FFT Monthly Summary: February 2023

Coventry Road Practice Code: M89021



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	6	1	1	0	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: 106

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	6	1	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	6	1	1	0	0	50
Total (%)	84%	12%	2%	2%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

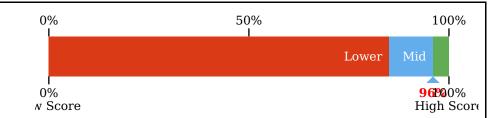
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

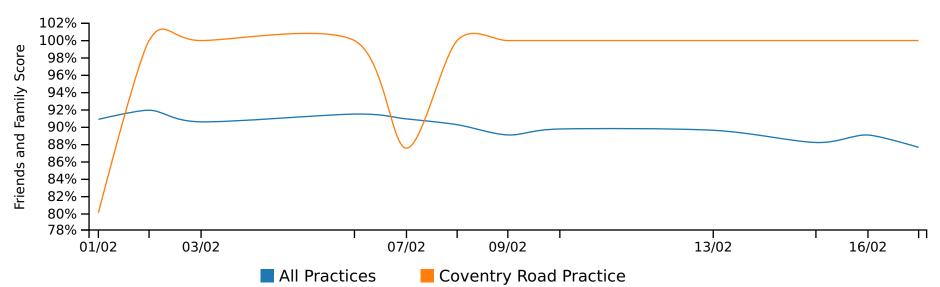
Your Score: 96%
Percentile Rank: 80TH



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 80th percentile means your practice scored above 80% 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	86%	90%	92%
Coventry Road Practice	100%	93%	100%

Gender All Practices

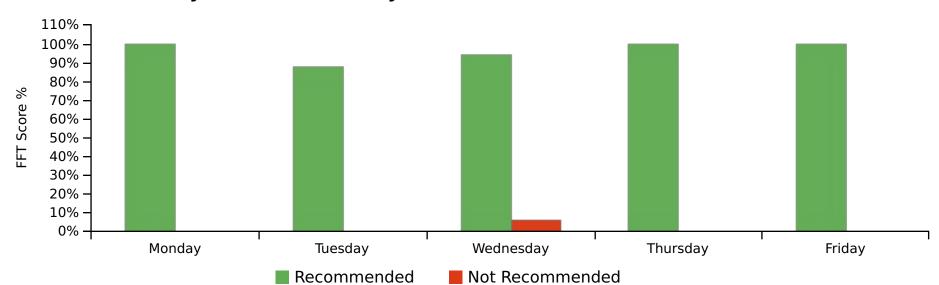




Notes: 1. Scores for current reporting month.

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

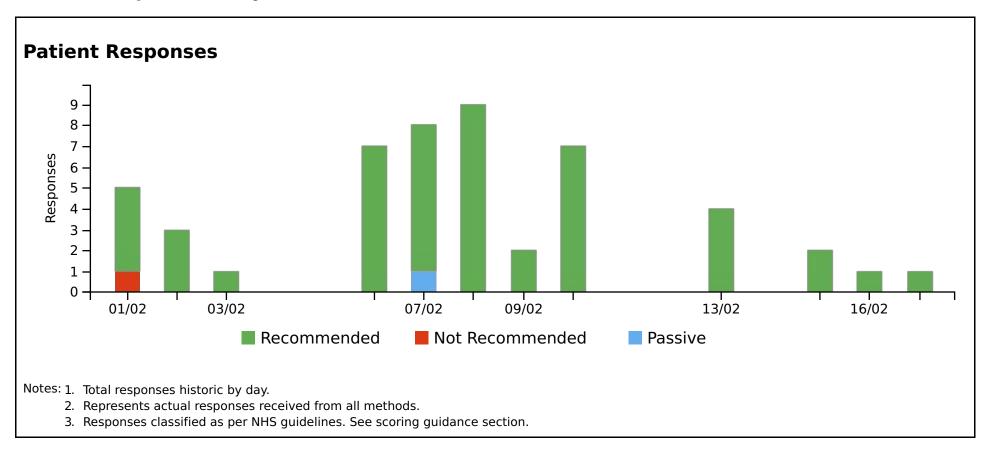
Practice Score: Day of the Week Analysis



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 **Reception Experience** 10 unnecesolving hard ecssaria. Arrangement of Appointment 5 extremely Reference to Clinician 16 comfortable 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 rofessional frequency is reflected in text size. fantastic Continual putting

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

- ✓ Very friendly and professional.
- ✓ The surgery is amazing. The receptionists nurses, doctors, follow up calls, getting appointments, treating patients like people....I could go on. They@ They are fantastic.@stic.
- ✓ Doctor listened & acted promptly. Treatment is currently ongoing.
- ✓ Dr Alison was very kind and helpful
- ✓ First visit doctor was very good and gave me plenty time
- ✓ I was able to get a face 2 face appt.
- \checkmark Information is key to any business and to measure to improve just makes sense.
- ✓ My Dr Vino is very good, doesn't rush and very thorough.
- ✓ Good communication
- **✓** Because everything went well
- ✓ It was nice for some one to listen to me and I was happy with how he looked after me
- ✓ Friendly nurses and never have issue ringing or getting an appt
- ✓ Always get appt when I need one, especially kids at short notice. Drs knowledgeable and pleasant, non judgemental
- ✓ Miss Marwa was very thorough and made me feel understood she is a credit to the practice please mention this to her
- \checkmark All the staff were friendly and made me feel like I wasn't wasting anyone's time.
- ✓ I was happy with everything
- ✓I was very well looked after and treated by the staff
- ✓ Ability to get a same day appointment, helpful and thorough doctor
- \checkmark All ways happy with the service thank you .
- ✓ Quick diagnosis, kept informed, friendly efficient staff made to comfortable
- ✓ Always able to get straight through to the surgery on the phone without delays, and never kept waiting unnecessarily. Staff make every effort to get yo@et you a same day appointment. In my experience have found all of the doctors and medical staff, to be responsive to my needs at all times including call back@ backs, to check if medication and treatment is effective. My wife and I are extremely happy and grateful for the continual care and attention given at all ti@II times. Thankyou to all staff@staff
- ✓ I have been going to this practise all my 58 years of life. The doctors and receptionists are kind and efficient. The doctors always take time to discuss @cuss your problems and help you with your medical needs. I am very grateful. @ful.
- ✓ The staff at Coventry Road Pratice are always there when I need them and Dr. Vino is easy to talk to I.ve been with them now for nearly 60 years.
- ✓ Because I was very pleased with Dr Vino
- ✓ Eare of check in, friendliness and efficiency of Angela who took my bloods.
- ✓ The service was good practice nurse knows me as a patient and I feel good to have someone I know to provide the service
- ✓The nurse I saw was really good at putting me at ease
- ✓ Because you were very good and I got seen to straight away
- ✓ In.Jab.Out.Not a lot more to be said.
- ✓ In just after my app time and very pleasant and efficient nurse
- ✓Always get good polite servicem
- ✓ Got seen right on time, pleasent nurse who did her job very efficiently.
- ✓I cannot find anything but praise for the service I receive thank you
- ✓ Because I thought everyone was really efficient, and felt so at ease
- ✓ Always try to oblige
- ✓ There was a few minutes wait twice in the process. Apart from that it was fine.
- ✓ Answered telephone quickly and efficiently
- ✓ Very polite, helpful and friendly staff. Nothing is too much trouble. A very pleasant experience.
- ✓ Always get an appt whether phone or face to face. Drs sit and listen and explain things. All the staff are pleasant and helpful, nothing is too much trou@ trouble if something needs solving they are there to advise. Best practice I have ever had.@ had.
- X Very happy with treatment but was called 15 min after appointment time

Not Recommended

✓ It's hard to get appointments. The nurse was lovely today. The receptionist can sometimes be rude and unhelpful.							