

# FFT Monthly Summary: August 2022



Coventry Road Practice  
Code: M89021

## SECTION 1 CQRS Reporting

**CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
41	7	0	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients:**  
**Responses:**

**101**  
**50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	7	0	0	2	0	<b>50</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>41</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>50</b>
<b>Total (%)</b>	<b>82%</b>	<b>14%</b>	<b>0%</b>	<b>0%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

**Summary Scores**  

96% 4% 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:

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

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

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: 96%

Percentile Rank: 85TH

0%50%100%

0% Score

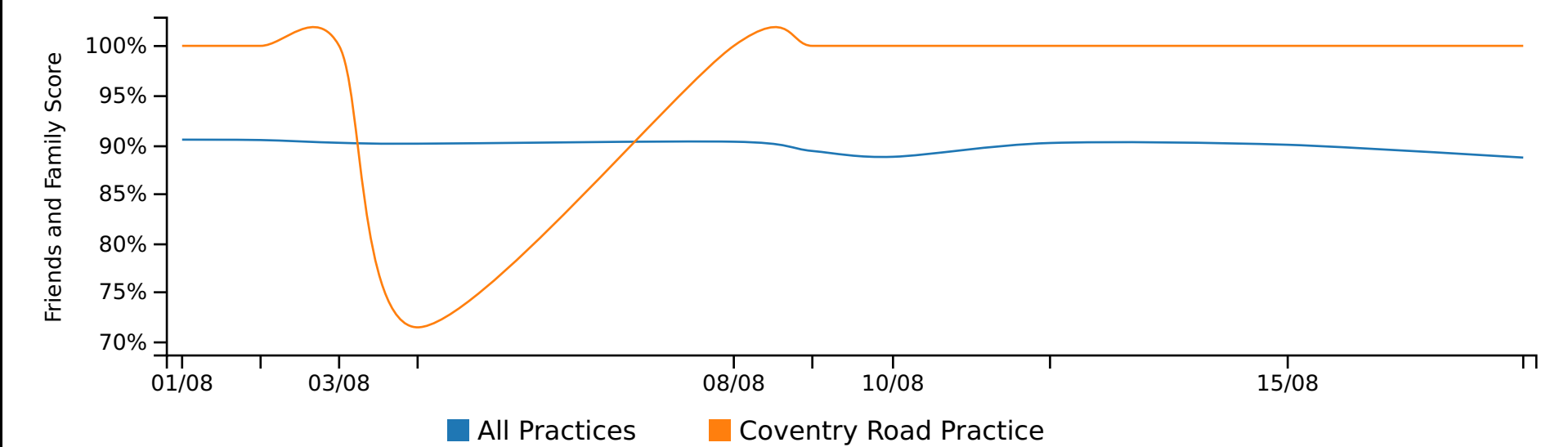
LowerMidHigh Score

96%

100%

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	84%	89%	92%
Coventry Road Practice	0%	93%	100%

Gender

All Practices

89%

90%

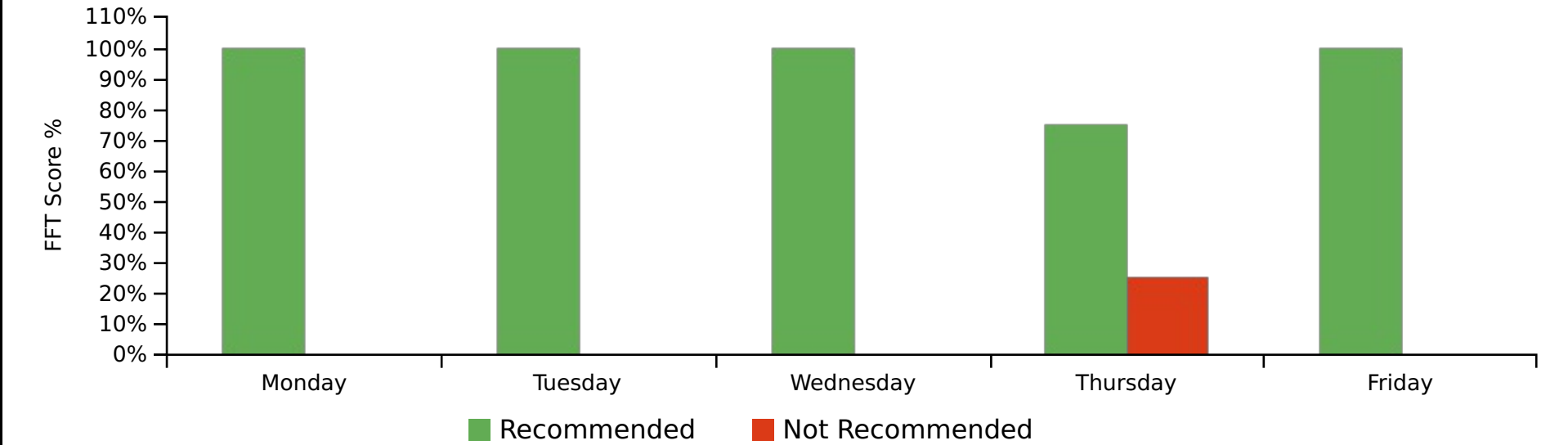
Coventry Road Practice

95%

96%

Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.

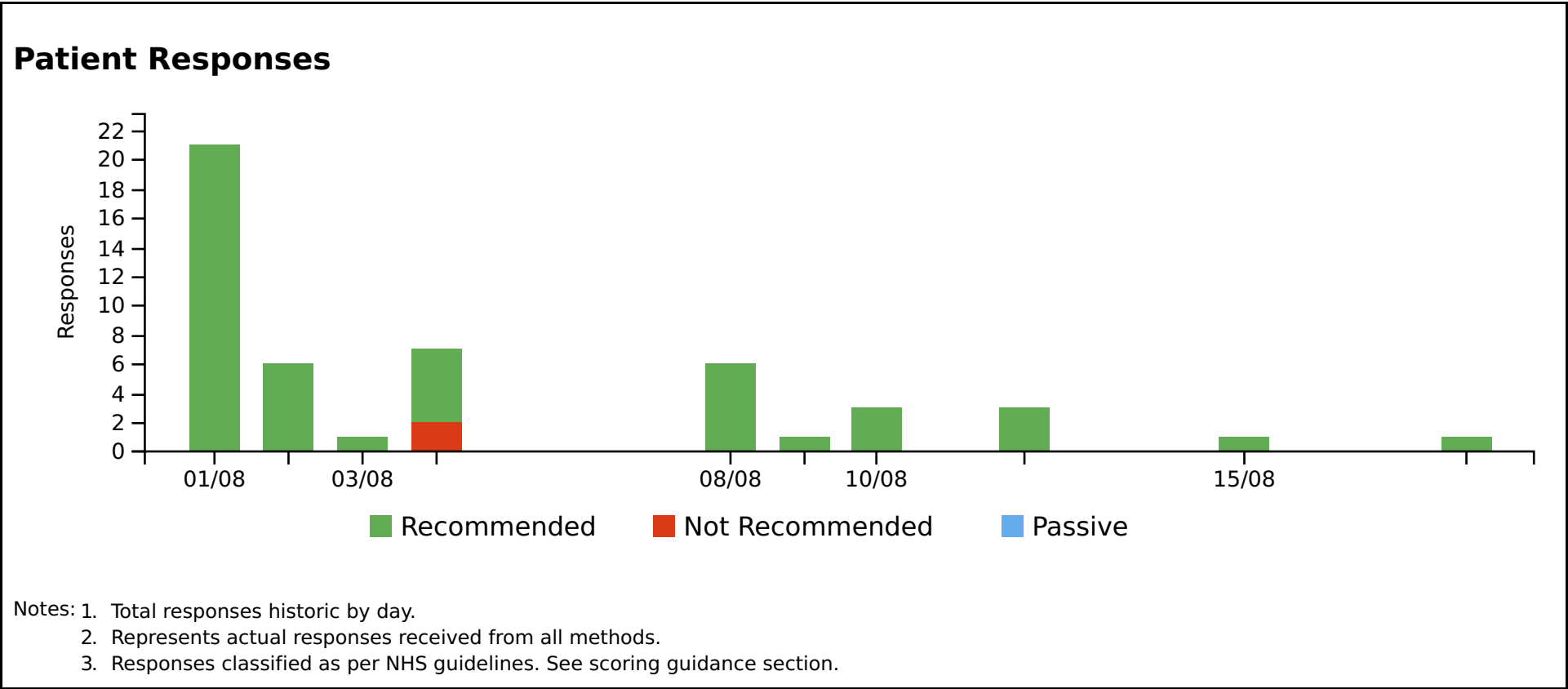
Practice Score: Day of the Week Analysis



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



## SECTION 5

### Patient Free Text Comments: Summary

[illegible]

## 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

✓ I have good experience recently but the online arrangements and systems are not that great. E.g online appointment are not available, prescription to pha@o pharmacy stopped without any change made by us and you have to go to the surgery to get it fixed etc. A system improvement that enables better service servi@service would significantly improve the experience.@ence.

- ✓ Quick efficient appointment

- ✓ Welcoming, professional service.

✓ Doctor was lovely and I was seen promptly.i also got an appointment on the day I rang.thank you

- ✓ Doctor explained very well and appointment was on time

✓ Doctor was extremely good at understanding the requirements

✓ yes I had my mind put to rest and the Dr was very good and answered all my questions

✓ *Because thay put themselves out help me*

✓ Got appointment quickly I was seen on time also managed to book a doctors appointment with in reasonable time scale.

✓ I was seen on time and assessed quickly. My concern was taken seriously and a referral was made. I was also able to ask for a prescription relating to a @to a different issue as this was a quick request that didn't need a separate appointment. The doctor was friendly, approachable and thorough. @ugh.

✓ Good service. Nothing is to much trouble

✓ I was a few minutes late but checked in on the iPad screen. I waiting 25 minutes and hadn't been seen so asked reception. She told the nurse I was here.

*@ere. The nurse said she hadn't seen I was here's. ( not a problem) I just wanted to make sure she knew I was there. Had a blood test and the blood gushed down my arm ( which had never happened before ) luckily I'm not squeamish or scared of needles but my little girl was with me and she looked horrified. No d@ No drama though @ough*

- ✓ Staff are extremely friendly and reassuring.

✓ *I am pleased with the service they give me*

✓The doctor (Portes) was excellent and made me feel at ease at all times.

✓ *Nice doctor that listened to me.*

✓ Very good service and help with my condition

✓ Appointment provided on the same day due to nature of issue. Outcome provided instant peace of mind.

✓ Excellent service as always

✓ Because I am Very pleased.with the service I receive from all

✓The doctor was good no rushing I had time to ask all of my questions.

✓ Always efficient, friendly and professional

✓ Excellent consultation with Dr. Deb-Dhillon.

✓ I had an app with the nurse Rebecca cordon today an she was excellent very pleasant an very thorough, felt very comfortable with her ...

✓ Efficient, friendly, Professional, helpful

✓ Excellent immediate response throughout, from phone call, to reception staff. Very positive appointment with Doctor. Every aspect of my visit could not have been any better. All aspects of this surgery could not be faulted

✓ The sign in machine was broken but the consultation with Dr Badcock was very helpful.

✓ *It's always good at the surgery*

✓ The doctor i saw today, Vino Ganespathy was incredibly good and extremely knowledgable.

✓ No waiting for my blood test and made a telephone appointment for my husband. Ask whether it was urgent which I said not really, so made one for next Mon@t Monday afternoon. I assume if it had been would have got an earlier appointment. @ent.

✓ Very friendly helpful receptionists, nurses, doctors etc. No problem getting through on the phone. Doctors very caring. Nice surgery. Emergency appointments seem to be easier to get than most surgeries, the doctors actually look after their patients by "keeping an eye on them" by making sure they get anyt@ anything they are entitled to like the shingles jab which other surgeries do not do and make sure patients get an annual blood test. The doctors get to know @know their patients and are so kind whereas some surgeries treat patients as statistics. @ics.

✓ *Very prompt & nice nurse.*

✓ Because I was seen on time and staff were very friendly and kind x

✓ *Been with the practice over fifty years with no problems*

✓ Coventry Road Practice do their best to care for their patients. Mrs. Cordon was especially kind & helpful

✓ *The best Gp practice-never say no to my poorly children. Kind, informative and helpful and understanding*

## Not Recommended

✓ Gave a perfect score because everything went smoothly, was made to feel very comfortable

Passive