FFT Monthly Summary: June 2023

Coventry Road Practice Code: M89021



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	6	0	0	1	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: 123

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	6	0	0	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	6	0	0	1	0	50
Total (%)	86%	12%	0%	0%	2%	0%	100%

Summary Scores

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

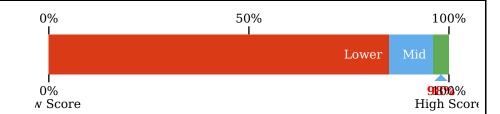
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

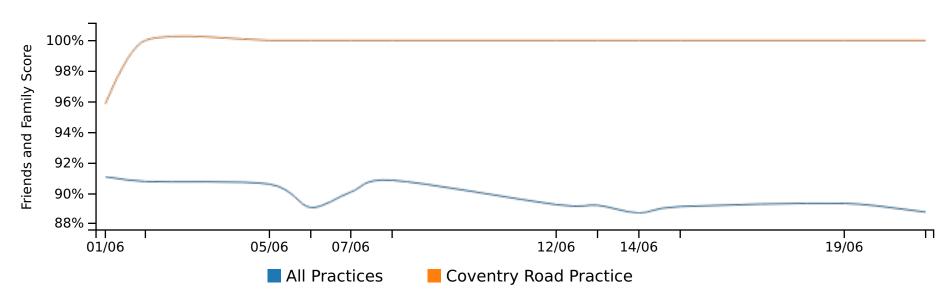
Your Score: 98%
Percentile Rank: 95TH



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%	89%	92%
Coventry Road Practice	100%	100%	94%

Gender

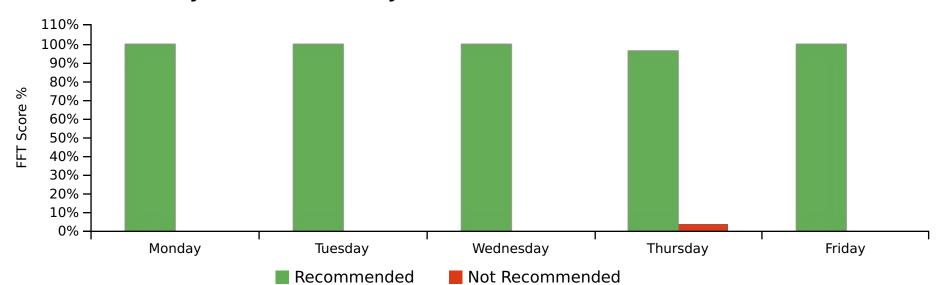




Notes: 1. Scores for current reporting month.

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

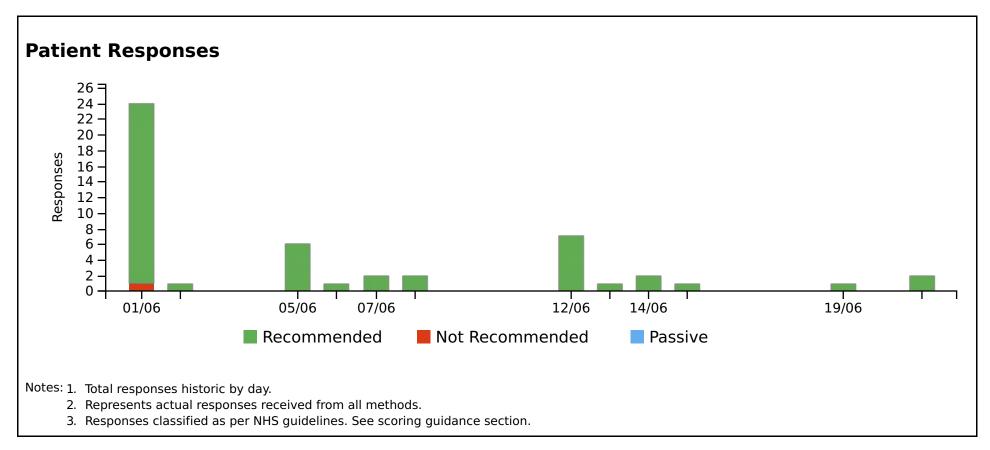
Practice Score: Day of the Week Analysis



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 Free Text Comments: Summary

Thematic Tag Cloud Reception Experience 10 welcoming Arrangement of Appointment 8 Reference to Clinician 16 ettentive investigating literally convenient Notes: 1. Thematic analysis for current reporting month. outstanding 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an caring due well exhaustive analysis of all talking points. informative also mediate 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. anonymous

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

- ✓ Didn't have to wait too long
- ✓ Speed and efficiency
- ✓ All the staff were friendly and helpful and making the appointment was simple too.
- ✓ Two reasons, the first being the excellent treatment given to my late wife and the care and compassion shown to both of us Secondly the marvellous service I have received over the last few years
- ✓ Staff always friendly and professional
- ✓ Blood test was on time and painless
- ✓I arrived quite early and was prepared to have to wait. However, I was seen very quickly and had left before my appointment was due to begin. The nurse who I saw for my appointment was lovely, even though I don't like having blood taken! And I felt listened to and not rushed.
- ✓ Got an apt fairly easily, lots of contact from surgery via SMS, seen on time.
- ✓ Doctors and nurses are very thorough and I feel that they really care
- ✓ All the doctors I have seen always give you their time and listen. Also the receptionists are very good and one in particular, I can't remember her name but always know her voice, literally goes above and beyond to help me.
- ✓ Excellent telephone response time, friendly and helpful reception team. Lovely caring and professional nurse and very good doctors. Excellent team all round. A pleasure to go to the surgery. Thank you.
- ✓ Doctor was thorough and I was happy with his diagnosis!
- ✓ The service I receiving from this Practice is outstanding. The receptionist, doctors and other supporting staffs are very helpful. Last two years I couldn't made a single appointment with other GP practice and changed the GP here and I am able to book an appointment. The doctors are investigating my health issue. I am really really thankful for this practice.
- ✓ Because you're good
- ✓ Friendly run doctors surgery .
- ✓ Very good service from the reception and the doctor
- ✓I got very good answer.
- ✓ I had a text message about anonymous survey from you about your services
- ✓ Kind Supportive ArticulateFull of knowledge Full of patience Gently check Good listener Remember your last problem Very co operative Well experienced Helpful AndKnows how to handle And Solve the problems.
- ✓ I gave very good because the appointment made swiftly and the Nu
- ✓ The nurse was lovely
- ✓ The nurse who attended me this morning was so kind and patient. Reception are always efficient and self book in on arrival is very convenient.
- \checkmark They have always been there when I need them and they have supported me through my illness
- ✓ Because they will always try and help me with appointments xxx
- ✓I am very happy the way I was treated and given aappointment to seea Doctor for my blood shot eye. Thank you
- ✓ Yes I saw the nurse on time & she was very pleasant.
- $\checkmark \text{Whenever I need help or appointments all staff really try their hardest to sort things out , never make me feel a nuisance}\\$
- ✓ Friendly and informative
- ✓ Excellent Doctor
- ✓ Seen on time and blood taken with out a problem. Excellent service
- \checkmark Because it was, I was seen and dealt with within a reasonable time
- ✓ When seen by Dr Portes I was NOT rushed or to feel uncomfortable in the time I was seen
- ✓I had a midwife appointment, Lizzie is always very welcoming and polite. The wait time is always minimal as well
- ✓ Very attentive staff
- ✓ I am happy lovelly hcsw

Not Recommended

✓ I saw Mercedes for blood pressure and blood tests and that was all fine. I asked some questions and she advised that I should get an appointment and talk to a doctor. I asked reception to find an available appointment for a diabetic consultation. She then took a while to read through my notes and told me I wasn't due for a review!!Why are none medical staff allowed to read all of my personal information, then comment on it with a queue of people behind me and then make the decision to not allow me to see a medical professional? I walked out in disgust without an appointment and told her to forget it. I hold the surgery responsible for any subsequent health issues. Guard dogs are not appropriate in a GP surgery.

