FFT Monthly Summary: September 2022

Coventry Road Practice
Code: M89021

SECTION 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	7	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: **130**

Responses: **50**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	7	0	0	1	0	**50**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**42**	**7**	**0**	**0**	**1**	**0**	**50**
Total (%)	*84%*	*14%*	*0%*	*0%*	*2%*	*0%*	*100%*

Summary Scores

👍 98% 👎 2% 🤏 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:

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

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

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/

Practice Score: 'Recommended' Rank

Your Score: **98%**

Percentile Rank: **90TH**

0%   50%   100%

Lower | Mid

0%   100%
ɴ Score   High Score

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 90th percentile means your practice scored above 90% of all practices.

Practice Score: 'Recommended' Comparison

Legend: All Practices | Coventry Road Practice

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%	95%

Gender

All Practices 90% 90%

Coventry Road Practice 100% 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
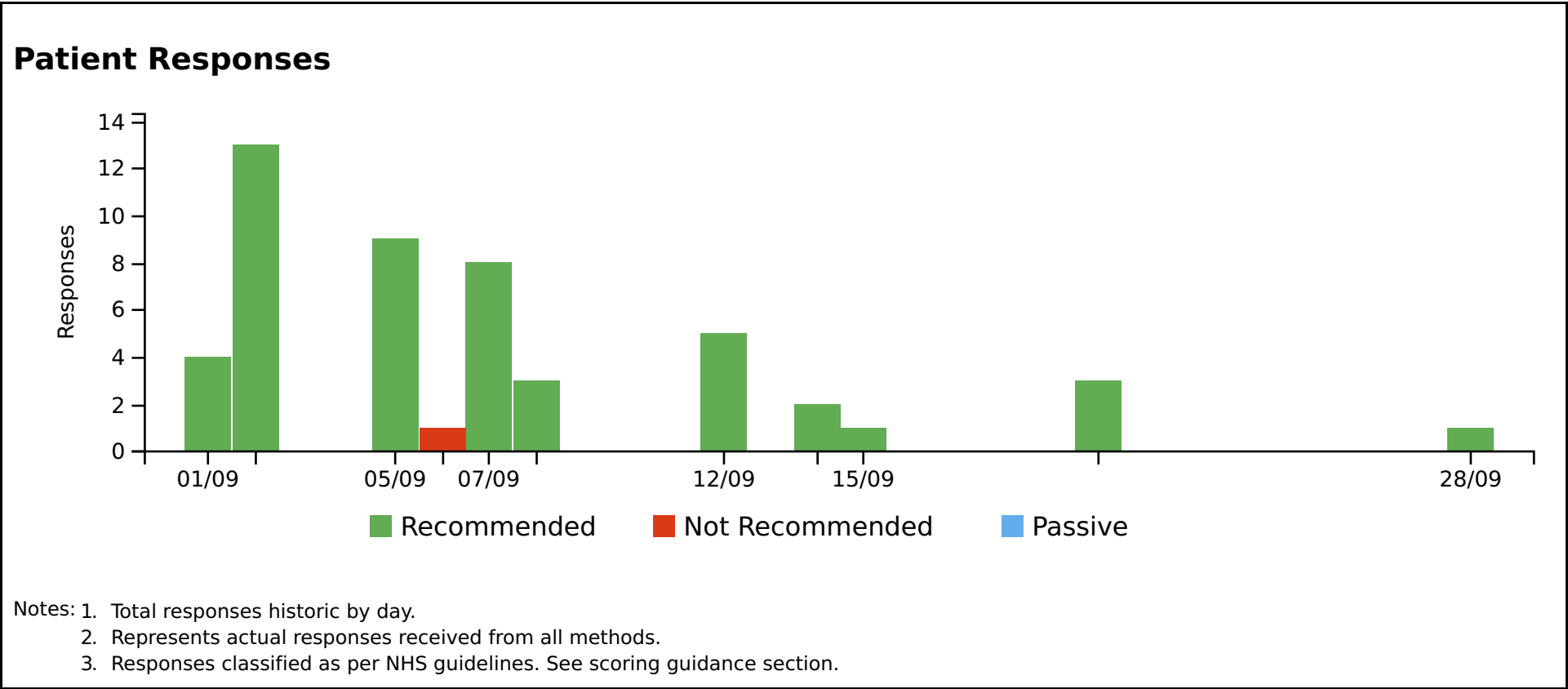

Legend: Recommended | Not Recommended

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.

Patient Responses

Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

Patient Free Text Comments: Summary

<table>
<tr><td colspan="2">Thematic</td><td>Tag Cloud</td></tr>
<tr><td>Reception Experience</td><td>7</td><td rowspan="10"></td></tr>
<tr><td>Arrangement of Appointment</td><td>5</td></tr>
<tr><td>Reference to Clinician</td><td>16</td></tr>
</table>

Thematic

Reception Experience	7
Arrangement of Appointment	5
Reference to Clinician	16

Tag Cloud

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, 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

✓Listened toTaken seriouslyDiscussed action plan potential findingsSame day appointment face to face

✓ *DR DEBDILLON IS LOVELY CARING PERSON AND PUT ME AT EASE IMEDIATLEY.*

✓Was really impressed with receptionist and GP so efficient. Really ly glad I have joined this local practice after many recommendations fs f

✓ *Always so helpful and ready to help, the best Practice i have ever had.*

✓Very well looked after

✓ *Nurse was great put me at ease has l don't like bloods test . As I have sunken veins which are hard to find she is lovely.*

✓Because the told me everything I wanted to no about my Condition

✓ *Nursing staff excellent. Very knowledgeable. Caring and compassionate. Take time to understand and talk about my problems.*

✓Because as always l get excellent service when I see the Nurse

✓ *Seen promptly.Friendly and caring.*

✓The nurse was very professional , polite & friendly & answered my questions & cleaned & dressed the wound

✓ *First visit today with nurse Diane. Was lovely explained what she was doing and what I needed to do.*

✓Excellent communication and empathy by the GP

✓ *Because they go above and beyond*

✓Quick friendly oppointment

✓ *Efficient friendly staff- professional.*

✓Dr was very thorough, put my mind at ease,new and understood my concerns.

✓ *Very professional*

✓Doctor was efficient and very thorough but appointment was 20 mins late

✓ *I had to wait 15 minutes but once I was seen the appointment didn't take very long*

✓The receptionist was very friendly as was the nurse and I was in and out as soon as possible

✓ *She arranged a telephone consultation with a stop smoking servicvice with the practice aswel as seeing a physio therapist for my back ck pain. Thank you ou*

✓Helpful, good service, called on time

✓ *Every time we use the practice it's superb service, promptly seen, very understanding and patient. Just can't fault it.*

✓Good service levels

✓ *Even if it was embarrassing the reason for the appointment, the team made it easy, and confortable*

✓Nurse was efficient, friendly and provided all the necessary information clearly

✓ *The nurse who saw me had difficulty taking blood test but was very careful and explained everything to me as we went along.*

✓I don't know

✓ *A positive consultation with Dr. Vino this morning.In general terms, the practice gives a very caring and efficient service.*

✓Rebbeca Cordon was friendly and helpful.

✓ *Because your very efficient.*

✓Dr Vino was very kind, caring and professional. Time was given to listen me. An amazing doctor!

✓ *Never rushed always take time to do things properly*

✓Receptionists were respectful .My appt was on time.And the doctor wS thorough.

✓ *Helpful and friendly*

✓All good except extended 25 minute wait.

✓ *Because you arranged an appointment quickly and you saw me on time.*

✓Professional. Curious and informative.

✓ *I always feel that the doctors and staff take time and are very good best doctors in the area*

✓Seen on time, all staff very polite/friendly

✓ *Friendly caring service.*

Not Recommended

✗Pressed wrong number should be 1

Passive