FFT Monthly Summary: January 2023

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	1	0	0	0	0	0	0	49	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: 140

Responses: 49

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	41	7	1	0	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	41	7	1	0	0	0	49
Total (%)	84%	14%	2%	0%	0%	0%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

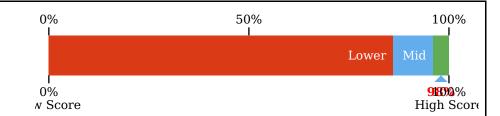
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

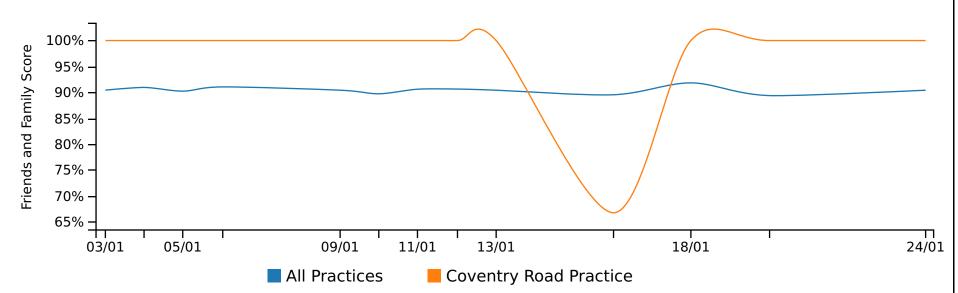
Your Score: 98%
Percentile Rank: 90TH



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



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	87%	90%	92%
Coventry Road Practice	100%	100%	100%

Gender

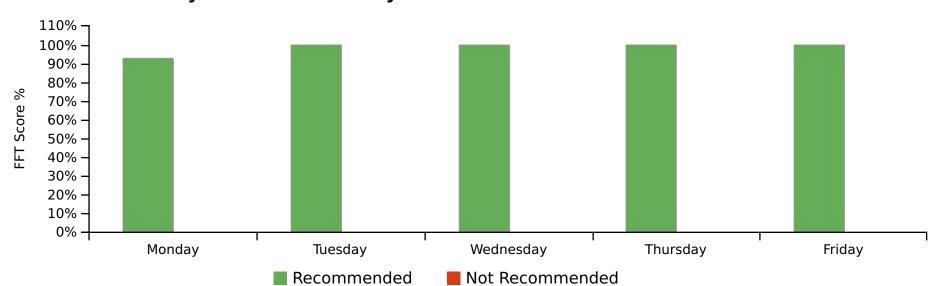




Notes: 1. Scores for current reporting month.

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

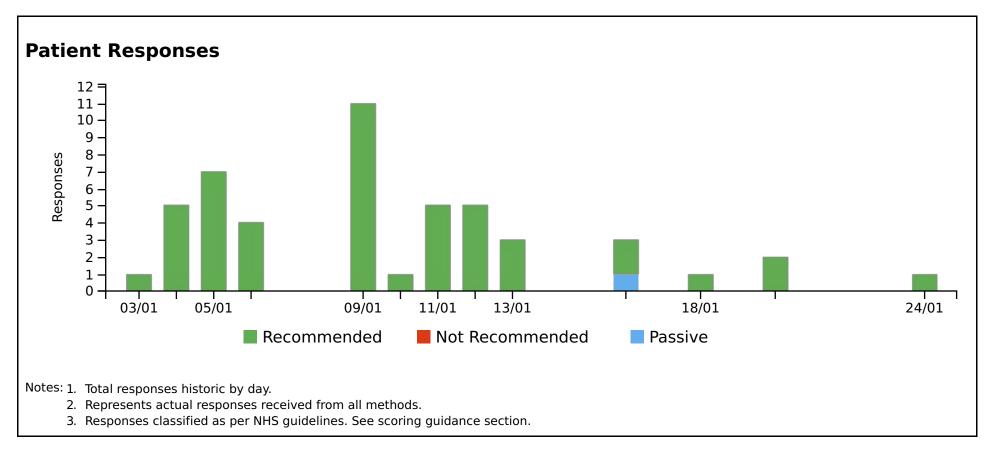
Practice Score: Day of the Week Analysis



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

Thematic Tag Cloud 5 **Reception Experience** Arrangement of Appointment 5 <u>knowl</u>edgeable Reference to Clinician 15 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

- ✓On time, very friendly and perfect service
- ✓ Excellent staff as always x
- ✓ Because the doctor I had an appointment with was very helpful.
- ✓ I have always received excellent service from the GPs, Nurses and reception staff cannot fault this practice.
- ✓ Really helpful, great attitude. Spoke to me like a human being.
- ✓ Always friendly, helpful, professional.
- ✓ Efficient service, felt I was given the opportunity to explain myself fully before any action was discussed.
- ✓ Appointment time met. Excellent explanation of treatment.
- ✓ Seen on time nice doctor who was understanding
- ✓ Staff were nice and polite, offered lots of help
- ✓ Dr Veno, was extremely professional, but caring, knowledgeable and clear in her diagnosis, she offered several options for my care and discussed them all@m all with me I left my consultation feeling much better @tter
- ✓ The Doctors & Nurses are always friendly & professional and you know they are trying to do their best for you
- ✓ Why?
- ✓ Always helpful and efficient
- ✓ Because the outcome was as anticipated...
- ✓ Because my doctor saw me urgently and was very kind and helpful
- ✓ Very nice and very helpful.
- ✓ When ever we visited surgery treat us very good
- ✓ Excellent personal service
- ✓ Doing a great job even when the hole off the NHS is under emench pressure .Thank you to you all
- ✓ Brilliant service and consultation with Dr Portes.
- ✓ Very helpful when you need them
- ✓ Any time I call for an appointment, I don't have a problem getting one. Even for my family members as we'll. Even nurses are very helpfull. All staff@staff are very friendly and supportive. So that is why I'm happy with this service. @ce.
- ✓ Very polite, professional and sympathetic gentleman.
- ✓ Doc was very knowledgeable to my health issue. Took the time to listen, offering guidance and emailed a list of foods to avoid to assist, help my issues @sues going forward.@ward.
- ✓ Attentive reception staff and helpful and thorough support from the doctor during my appointment.
- ✓ Very caring, personal service
- ✓ Practice Nurse Diane was very professional and really, really kind and very nice.
- \checkmark Although I waited 25 minutes to be seen. Nurse was very good and I was out in minutes.
- ✔ My GP gave me the time I needed
- **✓** Good
- ✓ Same day appointment. Seen on time. Doctor very amenable
- ✓ To day I was pleased
- ✓ The doctor I saw was very thorough, I felt like she cared about what I was saying and wanted to do her best to find the problem

Not Recommended

Passive

✓ Waited 40 minutes to see the gp. Nurse was fab saw her in seconds