## FFT Monthly Summary: July 2024

**Coventry Road Practice Code: M89021** 

# connecting patients transforming healthcare

## SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	5	1	0	2	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:	112						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	5	1	0	2	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	5	1	0	2	0	50
Total (%)	<b>84</b> %	10%	2%	0%	4%	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.

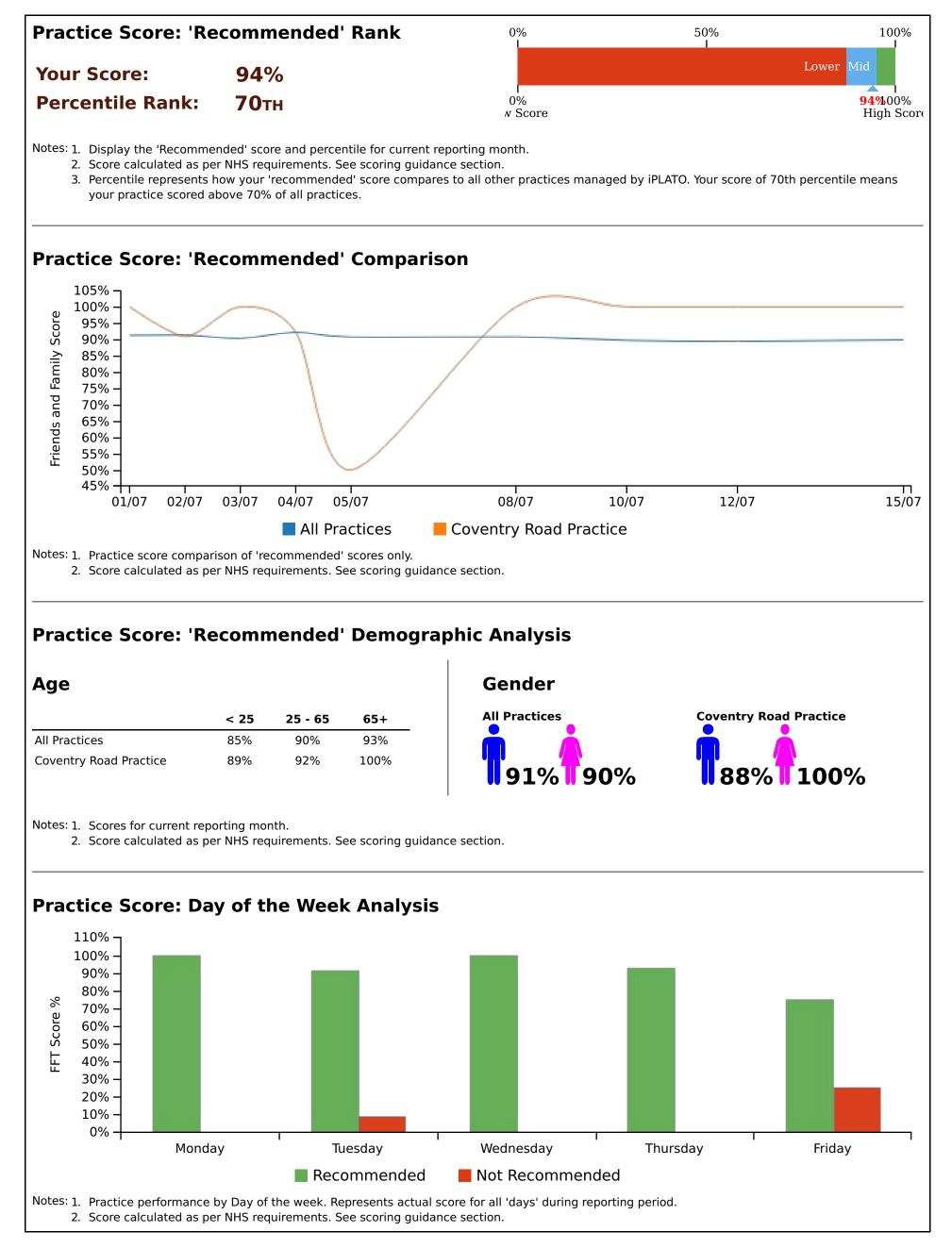
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know x 100				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

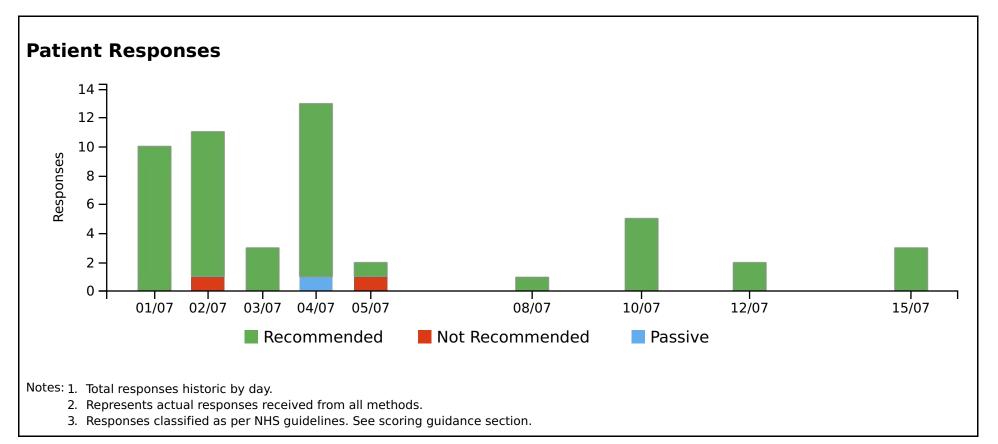
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

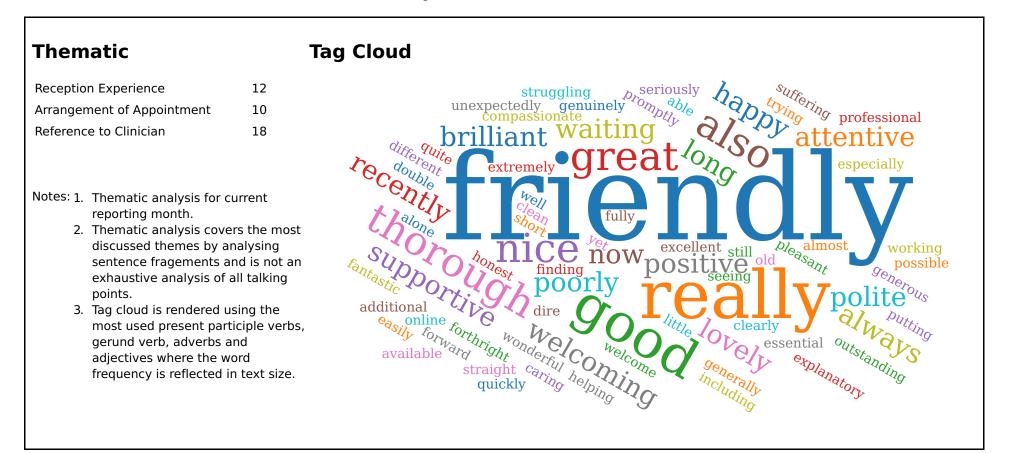
### SECTION 3 Practice Scoring



## SECTION 4 Patient Response Analysis



#### SECTION 5 Patient Free Text Comments: Summary



#### **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

Seen on time, positive interaction with reception followed by great care and attention during appointment.

✓ Very helpful and friendly

- ✓ Felt listened to and supported
- ✓ Short waiting time, nice pleasant nurse
- The doctor was extremely helpfull
- ✓ Seen promptly and friendly
- $\checkmark$ Excellent staff, appointment time kept, clean and relaxed waiting area .
- ✓ Very good service Polite and friendly Staff Wonderful environment Experience Doctor

In Deb-dhillon was brilliant. She was attentive and compassionate, and is clearly really genuinely trying to help, and was forthright and honest - but with care. She was also very generous and long-suffering with her time. Having only recently joined this practice recently after being derserted and pushed out by my old surgery for six years after over two decades there, I had forgotten how essential, supportive and helpful a good GP and practice are - especially when you are really struggling, and alone in that ordeal. I almost dare not hope, after now seeing two really nice and supportive GPs and finding such a really lovely welcoming practice and staff, that I may get some seriously dire health issues now addressed.But I also dread having the rug pulled from under my feet yet again unexpectedly...I hope not.Thank-you.

The doctor was friendly and through. She listened to my concerns and is working to get the issue resolved. The reception team are always helpful and take their time to help.

- I portes was so thorough and reassured me. I didn't feel rushed by time constraints. She had looked at my online booking and gave me a double appointment. So relieved and reassured that I am in the best possible care.
- ✓ Friendly welcome, professional manner, explained everything and was seen on time
- ✓ My appointment was at the time arranged. I was also satisfied with the outcome of the reason for my visit
- ✓ Iv been poorly for 6 months and have had to ring at all different times for support and appts and they've always helped me.great doctors.
- ✓ Very happy with service but could do without this additional response.
- ✓ Because it was very good!
- ✓ The GP I saw seemed to have all the time in the world for me.
- ✓ Great doctor
- ✓ very pleased with information I gained and treatment
- ✓ Straight forward to do everything, friendly staff and Diane the nurse was fantastic with our little boy and explained everything so well
- ✓I generally don't have a problem to get an appointment and staff are helpful
- ✓ Saw Rebecca on time. Had blood taken. Decided to leave medication as things still not quite right. No problem
- $\checkmark$ The reception staff are helpful and polite, the doctor is caring g and can help my problems

✓ Dr was attentive, fully engaged, I felt heard and reassured

The staff were really nice and welcoming

✓ She was very helpful and answered all my questions.

- Good appointment available for my son who had been poorly all weekend lovely GP he seen who helped himReceptionist very friendly when booking an appointment.
- Very helping staff including receptionist, nurses and gps. Appointments are given when needed and appointments are confirmed a day before

The practice is brilliant

V My nurse Diane Veal was very helpful and positive during the appointment. I was able to book an appointment quickly and easily . Very friendly staff

✓ Very thorough very helpful

✓ Service outstanding

The doctor was very thorough and listened to my queries and very explanatory putting my mind at ease.

 $\checkmark$  ,Because I was happy with the way the appointment went. Didn't have to wait too long .

✓ Seen on time

✓ Although there may be times you can't get appointments when you want the staff will go above to meet your needs

#### **Not Recommended**

The doctor I saw was very friendly and helpful

#### Passive