FFT Monthly Summary: November 2023

Coventry Road Practice Code: M89021



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
49	4	1	2	0	1	0	0	0	50	7	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: 157

Responses: 57

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	3	1	2	0	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail	6	1	0	0	0	0	7
Manual Upload							
Total	49	4	1	2	0	1	57
Total (%)	86%	7%	2%	4%	0%	2%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

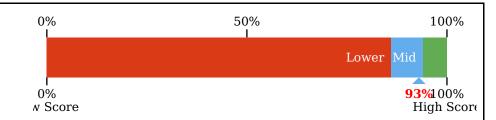
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

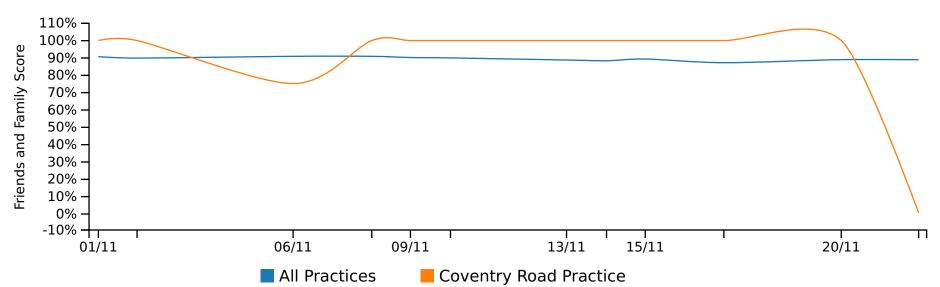
Your Score: 93%
Percentile Rank: 65TH



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 65th percentile means your practice scored above 65% 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%	93%
Coventry Road Practice	100%	93%	89%

Gender

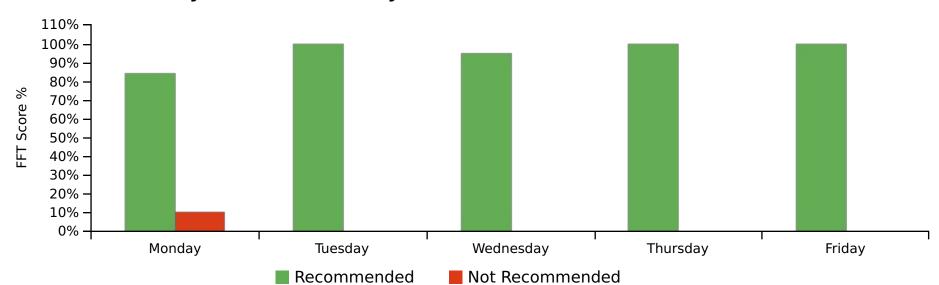




Notes: 1. Scores for current reporting month.

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

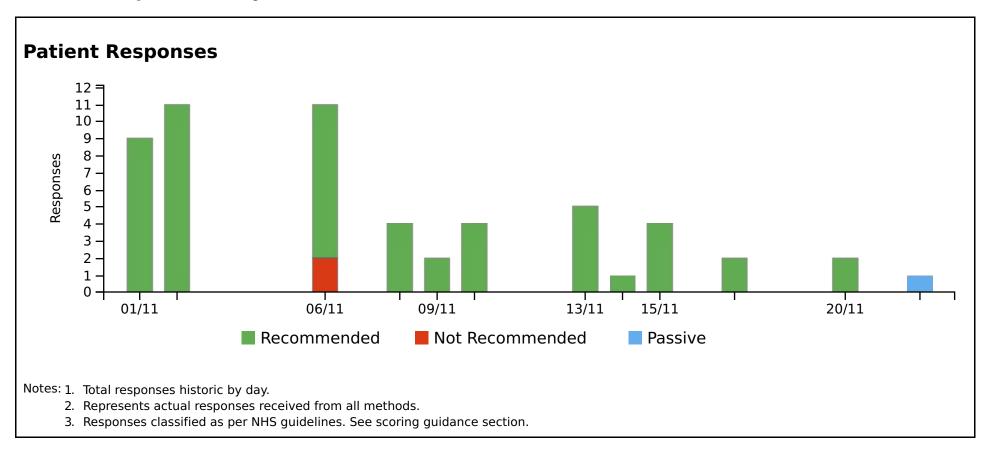
Practice Score: Day of the Week Analysis



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

Tag Cloud Thematic **Reception Experience** 10 Arrangement of Appointment 9 Reference to Clinician 21 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most making • discussed themes by analysing still visiting sentence fragements and is not an exhaustive analysis of all talking points. innediate On Cisc gentle 3. Tag cloud is rendered using the slightly Dro immediately most used present participle verbs, caring gerund verb, adverbs and necessar adjectives where the word conducting 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

- ✓ Brilliant service Lovely doctor who dealt with my 14 year old daughter with a very personal matter
- ✓ Nurse was very friendly during blood tests
- ✓ Nice friendly people and always willing to help
- ✓ Yes all staff very efficient and helpful
- ✓ Prompt, friendly and professional...
- ✓ Good service
- ✓ Because the service was good
- ✓ From getting the appointment to getting the prescription everything was very efficient
- \checkmark I have always found the experience great, I hope it continues in the future.
- ✓ Because always very helpful
- ✓I can always get an appointment in a reasonable timeframe, staff are always nice and GPs and nurses are good at what they do
- ✓ Because we received an excellent service and Dr Dhillon went out of her way to support my father.
- $\ensuremath{\checkmark}$ The doctor was very good . Slightly after the appointment time but not too bad
- ✓ My GP listened to my medical issue and helped me, She was kind and caring.
- ✓ Everything about this surgery from the first call (always answered promptly by friendly helpful receptionists) to making an appointment (often same day) to great GPs is first class.
- ✓ Good and explained all I needed to knowThank you
- ✓ Receptionist team was really good and polite despite my lateness which I appreciated, the doctor was extremely kind and put me on the right path, medication and physiotherapy wise, and was a very positive person.
- ✓ Dianne is brilliant as are all your staff
- ✓ Diane did my blood test then advised I was doe a smear test and did that there and then. This meant I didn't have to arrange time off work for another appointment.
- ✓ I asked for doctors advice. Explained everything to receptionist and doctors gave me a same day appointment. Problem solved by doctor. Excellent service.
- ✓ On arriving I signed in and the receptionist told me to go upstairs and wait for the Doctor I went in on time saw the doctor who was very helpful a good experience
- ✓ Had great service from nurse
- ✓ The Staff Always Pleasant I came in today, Clean plenty of Room in the Waiting area x
- ✓ A good nurse gave me plenty of information I asked about and she understood all my problems I asked about
- ✓I did unfortunately wait 30 mins to be seen but it was a good appointment
- ✓ Service received was prompt, concise and courteous. Ouite in keeping with expectation.
- ✓ Rebecca listened to what I had to say. Made some suggestions which I hope will help. Thanks
- ✓ Wry good service, Doctor fully explained diagnosis
- ✓ The nurse was quick and nice
- ✓ Got seen quick and doctor was so understanding and professional
- $\ensuremath{\checkmark}$ Staff are very helpful and kind. I always feel listened to
- ✓ GP was very helpful and a very nice person.
- ✓ Dr Porteous told me how to manage my copd & prescribed medication for it.
- ✓ I like my go surgery services
- ✓I was very Impressed with Dr Chandni Deb-Dhillon. She delivered the type of service I would expect but never get: Carefully listened to the issues and symptoms I described for three different subjects. Promptly devised a proactive plan to address these, scheduling another appointment for what could not be resolved on the session. Clearly outlined the next steps for the upcoming session. Provided a concise and clear explanation of the approach, necessary exams, and the significance of the results. Ensured my satisfaction with the approach and addressed all concerns. Followed the next consultation by conducting immediately all necessary exams. While awaiting the exam results, I now feel reassured that any potential serious issues have been thoroughly addressed.
- ✓ I was seen on time, wasn't rushed and the Dr listened to me.
- ✓ Nurse very caring, kind, gentle and efficient with Joyce who is 97 yrs old.
- ✓ Everyone is so polite and I didn't have to wait too long to be seen
- We were able to get appointment straight away. When we arrive we were literally waiting 1 minute and then seen by Dr Patel who was brilliant. All the secretaries were very polite and helpful. Could ask for more, thank you.
- X GP was very helpful and pleasant.

XStaff are really friendly

Not Recommended

✓ No not four i want 2 as my answer

✓ Waiti ppn or or copypiuliuu o

Passive

✓ Been visiting on and off for 6+ weeks with same issue and am still no further knowing what the problem is!