FFT Monthly Summary: July 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	5	1	0	1	1	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: 118

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	5	1	0	1	1	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	5	1	0	1	1	50
Total (%)	84%	10%	2%	0%	2%	2%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

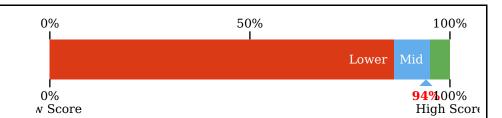
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

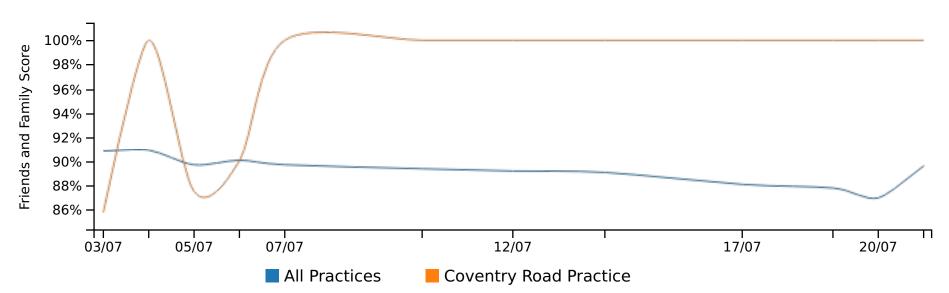
Your Score: 94%
Percentile Rank: 75TH



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 75th percentile means your practice scored above 75% 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	85%	89%	92%
Coventry Road Practice	67%	95%	96%

Gender

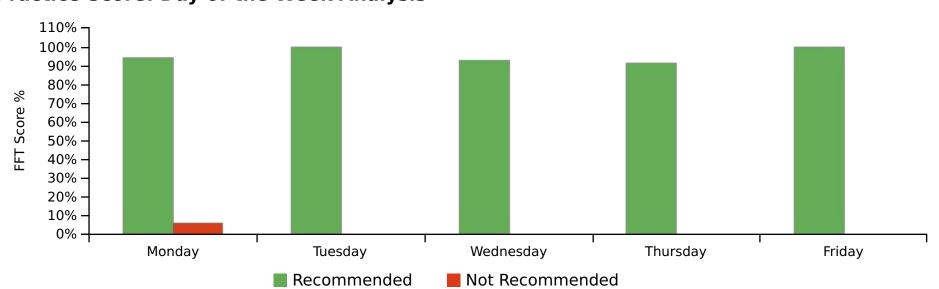




Notes: 1. Scores for current reporting month.

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

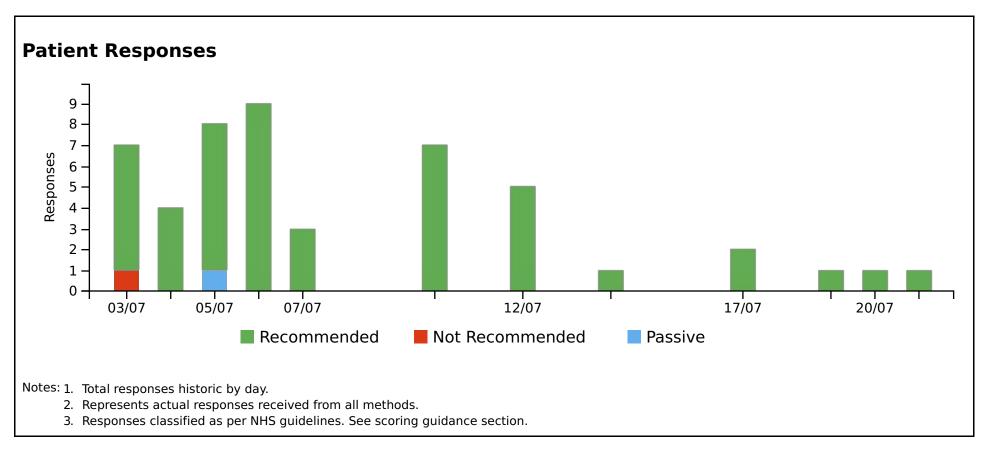
Practice Score: Day of the Week Analysis



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 8 Cosponsive responsive Arrangement of Appointment 10 Reference to Clinician 13 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

- ✓ because I was seen immediately and my blood test was done at the sane time so I was satisfied
- ✓ Dr Portes was very nice & very thorough , spent a lot of time with me & explained everything she was doing ,
- ✓ Very good service received
- ✓ Because I am put at ease and I know the doctors listen and do there best to help all the staff nurses and reception are very good at there job and always try to help you if possible
- ✓ Had a appointment with nurse Diane who has a excellent professional manner and always listens and gives advice, she is truly a great asset to the practice
- ✓ The staff, medical & admin, are always really helpful and will arrange a face to face appointment if they can.
- ✓ The doctor was very help full and listened to me and it helps
- √ They were excellent xx
- ✓ Got me an appointment within 1 hour and doctor was really really friendly
- ✓ Consistently professional and responsive to patients needs
- ✓ Same day service
- ✓ I was given the appointment on the same day and the doctor was was very helpful.
- ✓ Nurses have actually listened to me and my symptoms and got me booked in to the next available slots whenever I needed it. Receptionists were nice
- ✓ I was given a same day appointment and the doctor was though in examination.
- ✓ Staff were very helpful provided extra info that i needed which had nothing to do with the booked appointment
- ✓ Just being honest
- ✓ Diane was very informative and caring throughout the appointment.
- ✓ Prompt, friendly attention.
- ✓ Because I am always able to get in to see the Doctor and sort out my problem.
- ✓ Because I found it to be very good as always.
- $\begin{tabular}{ll} \checkmark \end{tabular} \begin{tabular}{ll} \checkmark \end{tabular} \begin{tabular}{ll} \lor \end{$
- ✓ Apt arranged quickly. Dr Vino very professional and thorough.
- ✓You text me and asked and I gave my rrply
- ✓ Always well treated, cannot fault this practice.
- ✓ All the staff from receptionists to Doctors have always been kind, patient and understanding. I've always felt listened to and staff go out of their way to help. Thank you!
- ✓ Very thorough
- ✓The nurse, was informative an thorough. Explained everything and took her time to answer any questions.
- ✓ Services and appointments was dealt with professionally and promptly
- ✓ Prompt appointment time
- ✓ Because have always rated the staff and surgery as been very good have been with this surgery for over 50 years
- ✓ Went in on time for appointment. Receptionist was very helpful with repeat prescription.

Not Recommended

✓ because they don't give me give the results of my to test report and don't take any action on any disease disscusion and receptionist are not coporative

Passive

 \checkmark 3 you do not read the message on your repeat prescriptions so you only send out what you think I will need