FFT Monthly Summary: December 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
46	2	0	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:	113						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	46	2	0	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	46	2	0	1	1	0	50
Total (%)	92 %	4%	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.

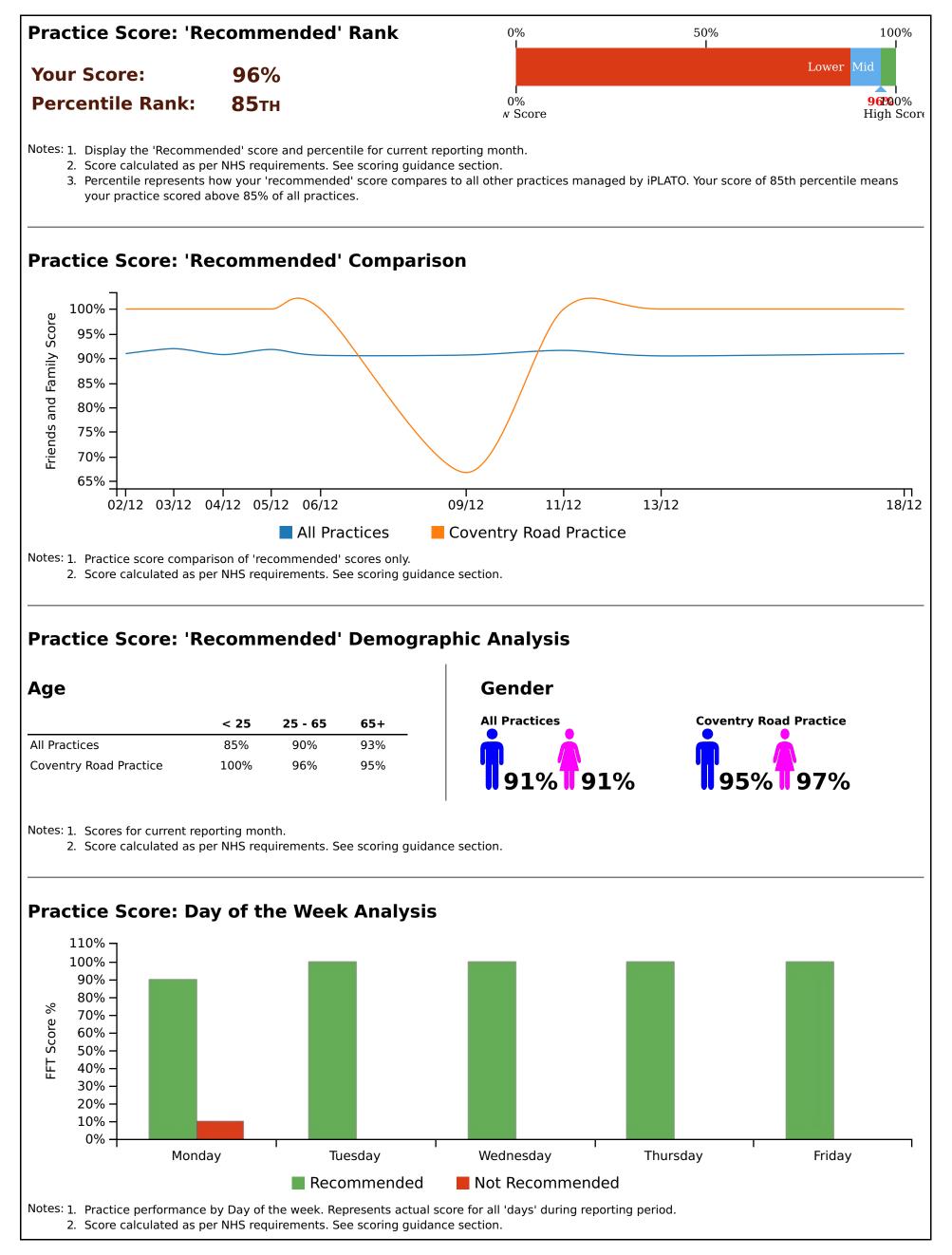
The percentage measures are calculated as follows:

Recommended (%) =	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				

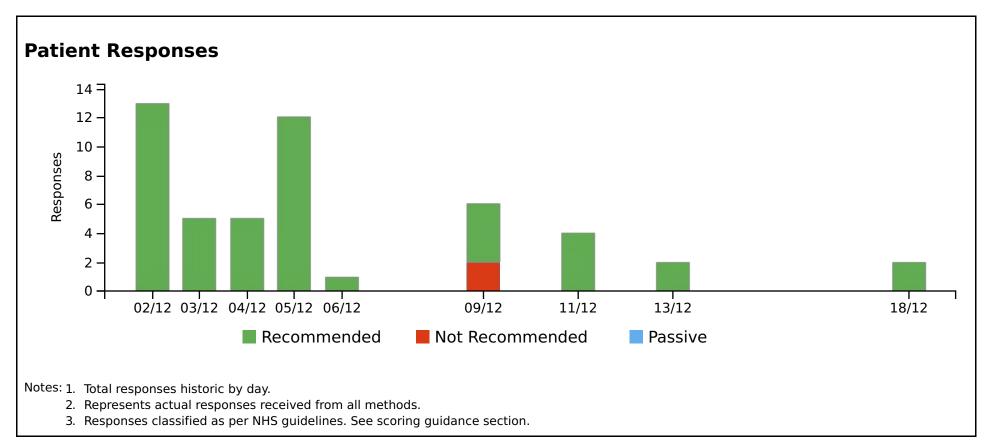
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

Low waiting time, friendly staff and an almost painless blood draw.

✓ Very good

You asked me the question

✓ Quick in and out and nurse friendly

 \checkmark Always polite and helpful best doctors in the area

✓ Prompt appointment given, seen earlier than appointment time by the GP, prescription was given straight away.

✓ Sorry

✓ Dr veno always has time for you she listens nothing is too much trouble she is the best Dr and a friend L Cooper

I have been registered with the practice my entire life, with my parents being registered there for over 60 years. The practice have always given full support, treatment and advice despite some health issues we have suffered as a family. More recently and during Covid I was unexpectedly poorly and the practice were fabulous, they also continued to provide an excellent service during the pandemic which a lot of other services didn't manage. Unfortunately I have been poorly recently and the fantastic service I have received from Dr Veno and her team is outstanding, so supportive I feel it aids with recovery. Friends who have witnessed phone calls or accompanied me to the practice are also impressed with the Coventry Road practice. I cannot fault the practice in any way, always go above and beyond, thank you. T Hatcliffe

✓ I Find the practice always helpful & pleasant. Drs. . Receptionist nurses .

✓ Because the service was good

Reception staff were really friendly and helpful. Dr Zahid was so lovely and whilst I was nervous for the appointment beforehand, she was so nice and it was overall a very pleasant experience. I was impressed with all of your staff

✓ Excellent service

✓ satisfied with GP mangement and dealing

✓ Very pleasant efficient service as always .

✓ 100% patient focused from requesting appointment to seeing the doctor who gave me the time required without rushing me.

✓ Lovely staff very helpful

✓ Got appt same day. Appt was on time. Professional, thorough and friendly manner from Dr Badcock.

✓ Because it was very good

✓ I had an appointment within 24 hours despite calling after 10am Dr was very thorough with questions then arranged a face to face appointment

 \checkmark Dr Deb is so amazing and comforting the best doctor I have ever seen

✓ Dr so easy to talk to.Very understanding,I was not rushed in any way,felt at ease with her.

✓ Very good

Great appointment, indepth and gave great advice

- Although appointment ran late, doctor very good listener and plucked up courage to ask him for bowel screen test. Had time and eye contact and asked me if there was anything else
- I had been struggling with pain and the initial GP listened and supported my condition after attending A&E and consultant appointment. I was then referred to another GP in house for treatment. So I could continue working without waiting for a 12 week appointment which may have left me potentially with a disability. Proactive medicine is the Best
- \checkmark I find the Dr very understanding and all receptionist very helpful ,
- ✓ I find the whole team Excellent, helpful, professional and kind. From Doctors to reception to office manager.
- My appointment was on time and the consultation was thorough and wasn't rushed! I felt leaving my issues had been understood and appropriate actions identified!

✓ Very good care

- ✓I've been lisned to , complains about my ailments ,have been acted upon .I feel I'm getting the best medical tension
- ✓ We were seen on time and Nicola was very friendly and put us at ease
- ✓ Because they are very good to me all the time
- ✓ Because angela was very friendly and kind
- ✓Compared with my previous my whole experience was 100 times better
- ✓ I am always get an appointment.Reception staff, nurses and Doctors are all so kind, caring, compassionate and knowledgeable.
- Each apt I have attended at the surgery, the Receptionists are always friendly and helpful, and all of the clinical staff I have seen have been professional and knowledgeable. I feel my health is looked after.
- ✓ Got seen immediately by efficient,empathetic and knowledgeable doctor

Not Recommended

✓ Sorry I pressed the wrong button I meant to press one

The practitioner I saw was very poor didn't check any of my notes before or during consultation. Advised me of a plan of action then text later with a completely different plan.

Passive