FFT Monthly Summary: June 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	7	1	1	1	0	^	^	0	F0	0	0
40	/			 	()	()	()	()	20	()	()

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: 154

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	7	1	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	7	1	1	1	0	50
Total (%)	80%	14%	2%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

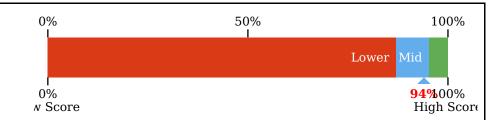
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

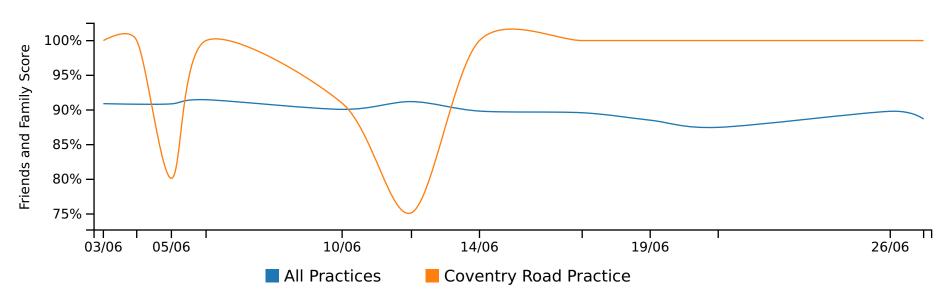
Your Score: 94%
Percentile Rank: 70TH



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 70th percentile means your practice scored above 70% 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%	90%	92%
Coventry Road Practice	100%	96%	91%

Gender

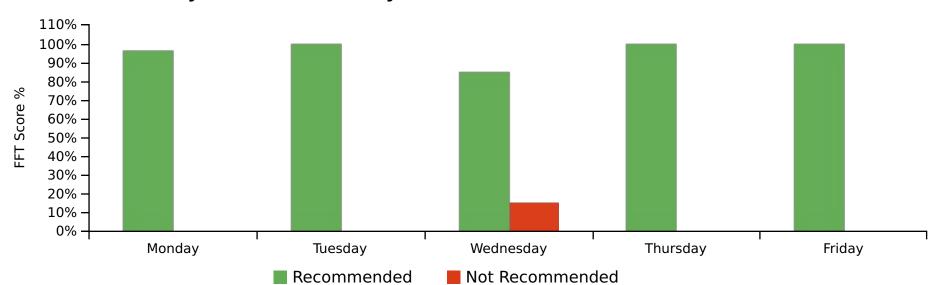




Notes: 1. Scores for current reporting month.

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

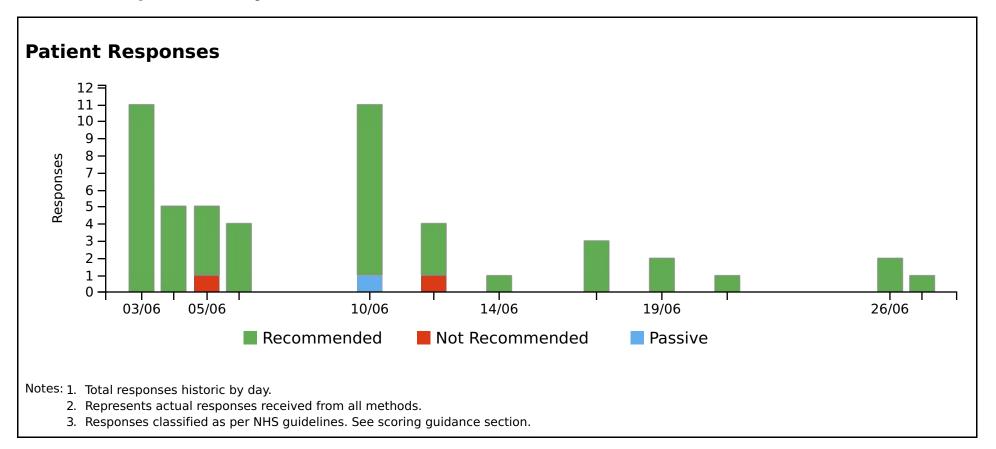
Practice Score: Day of the Week Analysis



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

Tag Cloud Thematic Reception Experience 6 7 Arrangement of Appointment 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 points. 3. Tag cloud is rendered using the most used present participle verbs, wonderful 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

- ✓I received an appointment very quickly , covered health issues very well
- ✓ The receptionist got me in to see Dr on the afternoon, when I said I was away part of the following week. Dr Deb, is so helpful and patient when dealing with a procedure I find very uncomfortable. I feel very lucky to be at this surgery.
- ✓ Seen promptly and all questions answered. Also identified error in previous test results and chased up there and then.
- ✓ I had a great service very understanding I felt more at ease after session with dr
- ✓ Found the doctor very friendly and helpful. Listened to my concerns and has referred me to the appropriate specialist.
- ✓ Was seen quickly and all questions answered excellent service xx
- ✓ It was very good, the service
- ✓ Got an appt straight away , the clinician was very understanding & didn't rush
- ✓ The nurse was extremely helpful and very professional and the doctor was the same, I'm so lucky to have such a great doctors surgery.
- ✓ The doctor listened and was very supportive and helpful.
- ✓ Always helpful staff
- ✓ A very good service I have no problems with the GP
- ✓ No waiting and efficient service
- ✓ I had reminders about the appointment, it was easy to log in, I was seen quickly and Ms Veal was kind and professional
- ✓On time and very smooth appointment
- ✓ Not much waiting time and friendly efficient treatment.
- ✓ EXCELLEN
- ✓ Time invested in the patient.
- ✓ All staff very professional
- ✓ Dr Vino is the kindest, most caring GP. She listened to my issues and gave me the time I needed. She is such an amazing, professional doctor.
- ✓I was given good advice in a friendly manner and came away hopeful that the meds and application will help.
- ✓ Extremely helpful, sensitive and professional
- ✓ Friendly staff, easy sign in, appointment ran on time
- ✓ I have done my blood sample and ECG with Nurse on the 12th of Ju
- ✓ Excellent and professional care by caring staff.Prompt attention and on time appointment.Cannot fault in the slightest.Definate No.1 in happiness scale !!
- ✓ All the gp's are good
- ✓ Very helpful explained things to me felt much happier when i came out.
- ✓ Dr was good, doing all she can, she listened to me, but thats wh
- ✓ Dr Deb Dhillon was wonderful and put my mind at ease
- ✓ Appointments are always on time no issues
- \checkmark Because when you can get a face to face appointment and the reception do try you feel really looked after
- ✓ Doctor was very good and understanding
- ✓ GP friendly and accommodating. She was happy to deal with a new problem which required advice and to deal with an existing problem which requires further approval and examination. She booked me a follow-up appt
- ✓ Service was very good
- ✓I felt satisfied with the service I had.
- \checkmark a little bit of waiting time but the doctor was very helpful x

Not Recommended

✓ Upon arrive I asked the nurse what the blood test was and she said was just a kidney check but it was actually a full blood count blood test that the doctor had booked me to haveupon checking the computer it was a full blood count that was on the system . The nurse however did the full blood test and will be sent off .

Passive