FFT Monthly Summary: August 2023

Coventry Road Practice





SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
34	1	0	1	0	0	0	0	0	36	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: 84

Responses: 36

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	34	1	0	1	0	0	36
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	34	1	0	1	0	0	36
Total (%)	94%	3%	0%	3 %	0%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

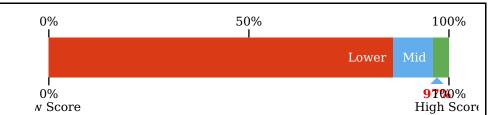
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

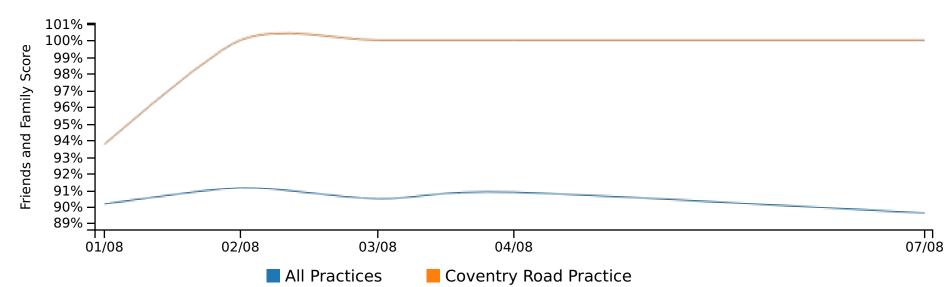
Your Score: 97%
Percentile Rank: 85TH



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 85th percentile means your practice scored above 85% 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%	88%

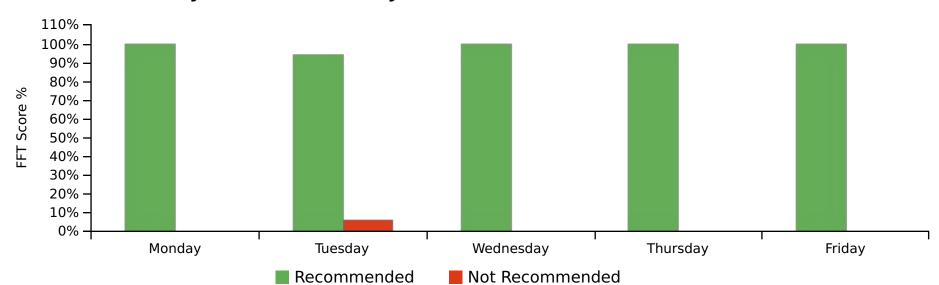
All Practices



Notes: 1. Scores for current reporting month.

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

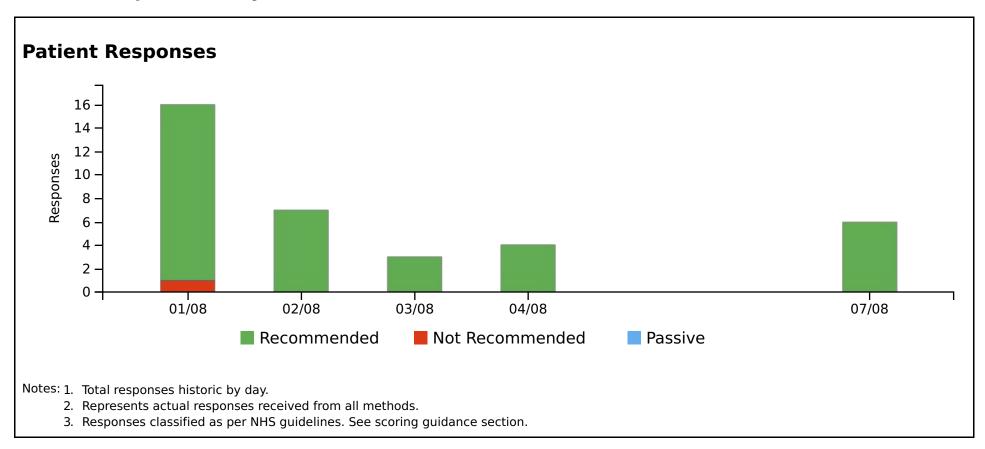
Practice Score: Day of the Week Analysis



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 5 Arrangement of Appointment 3 V far comfortable Reference to Clinician 11 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, going top gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

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

- ✓ The doctors was very helpful and made my son feel comfortable. He said she was very nice when we walked out.
- ✓ Receptionist was very helpful. Gp very understanding and thorough
- ✓ Very thorough consultation and able to be seen at short notice
- ✓ Always helpful n understanding
- ✓I was amazed to get an appointment in the first place. The Dr gave a good examination.
- ✓ Friendly, unrushed and listened to my concerns and gave good heath advice.
- ✓ Phoned for appt this morning and saw dr today who was very thorough thank you
- ✓ They are brilliant. They understand my syndrome, reassured me and are helping me with it. Promised support with work and asked how I am doing mentally as well. Absolutely amazing team.
- ✓ Honestly the best service I've had in years. (Not that I go often)A GP that was knowledgable but could also explain in layman's language for me to understand. Top bloke
- ✓ As a patient, I am happy with the quality of the service I am getting. I feel I am looked after. Coventry Surgery, you should be proud of yourselves! I hated going to my previous medical practice coz of the treatment I used to receive. Thank you.
- ✓ Efficient, caring, listens and explains well
- ✓ Always helpful, makes me feel comfortable and gives me time to explain any health concerns.
- ✓ Friendly and efficient staff
- ✓ Quick diagnosis offer of further help
- ✓ Good service and helpful staff
- ✓ My GP listened to my needs, didn't rush me, and was very helpful and supportive.
- ✓ Because I have always had a good experience so far nothing is mualways a Friendly Surgery
- ✓ Because I was satisfied with the Gp the way he dealt with the patient and make me understand the issue and even guided me how to get the medicine from the pharmacy
- ✓ Honestly your whole service is so much better than our previous doctors who we put up with for over ten years. Specifically calling to get an appointment is always helpful, polite and efficient which is a complete opposite to Meadowside which we put up with for far too long. Thanks again all.
- ✓ Very happy with everything about the surgery ??
- ✓ Appointment at short notice Appointment wasn't rushed
- ✓ The doctor and receptionists was very helpful and nice and polite
- ✓ Diane is very professional, helpful & lovely
- ✓ Efficient, polite, friendly from all staff. Doctor took the time to explain procedure, thereby putting me completely at ease. No complaints. Thankyou
- ✓ DrBadcock was very thorough and informative.
- ✓ Helpful nothing is to much trouble I always have good experience at my surgery

Not Recommended

✓ You have to phone at 8-30 in the morning, and you still can't gereat when I joined last year, gone down hill since this year, a some DR don't listen to what you're sayin

Passive