FFT Monthly Summary: November 2022

Coventry Road Practice
Code: M89021

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	6	0	0	0	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2
Report Summary

Surveyed Patients: **105**

Responses: **50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	44	6	0	0	0	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**44**	**6**	**0**	**0**	**0**	**0**	**50**
Total (%)	*88%*	*12%*	*0%*	*0%*	*0%*	*0%*	*100%*

Summary Scores

👍 100% 👎 0% ✌ 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:

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

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

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/

Practice Score: 'Recommended' Rank

Your Score: **100%**

Percentile Rank: **100TH**

0%	50%	100%

Lower | Mid

0% | 100%
N Score | 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 100th percentile means your practice scored above 100% of all practices.

Practice Score: 'Recommended' Comparison

Friends and Family Score (y-axis: 88% to 100%)

x-axis: 01/11, 03/11, 07/11, 09/11, 11/11, 16/11

■ All Practices ■ Coventry Road Practice

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	82%	90%	92%
Coventry Road Practice	100%	100%	100%

Gender

All Practices

90% 90%

Coventry Road Practice

100% 100%

Notes: 1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.
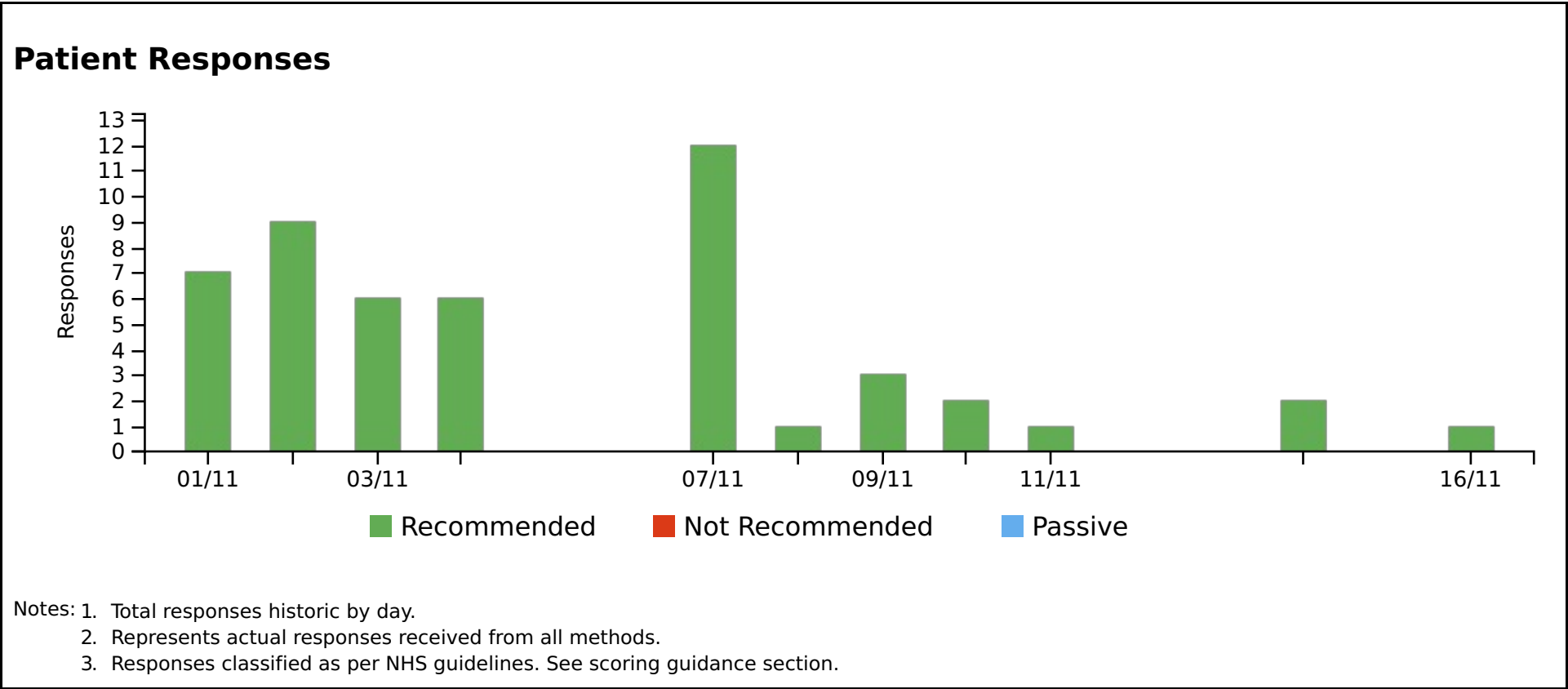
Practice Score: Day of the Week Analysis

FFT Score % (y-axis: 0% to 110%)

x-axis: Monday, Tuesday, Wednesday, Thursday, Friday

■ Recommended ■ Not Recommended

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.

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.

Patient Free Text Comments: Summary

Thematic

Reception Experience	9
Arrangement of Appointment	6
Reference to Clinician	20

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

✓Because of there caring attitude

✓*Mrs Natasha Was very nice made feel relax and explain all questions*

✓Doctor listen to me and made me aware of issues that I might get from my new medication felt like the surgery cared.

✓*Everyone very pleasant and helpful.*

✓Service & doctor r very good.

✓*Always manage to get an appointment. The reception staff and Doctors have always been very polite and professional.*

✓They are very good and always trying to help.

✓*I saw Diana the nurse, she has always been amazing, I am so grateful that I got to see her today*

✓Everything was okay and was happy with service.

✓*I really liked the surgery as receptionist are polite and doctors take their time listening to our concerns.*

✓Never had any issues, always got an appt, the Nurse Diane Veal is amazing, always friendly and always makes me feel comfortable and at ease even when had@n had to bring my kids along to my appt. @ppt.

✓*Didn't to wait long.Nurse was very friendly and explained everything very well.*

✓Always more than satisfied with the surgery

✓*The check in was easy and the appointment was on time. The nurse was friendly and knowledgeable. I didn't feel rushed.*

✓I don't have to wait long.the doctor was lovely and so are the receptionists are lovely too.

✓*The nurse managed to fit me in today at very short notice. The diabetic nurse is always very sincere and extremely professional*

✓I felt like I was listened to and taken care of. It turned out I needed blood tests and ketone tests etc. and nothing was too much trouble. I came away c@way confident in the care received. @ved.

✓*Love our Gp practice and all it offers. Staff have come and gone over the years but the dedication remains the same. Friendly, approachable and compassionate.*

✓He was very patient and did a thorough examination. Also after seeing my husband listened to me.

✓*Easy access, good parking, simple to check in, Doctor was on time & attentive, he answered all my questions. He has hopefully prescribed the correct medication!*

✓Because today the appointment was early, Nurse Angela was efficient, quick, and pleasant. Gave information when asked. Thanks

✓*Lovely hcsw*

✓All are very good and friendly

✓*Rang surgery this morning and got an appointment for this afternoon*

✓The GP was very thorough and I felt reassured that she was following everything up. She explained what would happen and next steps following results of t@ of tests. Also what to do if I hadn't been called for scan by a date to call back. @ack.

✓*The staff are always helpful.*

✓Thay where very halpful and pleasant

✓*Do cter listen ed to me*

✓No waiting the doctor was very kind

✓*I was very happy all my problems were sorted felt happier wen i came out than wen i went in so u could say very good*

✓Friendly and very professional

✓*Receptionist was very helpful and understanding doctor was very intentive and showed compassion to my symptoms and didn't rush me x*

✓All staff very helpful and communication is good

✓*It was a bery good experience the doctor listened and explained also offered extra help if needed*

✓Phoned and got appointment same day and lovely doctor

✓*GP very helpful. Had to wait for face to face appointment but was happy to do that.*

✓Excellent practice never had any issues or concerns

✓*I was pleased with the service provided by Ms Angela Mcgarry, not so sure about the empty reception. I did notice the receptionist was busy with a call. @all. So good overall.@rall.*

✗Because the staff are always friendly. And was treated very well

✗*Because the service was excellent x*

✗Why do you think.Enough!

Not Recommended

Passive