## **FFT Monthly Summary: May 2023**

**Coventry Road Practice** Code: M89021



## SECTION 1 **CQRS Reporting**

## **CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
4.0	_	-		•	•	•	•	•		•	•
4.3	5			()	()	0	()	()	50	()	()

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:** 119

**Responses: 50** 

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	5	1	1	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	5	1	1	0	0	50
Total (%)	86%	10%	2%	2%	<b>0</b> %	<b>0</b> %	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 (%) = 
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

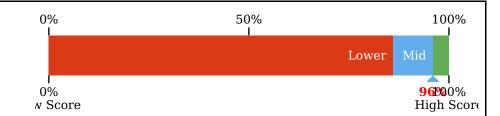
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

## **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

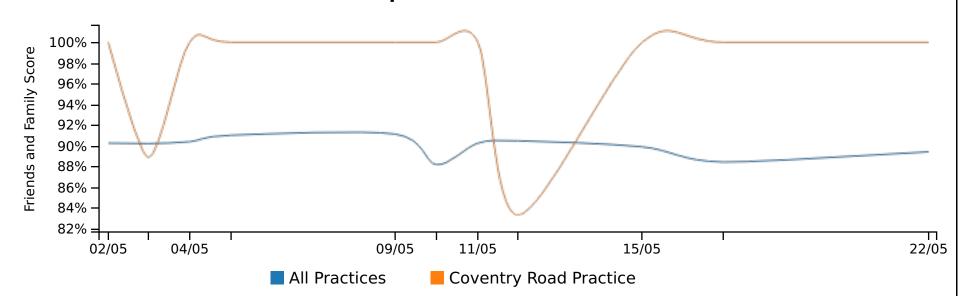
Your Score: 96%
Percentile Rank: 85TH



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	100%	93%	100%

## Gender

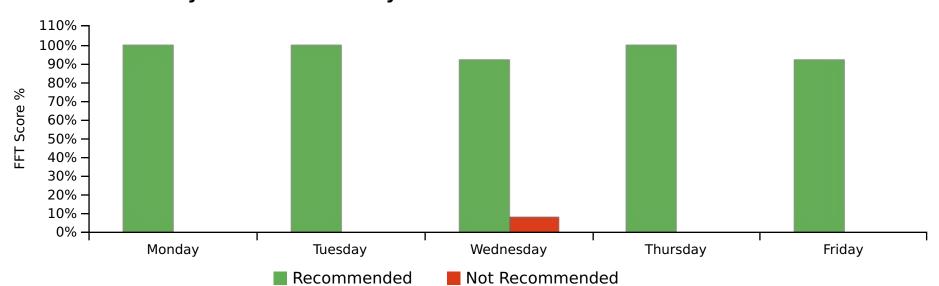




Notes: 1. Scores for current reporting month.

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

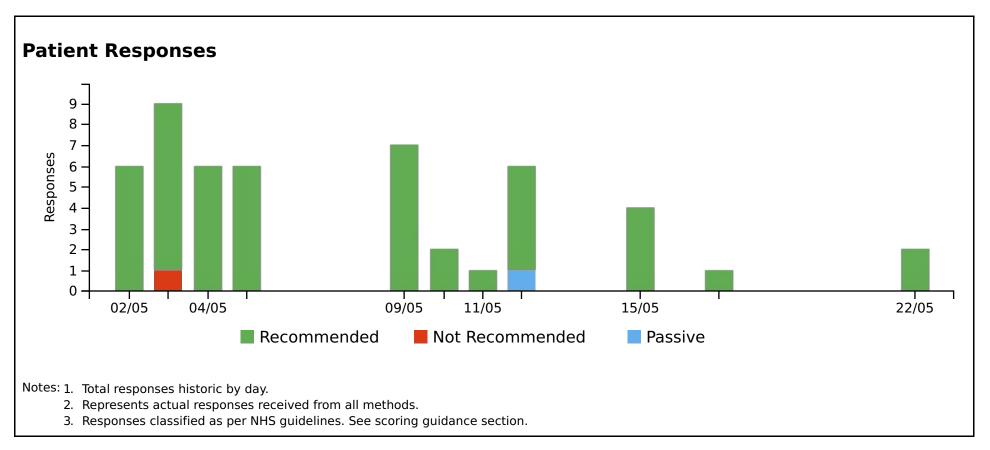
## **Practice Score: Day of the Week Analysis**



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 **Reception Experience** 5 Arrangement of Appointment 7 Reference to Clinician 16 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 important informative points. 3. Tag cloud is rendered using the back of back polite approachable most used present participle verbs, knowledge 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

- ✓ Same day appointment, effectively diagnosed
- ✓ Had a fairly long wait 20minutes but she did apologise.
- $\checkmark$  Dr took time to explain , examined me then assured me and then spoke to senior Doctor .
- ✓ The lady that I saw was Marwa and she was a lovely lady and explained to me about my back pain, so that is why I gave 1
- ✓I got a same day appointment and the service when I got there was very good.
- ✓ Because I got prompt attention, a same day appt and saw GP face to face.
- ✓ Because I got good service
- ✔ Really clean, staff are so lovely, medical staff so patient kind and helpful. Got results for a blood test via text which was great. You can get appointments quickly just all round amazing
- ✓I had my blood taken today and the nurse was very friendly
- ✓ Friendly staff, very happy with how appointment went today even blood tests.Reception staff very helpful and friendly too.
- $\checkmark$  I've had good experience with the nurse she was very understanding and polite
- ✓ Punctual , friendly , and professional service
- ✓ Always able to get through to reception, reception staff are friendly and excellent service from the midwife
- ✓ Everything explained in full easy to understand also felt listened too
- ✓ Super fast and friendly service
- ✓ Because i have been treated very well down the years
- ✓ Staff are always courteous and professional, and know you by name which helps you feel comfortable.
- ✓ I was seen earlier than my appointment time. The nurse was friendly and knowledgeable, being able to explain and answer questions about my procedure.

  The whole experience was professional and respectful
- ✓ Very good
- ✓ Very happy with the consultation Dr listenedTo my problem and made me feel at ease
- ✓ Great advice
- ✓ The service from the GP himself was excellent, not at all hurried
- ✓ Very professional and friendly, the nurse was very approachable, gave me information and answered questions. I did not feel rushed at all
- ✓ Treated fairly and in a pleasant manner by everyone I spoke to.
- ✓ Phone call helpful and visit punctual
- ✓ All staff are friendly and helpful. They do all they can to help you. The whole practice deserve 10 out of 10. Sadly they are experiencing the same appointment issues as every other practice but they do their best.
- ✓ What you would expect, Using Nurses abilities, leaving Dr for more important roles.
- ✓ Always get a first class service and care from the practice.
- $\checkmark$  Because Diane the nurse is good and very friendly
- ✓ Doctor carry out examination and explained everything well to me. Everything was satisfying to me. Thanks
- ✓ My mtg with the Dr was friendly, prompt and informative! I received further referrals for treatment which I hoped for and contact details for the physiotherapist very quickly!
- ✓ Dr vino is awesome she listens, she probes, she is thorough.
- ✓ Very knowledgeable and nice Dr.Badcock . Also had very kind approach.
- ✓ Okay

#### **Not Recommended**

✓I had an over the phone appointment for today and I have not had a call from doctor this has happened twice now

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