FFT Monthly Summary: October 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 50

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:	142						
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 (%) =
$$\frac{\textit{very poor} + \textit{poor}}{\textit{very good} + \textit{good} + \textit{neither} + \textit{poor} + \textit{very poor} + \textit{don't know}} \times 100$$

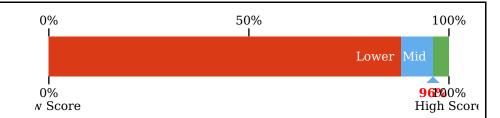
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

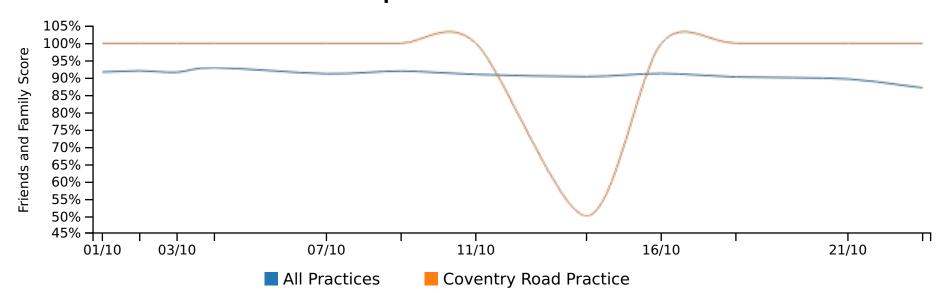
Your Score: 96%
Percentile Rank: 85TH



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%	90%	94%
Coventry Road Practice	100%	96%	94%

Gender

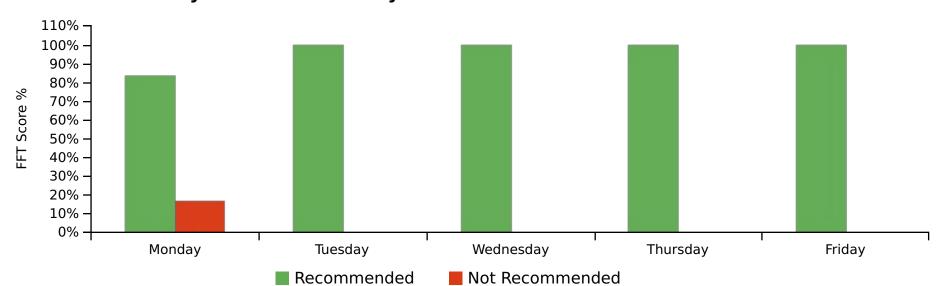




Notes: 1. Scores for current reporting month.

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

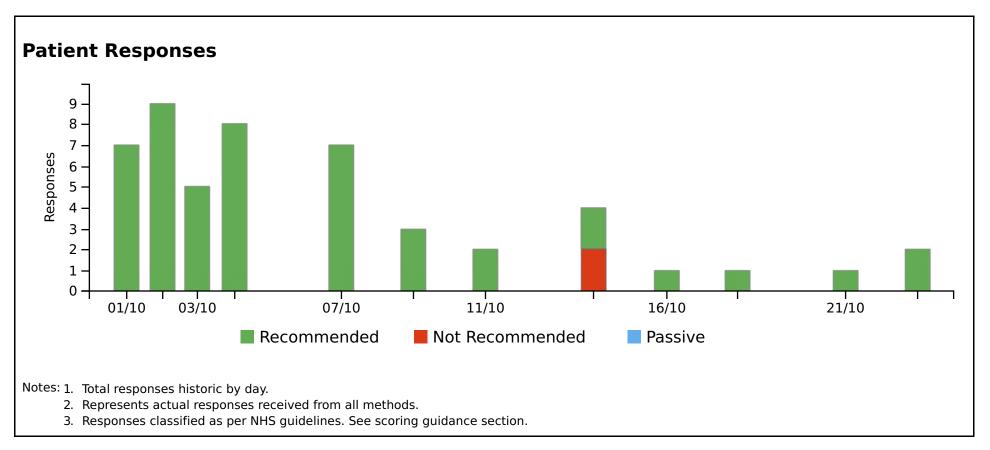
Practice Score: Day of the Week Analysis



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

Thematic Tag Cloud **Reception Experience** 7 Arrangement of Appointment Reference to Clinician 14 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most accommodatii 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 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 had a same day appointment an in-depth consultation and explanation and a plan going forward to improve and help my complaint (knee) x
- ✓ My name is Aysel Mehmed, I had an appointment with Dr Vino at 10:30 this morning, he took care of it very well, I was very pleased. I already received a message about the subject. I
- ✓I came in with severe anxiety, and Dr. Alison Porter was very thorough and recommended an appropriate treatment plan for me. Although I had already chosen some medications myself, given my critical condition, I believe her approach was very helpful.
- ✓ I saw the doctor of my choice, I didn't have to wait. The doctor answered all my questions and gave me good advice and as always was very pleasant.
- ✓ The staff were very friendly and professional and helpful as i am disabled and in a wheelchair
- ✓ The staff are so accommodating, they make me feel like I am their only patient, very considerate and supportive!
- ✓ The kind, caring and professional way I was treated
- ✓ Excellent care both the GP and nurse really cared and spent time with us
- ✓ The staff are always helpful and the doctors do not rush you through the appointment. They give you the time you need to go through your issue(s).
- ✓ Always kind, helpful, caring and approachable
- ✓ Doctor was friendly and polite, listened to me and came up with a plan. Excellent all round
- ✓ Doctor dealt with my issue very well. Very attentive.
- ✓ I was in on time and the advice I was given.
- ✓ The doctor is so patient and let's you talk and listens to you and hears you
- ✓ Always very helpful
- ✓ Nice reception staffLovely GP. Didn't rush us and answered all our questions and worries
- ✓ Very polite staff that were very helpful with all my issues and created solutions that worked best for me.
- ✓ Very good welcoming and nice attitude patient to visit our kid and we could book easy.
- ✓ Friendly staff, quick appointments, no delays with appointments
- ✓ Pleased with your service
- ✓ Lovely GP who explained everything fully.
- ✓ Dr seen me monday, started investigating my symptoms. Explaining what processes are. I was seen ontime by dr monday & nurse today. Overall speedy service so far.
- ✓ It was OK, shame the bloods can't be taken straight away.
- ✓ The personal associate was good with my daughter
- ✓ Very un standing doctor, getting me sorted out straight a way
- ✓ Dr answered all my questions and didn't rush me or make me feel bad for asking them
- ✓ Because I felt happy with everything and everyone was there for me
- ✓ No waiting and very friendly
- ✓ Was treated swiftley and efficiently, no waiting
- ✓ In and out with no problem staff were pleasant and knowledgeable.
- ✓ Because I was very satisfied with the service I received.
- ✓ Couldn't ask for anymore. Doctor Vino truly is just amazing so caring and kind and puts you at ease with any worries. Feel very lucky to have such a good doctor

Not Recommended

✓ My apt was 09.40, plenty of time I thought to be out for 10am to get to my next apt at 11am. I abandoned the apt at 09.55 to make sure I made my next apt on time!

Passive