# **FFT Monthly Summary: January 2024**

**Coventry Road Practice Code: M89021** 



### SECTION 1 CQRS Reporting

CQRS Reporting												
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012	
39	7	2	0	2	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:	111						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	7	2	0	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	39	7	2	0	2	0	50
Total (%)	<b>78</b> %	14%	4%	0%	4%	0%	<b>100</b> %

#### **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.

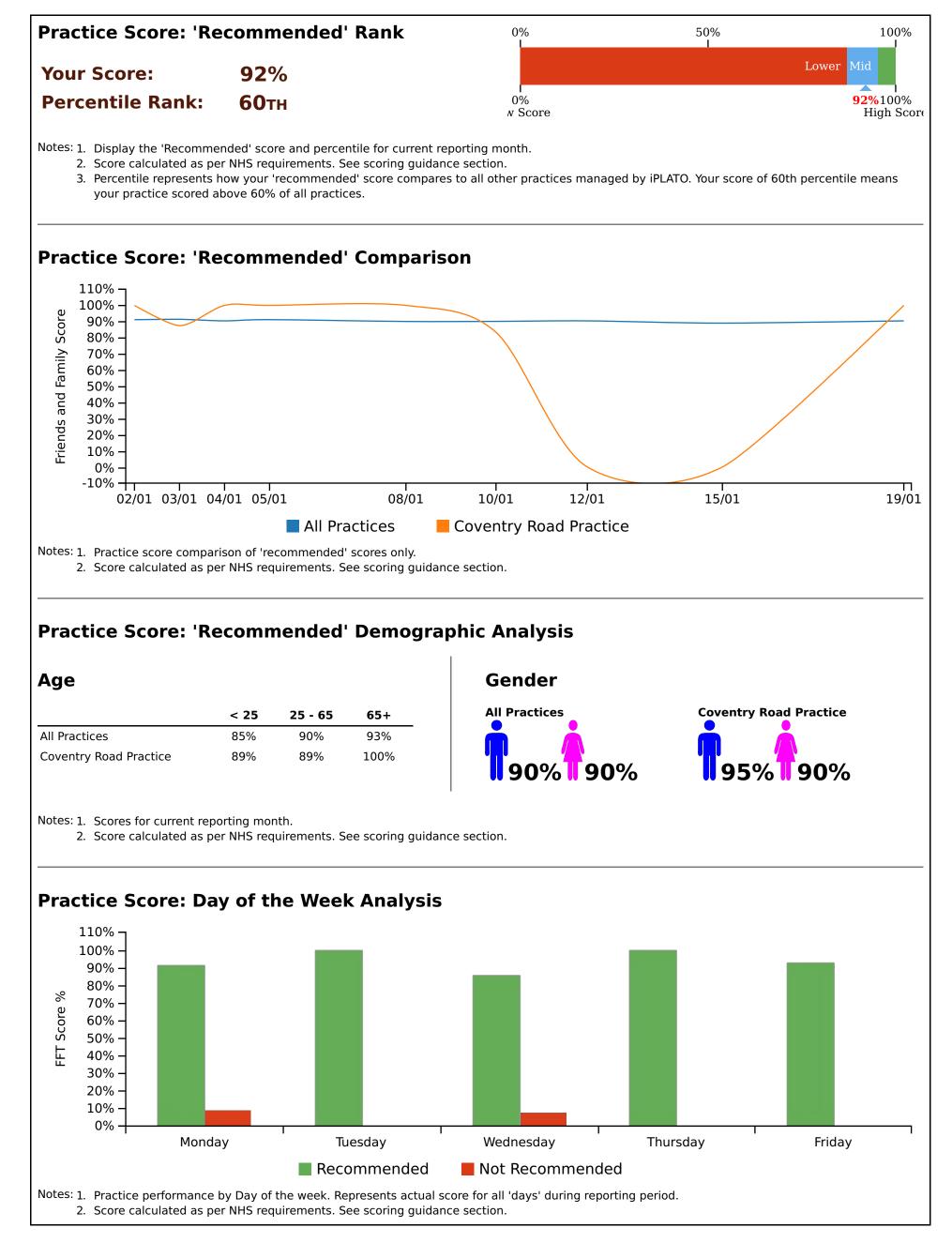
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know × 100				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

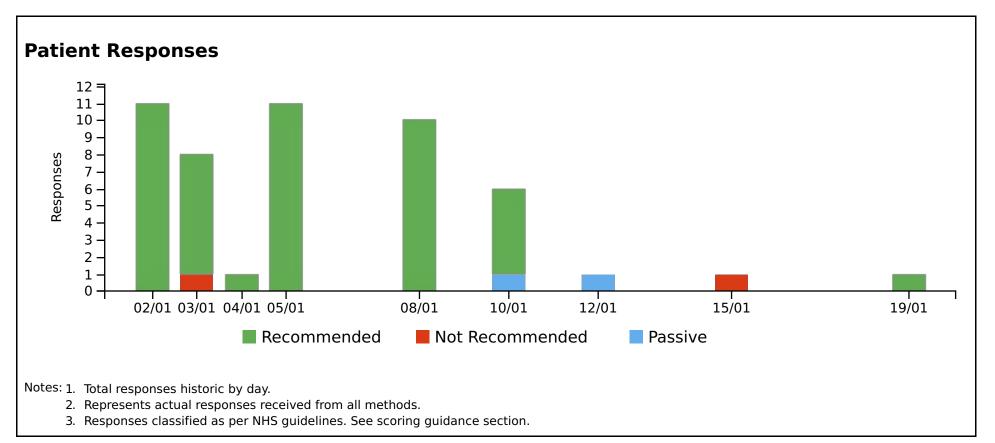
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring



## SECTION 4 Patient Response Analysis



### SECTION 5 Patient Free Text Comments: Summary



### **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

✓ Pleasant polite professional

✓ Always good Sevices and nurse gave me plenty of her time.

✓ Didn't have to wait long to be seen.

- ✓ Diane Veal the nurse delt with me promptly on time and explained everything to me, and the receptionist got me the appointment I needed with the physiotherapist
- ✓ There always there to listen and help and nothing is to much trouble from the receptionist to the doctor
- ✓ I was dealt with in a promt & professional manner
- ✓ Staff members as always really nice. Everyone helpful
- ✓ Doctor was very good with Declan and helping with his epilepsy. Also Referring him to a specialist
- You may have to wait a few minutes before your seen but the doctors are professional and knowledgeable. Seem to spare time to answer questions and put you at ease so come out knowing you've been looked after.
- ✓ I gave my answer, because today I went to gp for a gynecology consultation. The doctor was very kind, professional and answered me my doubs. Also you get me quickly others appointments that I need. Excelent service. Thanks you.
- $\checkmark$  Friendly staff, great doctor and felt as though I'd been cared for.
- Service was efficient in respect to my personal situation
- ✓ Dr gave me ample time to discuss my symptoms. Very approachable . Reception staff friendly and professional
- ✓ Have had no problem getting an appointment to see a doctor.
- $\checkmark$  Doctor was lovely and caring listened to what I said and helped
- I Because he took time to explain everything to me as o don't like taking a lot of tablets and worry because I am o a blood thinner
- $\checkmark$  Really good doctors and Dr Veno is so professional and helpful
- I made the call late morning, explained why I may need to see a doctor & was given an appointment later the same day. GP explained each stage & made reassuring advice.
- Over all timing and had seen properly
- Doctor and receptionists very good
- I gave my answer because, it's how I felt whilst being in the room with her, she helped me have an understanding of what was going to happen further on up the line and helped me understand what changed could occur.
- ✓ Appreciate the time taken in consultation x
- The doctor is absolutely brilliant and the receptionists are very friendly.
- ✓ fast appointment and every problem has been put in motion to be resolved
- ✓ Great service from receptionist very helpfulNurse was friendly and helpful too

✓ They were very pleasant and helpful

- ✓I gave my answer as very good because the Dr put my mind at ease
- ✓ From the reception through to the doctor, the service was great. Always friendly and welcoming.
- ✓ Professional and friendly
- ✓ Doctor listened to my problem and was very empathic.
- ✓ Nurse is always very helpful with my conditions
- ✓ Diana the nurse was brilliant
- ✓ Dr Vino did both my knee & hand.She was talking 2 me so i didnt get upset with the pain

#### **Not Recommended**

✓ Outstanding service, nurse was helpful and super kind! Waiting was short, booking was easy and simple. Really happy

#### Dacciva