FFT Monthly Summary: May 2024

Coventry Road Practice Code: M89021



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	8	n	1	1	n	0	0	n	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: 123

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	8	0	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	8	0	1	1	0	50
Total (%)	80%	16%	0%	2%	2%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

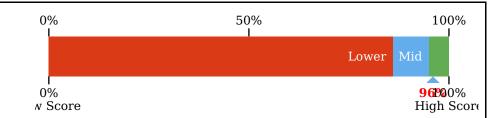
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

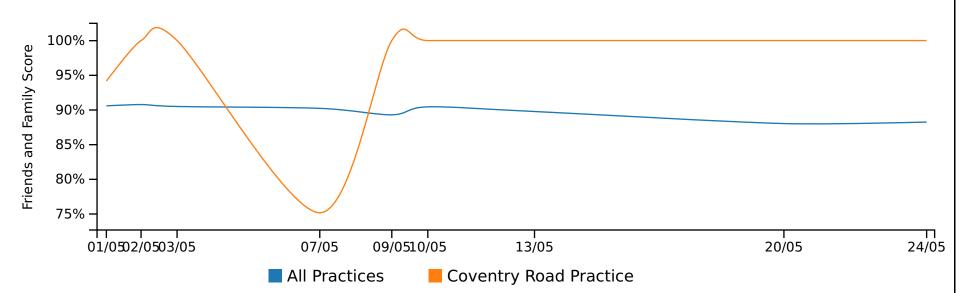
Your Score: 96%
Percentile Rank: 85TH



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	85%	89%	92%
Coventry Road Practice	100%	97%	95%

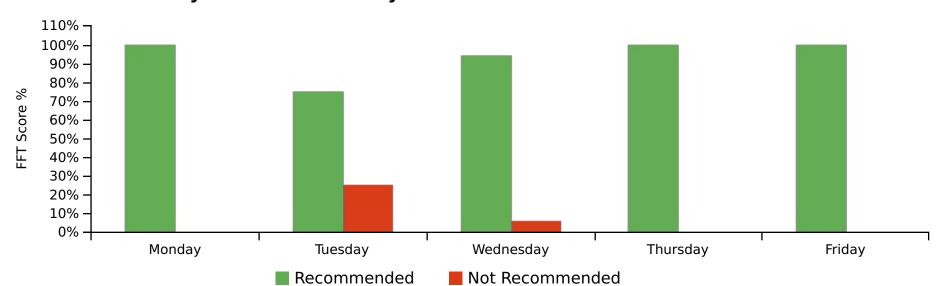
All Practices



Notes: 1. Scores for current reporting month.

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

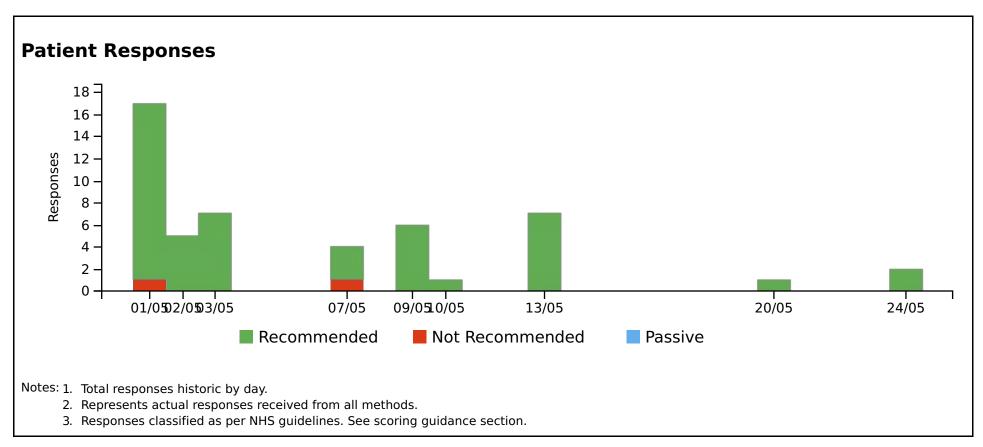
Practice Score: Day of the Week Analysis



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** 6 Arrangement of Appointment Reference to Clinician 18 Notes: 1. Thematic analysis for current able getting 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 accommodatin 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

- ✓ Lady very helpful
- ✓ Listened and agreed what would happen next
- ✓ Had a blood test kind a gentle phlebotomist
- ✓ Went in for blood test just wasn't a happy soul
- ✓ Very good service all questions answered and appt was on time.
- ✓ Doctor who called me and lady who took my bloods were both excellent. Listened to what I had to say and asked me plenty of questions to help me
- ✓ Was seen by dr. Within 5 minutes of appointment. Receptionist very friendly and dr. Listened and was reassuring.
- ✓ Only recently joined tge practice, but have only had positive interactions.
- ✓I am always able to get an appointment and when I do call the receptionists are always friendly and helpful. The doctors are also the same and very thorough
- ✓ Everyone from the reception team to the GP are super helpful, friendly and kind. They actually listen and don't rush you. They remember who you are and treat you with compassion. I feel like they are a surgery going above and beyond to treat patients as people and not just numbers.
- ✓ Doctor was very thorough and took our concerns seriously. She made our child feel at ease whilst still managing to get across to use the possible problems
- ✓ I can always talk to a member of staff on the phone and get my issue dealt with. I have been seen by a paramedic, physio and a doctor. All take time to listen and show care
- ✓ Have no problem getting appointment or script
- ✓ Got app straight away and sorted out my problems and sent some links for me to look at if needed
- \checkmark Because your the best all lovely
- ✓ As always at the surgery the appointment was conducted in a very professional and caring manner and on time very good .
- ✓ Didn't wait long to be seen by nurse who was polite and efficient and helpful when I asked questions xxx
- ✓ Doctor was very good and helpful
- ✓ Friendly efficient service
- ✓ I have never had a problem all the Doctors are very kind
- ✓ Doctor explained everything . But I'm not happy having to wait two weeks to get a blood test .
- ✓ There are still periods where you have to wait 3/4 weeks to get a face to face appt with particular doctors
- ✓ Quick, no waiting
- ✓ They are so helpful and friendly
- ✓ Got an appointment same day.
- ✓ Friendly informative service
- ✓ Very good felt at ease with the doctor and she explained the situation
- ✓ I was in and out quickly and on time
- ✓ Excellent advice and understanding of me as a patient.
- ✓ I was in and out the doctor was very nice.
- ✓ Appt on time, friendly and helpful as always
- ✓ The receptionist are always accommodating listen and provide appointments. Dr vino is a legend she listens and hears what you have to say
- $\label{eq:lambda}$ We were seen very quickly and nurse Diane was very friendly and caring
- ✓ I find the staff on the reception very friendly and helpful the waiting areas are clean and very welcoming. the doctors are excellent I always feel confidence that they are giving me the right advice and care
- \checkmark I got an appointment the same day and was seen promptly. I have confidence in the doctors opinion.
- ✓ She was so nice and kind and looks after me
- ✓I was seen on time and treated very well by the lady who did the blood test.
- √ My experience was ok

Not Recommended

✓ Been to the doctors two times in a month with a chest infection and still had no help also asked about another problem with my finger and very reluctantly the doctor has referred me to the hospital after I insisted I don't really think that's good enough the first time I went to the doctors I didn't get to see a doctor. I got to say the doctors helper who really didn't listen to me, that's why I've given my answer