# **FFT Monthly Summary: September 2024**

**Coventry Road Practice Code: M89021** 



# SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
42	7	1	0	0	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:	132						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	42	7	1	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	42	7	1	0	0	0	50
Total (%)	<b>84</b> %	14%	2%	0%	0%	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.

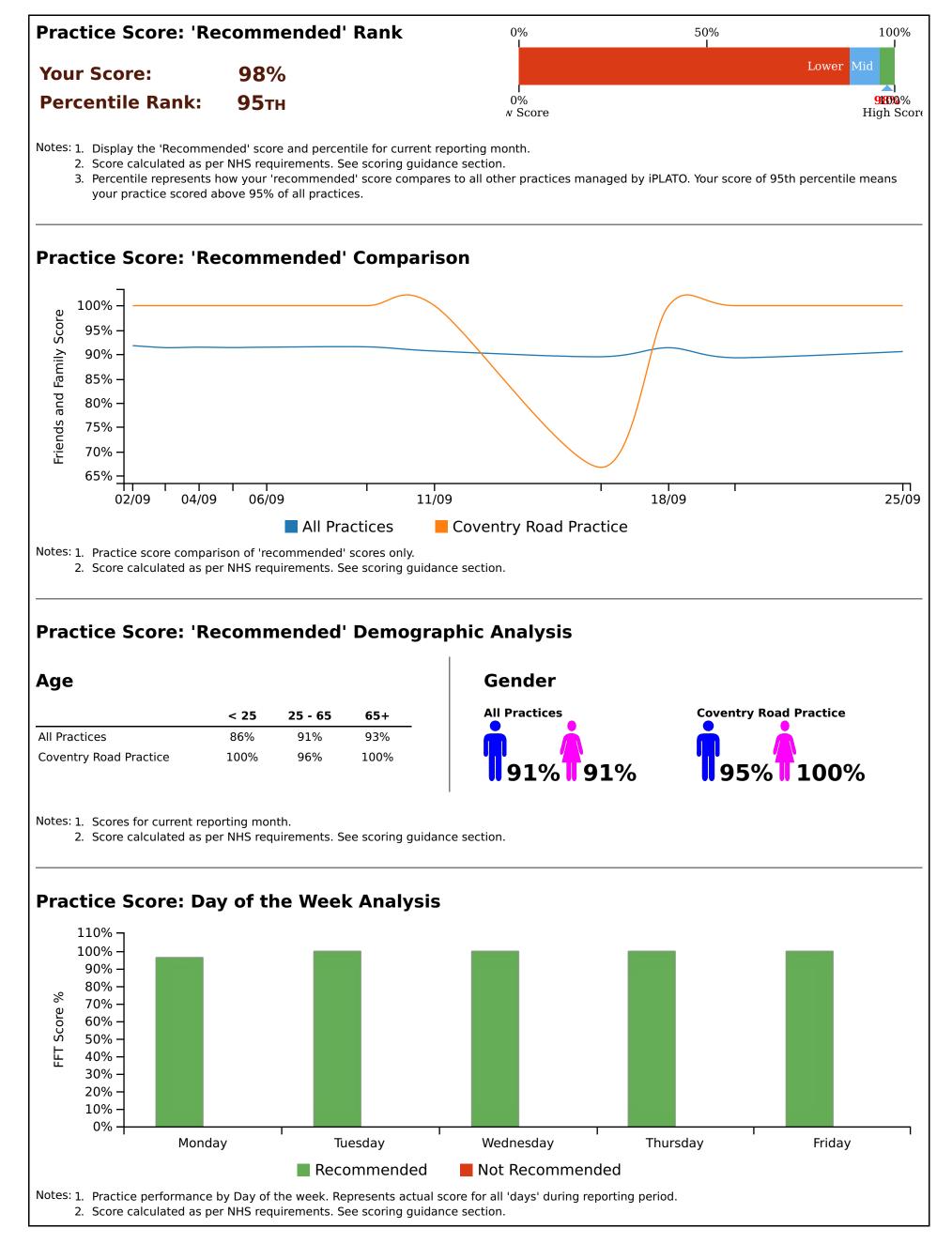
The percentage measures are calculated as follows:

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

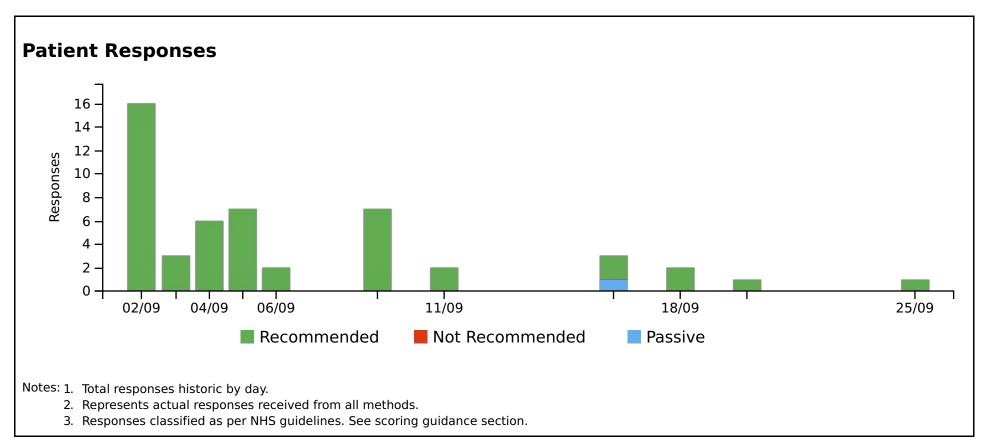
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

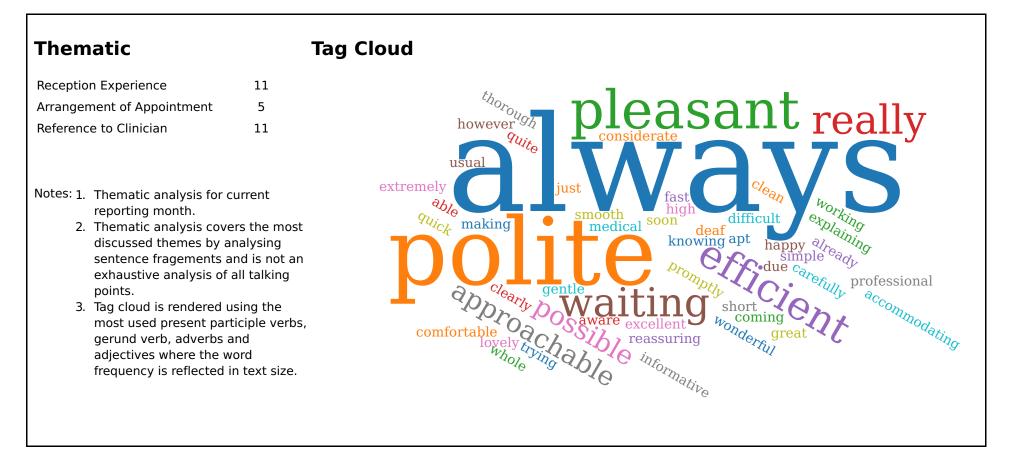
# SECTION 3 Practice Scoring



# 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 promptly, nurse was very helpful, friendly and helped me with a difficult examination making me as comfortable as possible.

✓ Dr.sat and listened to my problems with tablets prescribed not working and sorted out an alternative.

- ✓ Able to get appointment very fast for daughter. friendly receptionist and doctor. Both really helpful and approachable
- ✓ You can always speak to a receptionist and get an appointment. All staff are friendly and helpful.
- ✓ Very helpful and concerned
- ✓ Very polite and efficient.
- ✓ Due to the staff and zero waiting time was excellent
- ✓ Good service, short waiting time, smooth medical chat, Dr patient with me knowing I'm deaf and explaining to me clearly
- ✓I had a good service
- ✓ No complaints with anything
- $\checkmark$ I was in pain and the Doctor was really reassuring and helpful
- ✓ Very efficient and take time to listen so they offer the right help
- ✓ Happy with service
- ✓ Lovely staff who are very informative
- ✓ Pleasant Informative and quick.(sent with Gentle Effect)
- ✓ Same day apt, pleasant and efficient service. Just what you need. Thank you
- $\checkmark$  The whole experience was as good as always appointment on time and a very pleasant nurse
- ✓ The reason is quite simple in that the service was up to the usual high standards
- ✓The GP I saw was very thorough & understanding of my condition & really friendly & helpful
- ✓ Very helpful and understanding staff
- ✓ Very good doctors always very good listeners staff helpful
- Vour practice as always polite if I phoned for a appointments and if I need to see docter or ask you always see if you get me appointment as soon as possible
- ✓ Because dr has listened me carefully .he was polite and gave me good advice on my problem
- ✓ They are always there when we need them
- ✓ The doctors, nurses and receptionists have all been helpful and kind, I have not felt stress out trying to get a appointment
- ✓ Polite and considerate. Good explanations and listened to my comments.
- I was coming for a diabetes review...I wasn't made aware I had to give a urine sample so had already been to the toilet upon arrival..if I had known I would have held on...
- ✓ The service was good, however, it could of been better

✓ Very helpful and polite

- Mrs cordon was extremely kind and professional. The surgery is always great at accommodating us as patients, and the desk staff are always wonderful and polite
- ✓ Because the treatments were all good and polite as from reception to the doctor!
- ✓ All the receptionists are always helpful and will answer any query if they can and the GPS are always pleasant and will answer any questions you may ask.
- $\checkmark$  The staff were friendly and approachable. The waiting rooms were clean
- ✓ The Drs and everyone are very helpful and listen to you

### **Not Recommended**

#### Passive