FFT Monthly Summary: August 2024

Coventry Road Practice Code: M89021



SECTION 1 **CQRS Reporting**

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
43	4	1	1	1	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: 99

Responses: 50

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	4	1	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	4	1	1	1	0	50
Total (%)	86%	8%	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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

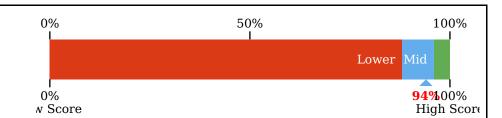
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

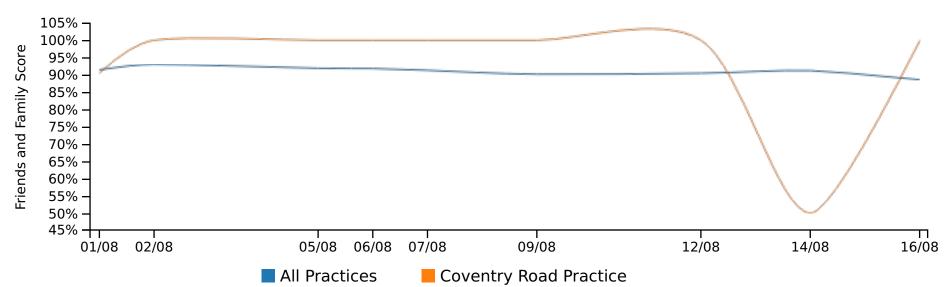
Your Score: 94%
Percentile Rank: 70TH



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	85%	90%	94%
Coventry Road Practice	100%	97%	83%

All Practices

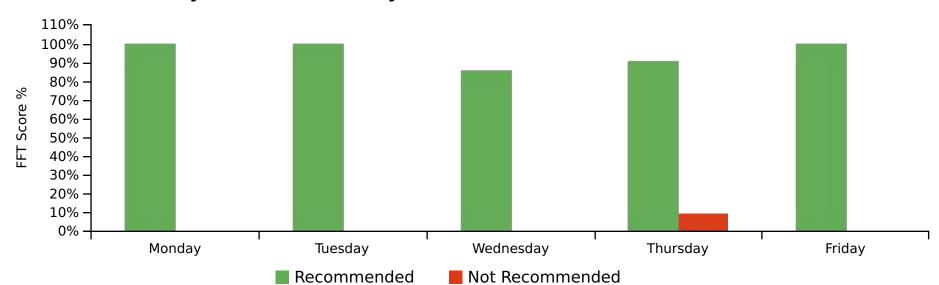
Gender



Notes: 1. Scores for current reporting month.

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

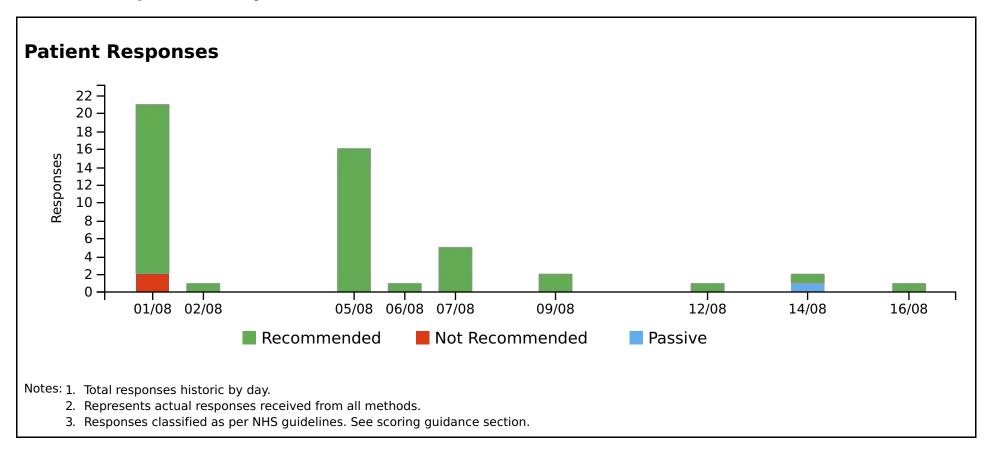
Practice Score: Day of the Week Analysis



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



Section 5

Patient Free Text Comments: Summary

Thematic Tag Cloud 7 **Reception Experience** Arrangement of Appointment 6 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 informative 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

- ✓ Slight delay in the clinic, but was told by reception. Was still in and out in time excellent service thanks
- ✓ My appointment tent had to be moved I think because a doc was ill and I was given full attention and listened to and then the doctor explained what next
- ✓ Because I have always been very happy with the way I am treated by all of the people that work there
- ✓ Verv satisfied
- ✓ As always ,Dr Veno was excellent in dealing with my concerns and prescribed the necessary medicines.
- ✓ Quick service ✓ Thorough, friendly and able to get an appointment
- ✓ Apiontment on time.
- ✓ Excellentservice
- ✓ Very polite understanding GP
- ✓ Doctor very through and innformative
- ✓ I was seen quickly with a positive outcome
- ✓ When I phoned, the Receptionist was very helpful and booked an appointment for later in the day. Dr Badcock listened to my symptoms and examined me. He also explained what he was doing and why. There is now a plan for future tests.
- ✓ Fast and efficient. No waiting about.
- ✓I dont speak English. The doctor patiently told me through a trlat
- ✓ Brilliant service all round
- ✓ Service was on time friendly and efficient
- ✓ Easy registration and appointment on time very efficient.
- ✓ Very helpful
- ✓ The receptionists are very helpful and the doctors at the surgery care about you.
- ✓ Always have the very best service from Dr and staff
- ✓ Doctor was very helpful and explained clearly what I needed to do
- ✓ Lovely doctors. Always manage to get an appointment the same day for my children. Always very clean too.
- ✓ Lovely staff on reception. Really kind, welcoming, polite and supportive. Nice clean practise
- ✓ Staff are always friendly understanding and informative but recently one of my medications was not authorised by a dr leaving me without insulin for a number of days
- ✓ Appointments are always on time , and Diane is always so lovely
- ✓ Because the Doctor I saw took the time to understand my issues and needs, very ptlrofessional service, friendly and caring.
- 🗸 Dr Debs ,through to the receptionists are amazing, made me feel at ease, and listened to me without rushing me. I felt heard and relevant. My mental health was eased whilst I was at the surgery
- ✓ Because we got services very well
- ✓ Can't fault the service. Excellent.
- ✓ Mrs Rebecca Cordon was very friendly, helpful and explained everything
- ✓ Seen almost on time. Very efficient and quick blood taking. Couldn't have been better.
- ✓ Because they were very efficient

Not Recommended

Passive

✓ Yes neither good nor poor, it was what was expected.