coventry Road Practice	67%	100%	100%

Gender

All Practices

92%

92%

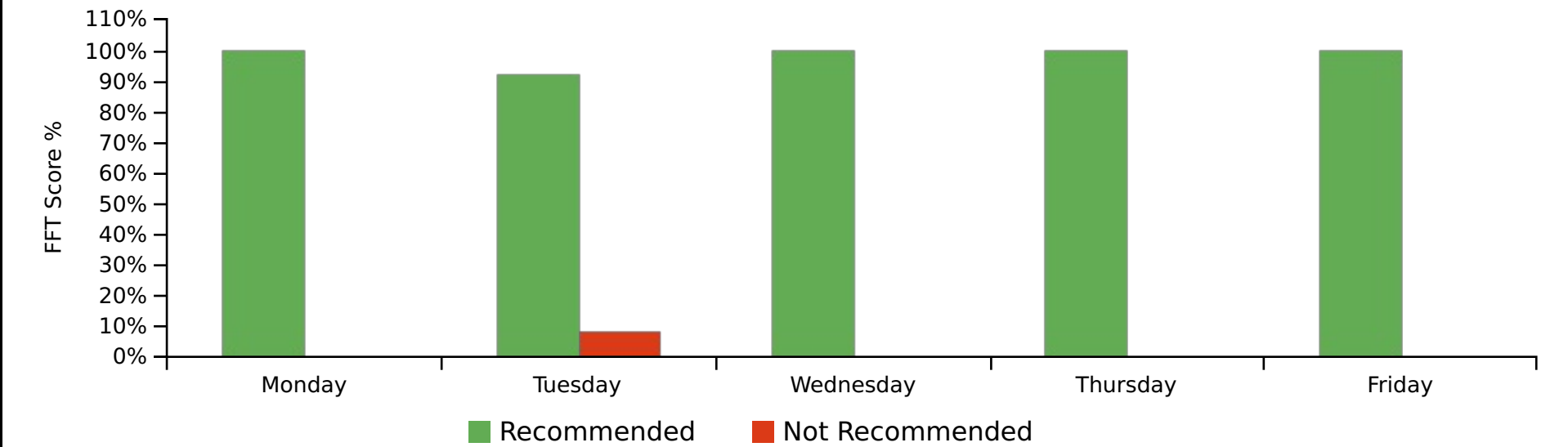
Coventry Road Practice

100%

96%

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

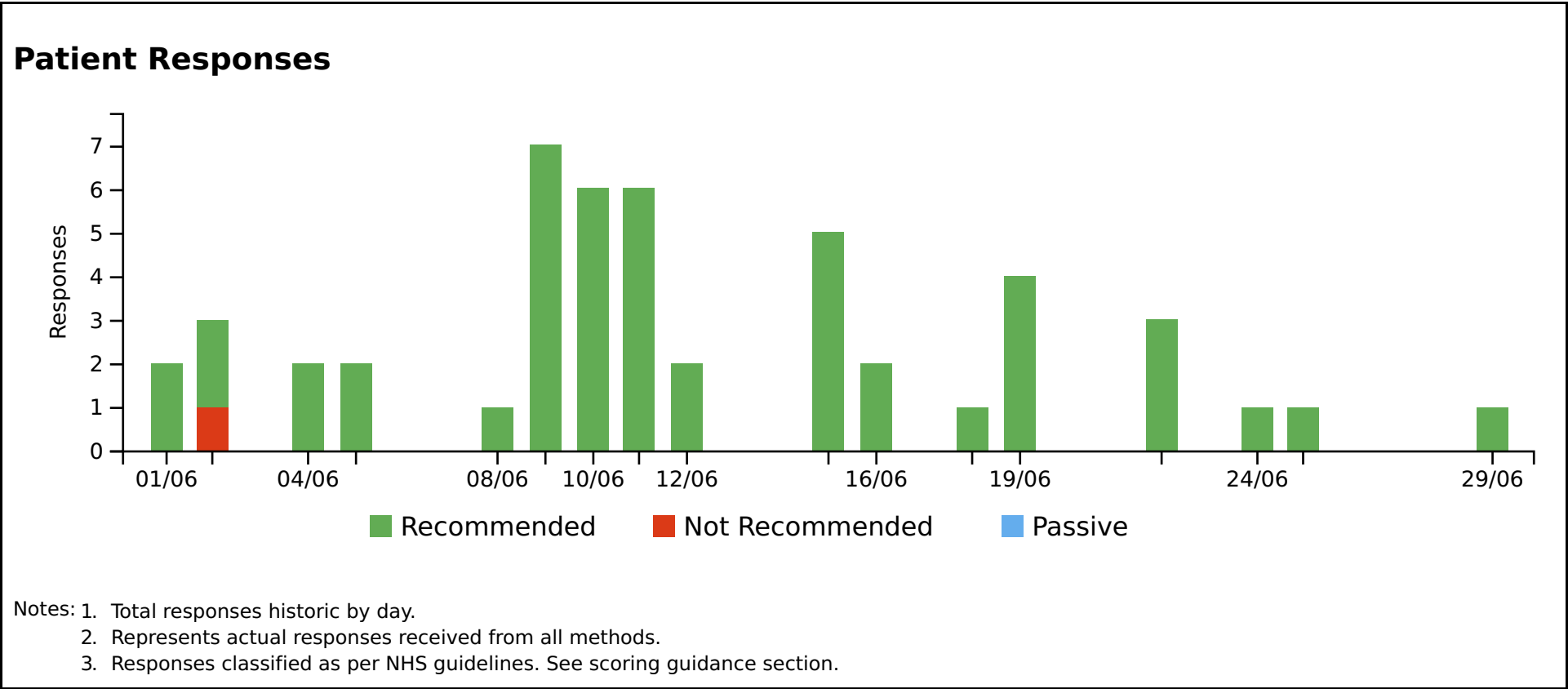
Practice Score: Day of the Week Analysis



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	8
Arrangement of Appointment	2
Reference to Clinician	16

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

- ✓ All staff at the practice are extremely helpful and the general impression given is that the practice is well managed.
- ✓ *When the one that did it today i dont know i have had it done bless her thank you*
- ✓ The staff are always helpful and pleasant
- ✓ *All Doctors and Staff go above and beyond with their care!!!*
- ✓ Appointment was on time with a friendly and professional nurse
- ✓ *Excellent Gps and staff.*
- ✓ The GP I saw, was friendly, and professional.
- ✓ *I had a blood test and the nurse was very good*
- ✓ Because I thought it was good!!
- ✓ *I felt that Dr Blessing was really patient and took time to explain the results of my x.ray. Very good bedside manner. I would recommend him to other patients.*
- ✓ Very lovely doctor who was so kind and supportive and listened to me
- ✓ *The doctor was very thorough and very understanding and friendly*
- ✓ I gave my answer because Coventry rd practice is very good thank you
- ✓ *Lovely nurse and very politely*
- ✓ I always find the service at Coventry Road practice very much to my liking
- ✓ *The nurse who attended me today was very nice & new to me & gave me a lot of confidence. Reception as always very friendly just what the patient needs.*
- ✓ The doctor was friendly and quick
- ✓ *Dr Listened to my problem and explained everything well, including the next stage of treatment*
- ✓ I have had a few health issues this year which has resulted in referral to hospital.I feel I was listened to and understood on each occasion and I have received excellent service.So a big thank you from me
- ✓ *Yes Mr Al, I believe I have in the above text*
- ✓ I had a call from the Pharmacist who was very thorough
- ✓ *Always feel supported by the surgery*
- ✓ Easy visit, like self check in, reception team very helpfull and easy to deal with and nurse doing the blood test was very good - scored a bullseye.
- ✓ *Friendly Informative and Caring*
- ✓ Friendly & made me feel @ ease - 10/10 on minor operation?
- ✓ *Receptionist was able to secure same day appointment for worry about baby which was very reassuring, as was Dr Portes in the consultation*
- ✓ Zoe is a very nice person to deal with
- ✓ *Just lovely staff and knowledgeable doctors*
- ✓ Because they are always pleasant and helpful
- ✓ *Dr Badcock was very helpful today, taking time to explain roots of my symptoms and causes giving management advise. This was very much appreciated*
- ✓ No waiting , great doctor and good advice ?
- ✗ *Seen on time*

Not Recommended

Passive