## **FFT Monthly Summary: November 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
43	4	2	0	0	0	0	0	0	49	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:	142						
Responses:	<b>49</b>						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	43	4	2	0	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	43	4	2	0	0	0	49
Total (%)	<b>88</b> %	<b>8</b> %	4%	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.

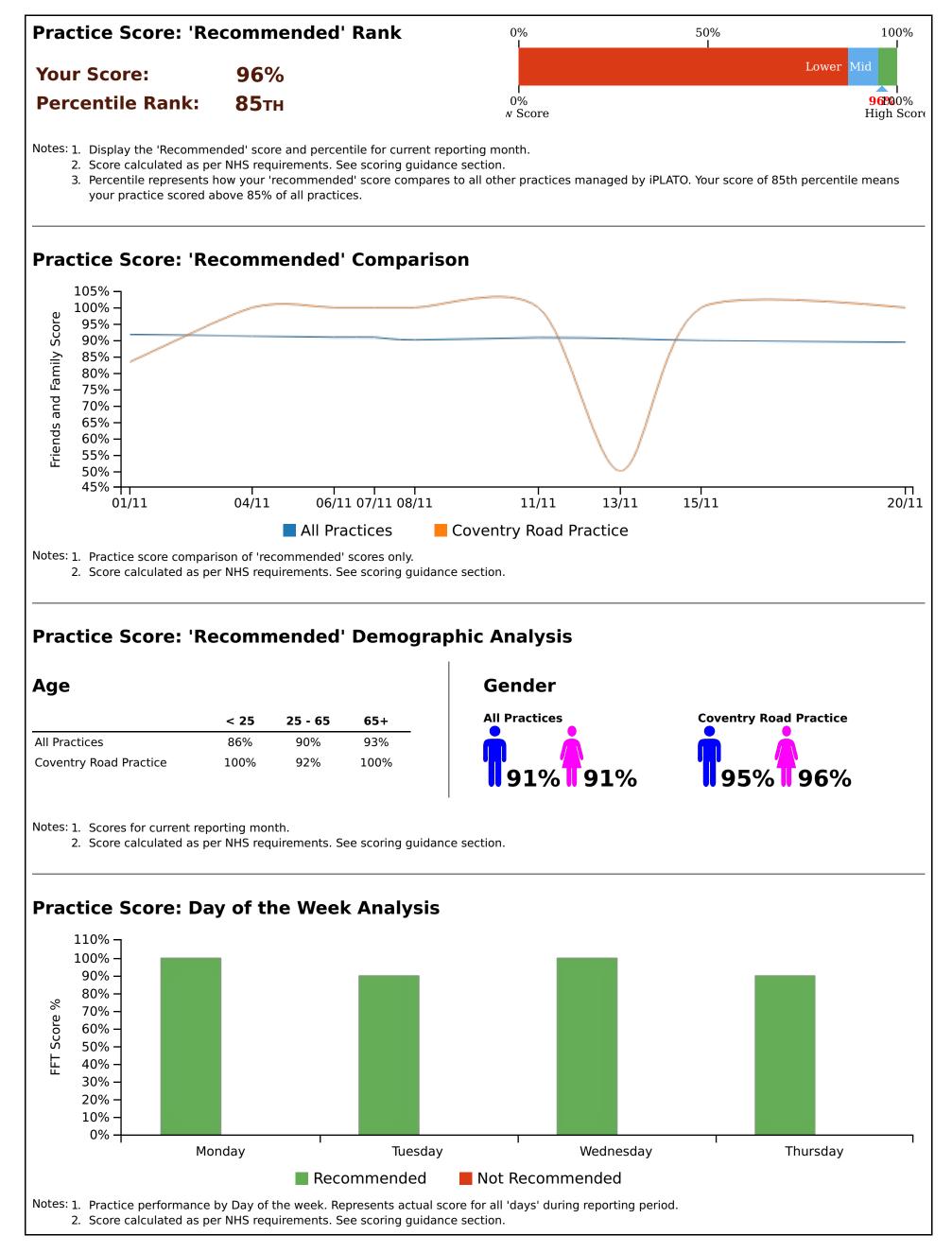
The percentage measures are calculated as follows:

$P_{\text{accommonded}}(%) =$	very good + good				
Recommended (%) =	very good + good + neither + poor + very poor + don't know × 10				
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

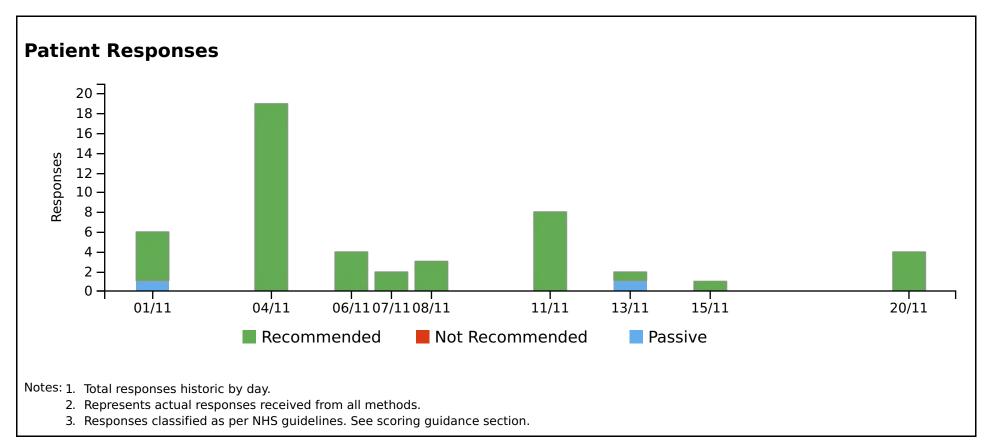
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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 / X No consent to publish comment

#### Recommended

✓ Firstly I was reminded about my appointment. I got seen on time. Nurse and receptionist were very friendly and efficient.

- ✓ It's always a pleasant experience attending the surgery, the receptionists are polite, calm, and pleasant with the patients and very professional in their approach, the doctors likewise.
- ✓ Within two weeks of joining this practice I have had tests and got results and being referred for surgery I can not believe how guickly you have dealt with my symptoms amazing service
- ✓ She was very pleasant and professional
- ✓ The appointment was on time and the doctor was efficient and pleasant to talk too
- ✓ The nurse I saw was very nice and explained everything to me.
- ✓ Excellent service xx
- ✓ Very helpful
- Receptionist extremely helpful and dealt with my query immediately. The nurse was extremely pleasant. Can't fault the surgery
- ✓ Lovely Nurse, made me feel easy, relaxing. Very friendly, very pleasant. Spoke all through what she was doing.
- ✓I was given appropriate help.

✓ Iv been very unwell this year and have needed lots of apps and help and they have always been there at short notice if iv needed a dr.

- ✓ 1-Very good
- ✓ She was very kind and respectul with me
- ✓ Very happy with advice regarding my poorly baby
- ✓ yes because I was seen really quickly on the day I rang for an appointment and I found the doctor very helpful and understanding
- Alway been treated well
- ✓ Easy to get an appointment. Great doctor
- Doctor, very understanding.
- ✓ Because it was very good
- Helpful and on time
- ✓ The surgery have always accommodated my family and I when we call for an appointment.
- Thorough helpful pleasant appointment thank you
- ✓ Lovely doctors. Always manage to get an appointment the same day for my children. Always very clean too.
- ✓ You are a good practh
- ✓ Very caring and compassionate, listened
- ✓ Because Doctor Deb is an amazing doctor who actually listens to you . Makes you at ease to be able to open up to her .

Receptionist Zoe is very helpful and informative. Couldn't do enough for me :) Because we always receive a good and prompt service ✓ Great staff

✓ The Doctors at the practice are Very understanding and helpful.

#### Not Recommended

#### Passive

The waiting time to see or speak to a Doctor is still 3weeks for a non urgent appointment. Blood test are also taking that long too, 3 weeks on average for an appointment. If these issues were addressed the practice would be rated higher. The staff and Drs are very good , just appointments are too long to wait for. ✓ Apologies I meant 2