

# FFT Monthly Summary: October 2022



Coventry Road Practice  
Code: M89021

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	10	0	1	0	0	0	0	0	48	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:

115

Responses:

48

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	10	0	1	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	10	0	1	0	0	48
Total (%)	77%	21%	0%	2%	0%	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:

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: 98%

Percentile Rank: 90TH

0%50%100%

0%Score

High Score

LowerMid

98%

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

Date	All Practices	Coventry Road Practice
03/10	90%	100%
05/10	90%	105%
06/10	90%	0%
07/10	90%	100%
13/10	90%	100%
17/10	90%	100%
21/10	90%	100%

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	83%	90%	92%
Coventry Road Practice	100%	96%	100%

Gender

All Practices

90%

90%

Coventry Road Practice

96%

100%

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

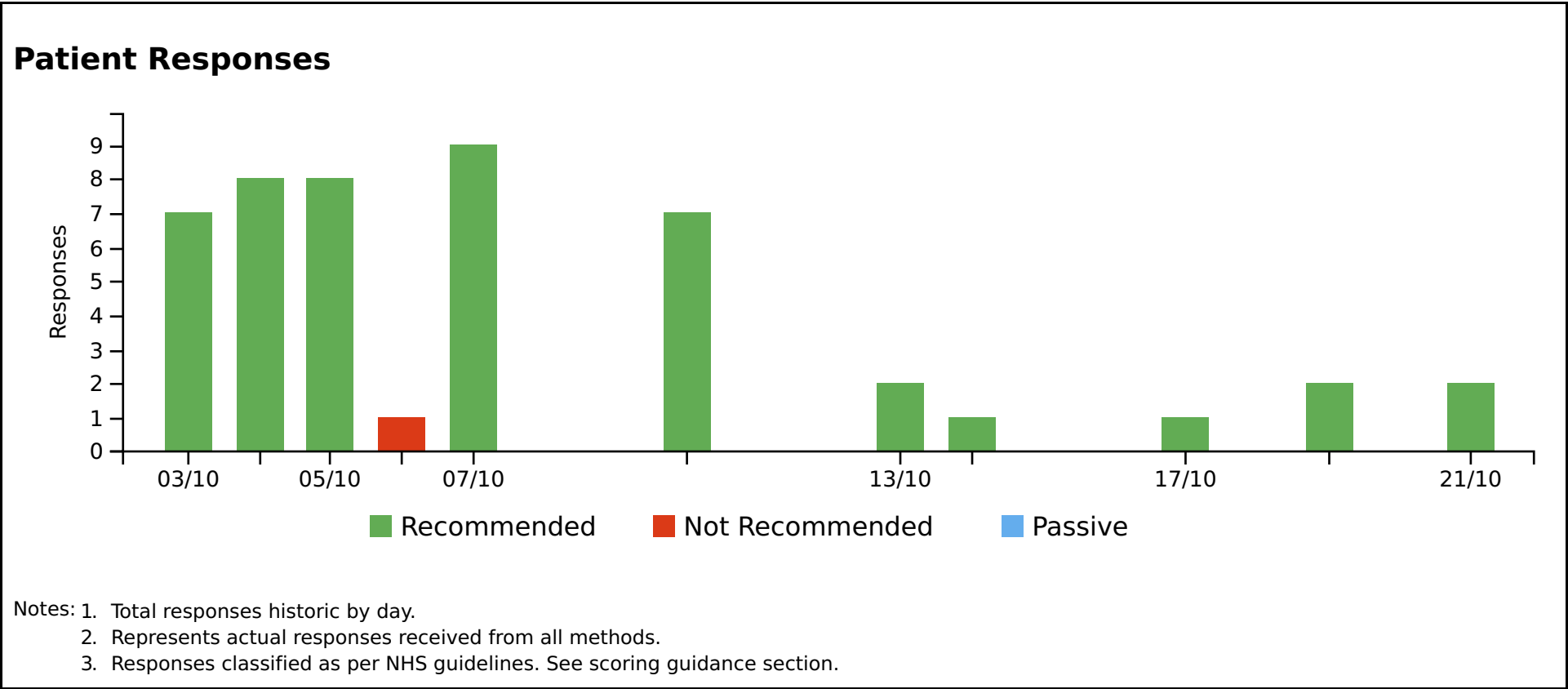
Practice Score: Day of the Week Analysis

Day	Recommended	Not Recommended
Monday	100%	0%
Tuesday	100%	0%
Wednesday	100%	0%
Thursday	65%	35%
Friday	100%	0%

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

Thematic

Reception Experience	6
Arrangement of Appointment	8
Reference to Clinician	20

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.

Tag Cloud

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

- ✓Reception answered phone promptly, was able to get an appointment same day and seemingly very good advice from the doctor
- ✓I managed to get a same day appointment and the Dr gave a thorough examination and clear answer
- ✓Because it was absolutely brilliant the service I had
- ✓I was very nervous and the nurse was so lovely and even recommended a prescription and sorted that for me - very very nice and professional
- ✓The Doctor was very easy to talk to and was very informative.
- ✓Speed and punctuality and friendly nurse
- ✓I was seen on arrival I was greeted pleasantly especially by the nurse and any questions I asked were answered
- ✓Nurse was expert at taking blood sample, very quick and painless.
- ✓Any questions I asked were answered & I was seen quickly too.
- ✓Always happy to help where possible, great bedside manner
- ✓The service i have received today over all it was good
- ✓Prompt appointment & courteous staff.
- ✓Doc was very thorough
- ✓Excellent polite service always received
- ✓Always try to accommodate when they can
- ✓My doctor was very understanding.
- ✓Doctor was helpful and friendly and reassuring
- ✓Receptionist very helpful and got to see Doctor straight away
- ✓I love this GP practice. It's the best practice I've ever belonged to. Everyone there is first rate and professional. They inspire confidence in the Heal@ Health Service @vice
- ✓I can always get an appointment in a reasonable timeframe, staff are always nice and GPs and nurses are good at what they do
- ✓I have always had good service
- ✓The lady was very polite and very efficient.
- ✓Efficient and a very good manner with my father
- ✓Because you asked me to.
- ✓Reception polite, waiting room warm and comfortable and the nurse I saw today was very friendly and put me at ease
- ✓Quick easy and professional
- ✓Be couce i was very happy with your cirvis
- ✓Reassurance on having injection.
- ✓Receptionist responded to phone call in quick and efficient manner. Appt was required urgently and given choice of phone or face to face appt. Chose fa@se face to face and Dr appt was on time.@time.
- ✓Very practical and easy to use
- ✓Didn't have to wait long for call to be answered this morning, got appointment same day to see GP who thoroughly explained condition and prescribed medic@medication. My only frustration was if I'd of been given an appt with a GP when I called initially a month or so ago instead of a paramedic it would of been @been resolved much quicker. But understand why this is done @done
- ✓There was a long wait but the doctor came out and apologised and explained and then apologised again, when you get ignored that's when I get annoyed and @ and my score would have been completely different but I was kept informed and she was very apologetix@getix
- ✓Wait time was quite long today. Was seen by a doctor over 30 mins after the appointment time.
- ✓Dr listened suggested medication we could buy over counter and is following up with request for X-ray
- ✓Diane gave me a great service and advise
- ✓Good service saw nurse before my appointment time, she was very professional and put me at ease
- ✓I was a little upset and she made me feel at ease and listen to me
- ✓Quick service and lovely doctor checked everything to do with concern

Not Recommended

- ✓Waited 7 months for hospital refereral that got lost twice. Emailed my repeat prescription in well in advance didn't send it off to pharmacy2u so didn't @dn't receive. Had 2 tablets left and asked for written prescription so I could pick up myself and asked them not to send to pharmacy2u as I wouldn't receive i@ive in time. They sent to pharmacy2u after I told them not to. Had appointment today at 10:00 am didn't get in till 10:40. @:40.

