## **FFT Monthly Summary: February 2025**

**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
38	9	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:	121						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	38	9	1	1	1	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	38	9	1	1	1	0	50
Total (%)	<b>76</b> %	18%	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.

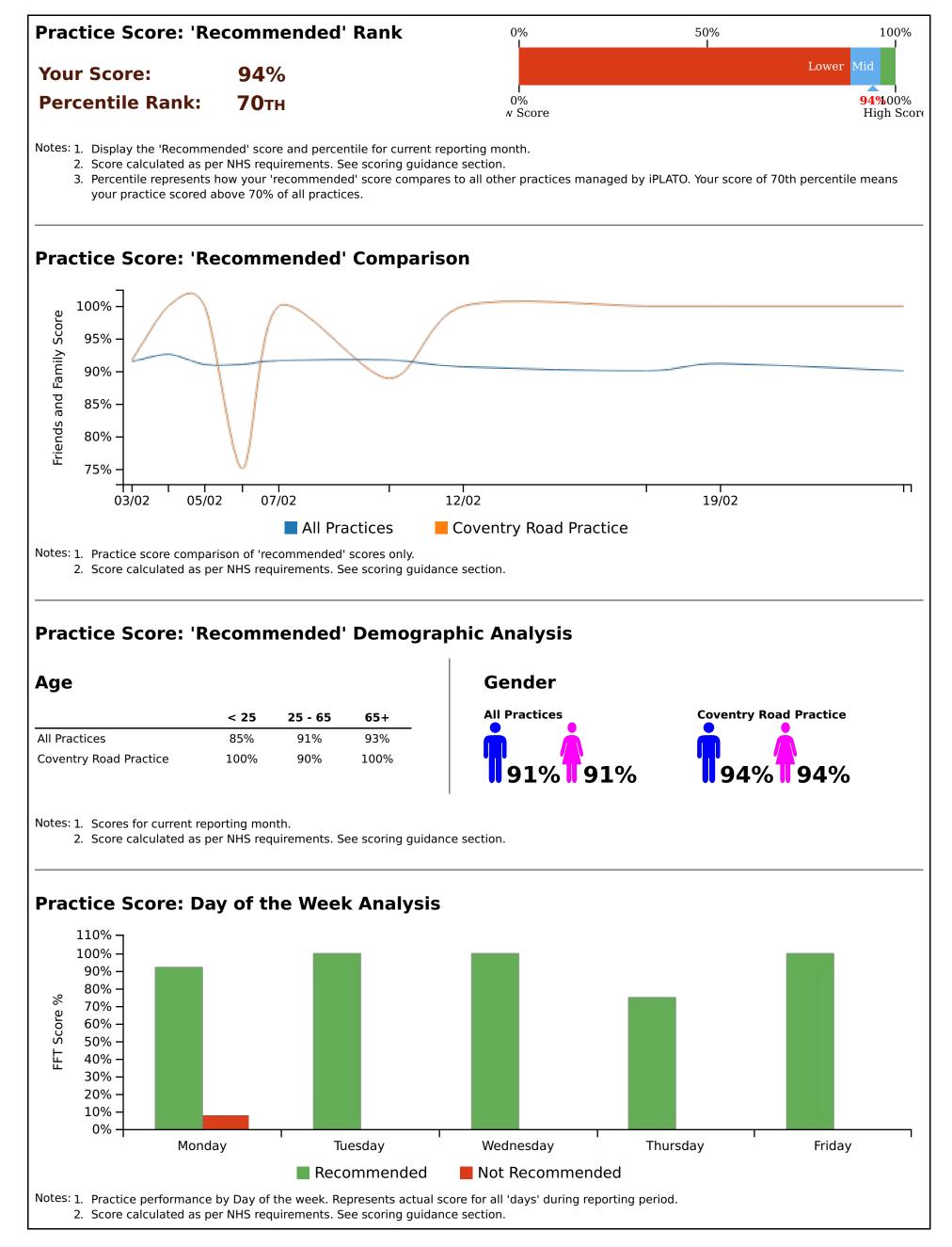
The percentage measures are calculated as follows:

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

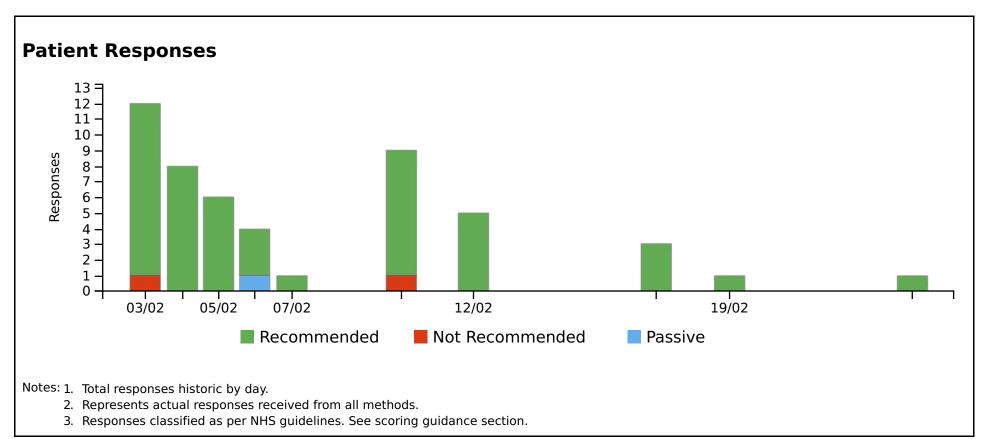
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

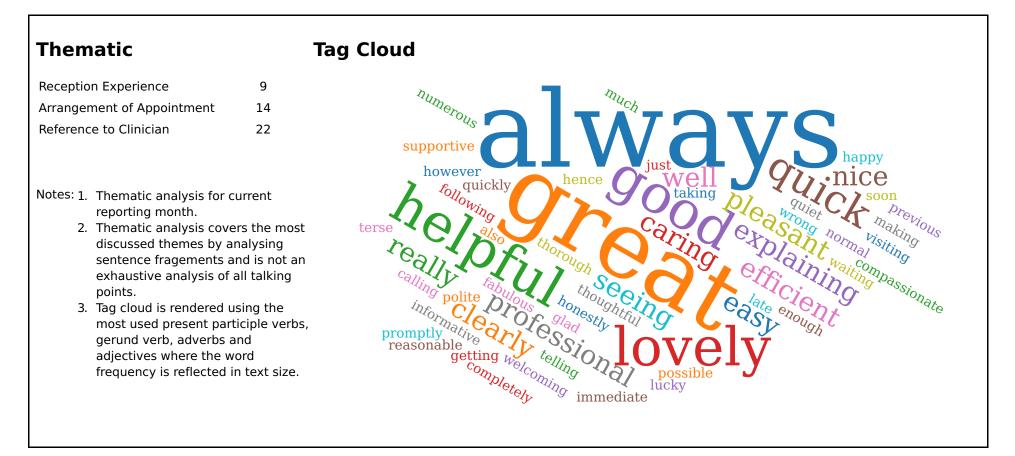
## SECTION 3 Practice Scoring



## 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

#### ✓ Great service all round

✓ Dr Portes was very patient, kind, thoughtful and very thorough

✓ Honestly they look after me very well...each time when I asked for appointment..they give me..also the doctors there so kind and professional

- ✓ Always very friendly and helpful
- I was offered an appointment within days of telling the receptionist my symptoms my doctor listened and gave me reassurance and guidance and I was offered physio for the following weekend. All the staff that I have seen are always kind and friendly
- ✓ The nurse was pleasant and welcoming
- Because it's the best practice the phone is always answered quickly and from the reception to seeing a doctor is a fabulous service
- ✔ On time, informative,I didn't feel rushed and Nicola was lovely lady, very easy to talk to
- $\checkmark$  The service was good hence my answer
- ✓ Very understanding and explained to me clearly what was wrong and helped me book appointments and referrals
- Staff were great, really helpful and friendly. I would have given a 5, but when I booked the appointment I stated I need blood taken from my hand not my
- arm. I was told I would see someone who could do that. However when I attended this was not the case and it took two attempts in my arm to get a sample.
- They are very caring and always try to fit u in if possible.nothing is to much trouble.
- $\checkmark$  Getting me an appointment so quick .and explaining symptoms clearly.
- ✓ Made to feel at ease and explained things so i could understand.
- ✓I was lucky enough to see a doctor a few hours after calling. The Doctor was very pleasant and so was the receptionist.
- ✓ Nice quiet waiting room (not packed) quick turnaround! And friendly staff
- $\checkmark$ I was seen to promptly for my appointment. The person taking my blood test was friendly and efficient.
- ✓ Dr Vino was very caring, supportive and listened to my issues. Didn't rush the appointment.
- ✓ Brill service
- ✓ Doctor is always very good
- $\checkmark$  I had to wait an hour to be seen. If it wasn't for that, I would've awarded a 1.
- ✓ Friendly. Efficient practice. Have been a patient for numerous years.
- Just u text me questions I can tell u
- ✓ They always appear to be helpful
- $\checkmark$  Doctor was very nice and the receptionist was really helpfull
- ✓ Quick, professional service.
- Ability to get appointment quicker than normal and seeing doctor within a reasonable time of designated appointment time
  - The dector was great with my daughter but the receptionist was a bit takes with my wife. This didth and the but the

 $\checkmark$  The doctor was great with my daughter but the receptionist was a bit terse with my wife. This didn't need to be the case.

No problem making my appointment. Saw Dr Deb, she is so efficiefriendly and helpful with all her advice. Gives you the time of

Everything went well and I was on my way soon after.

 $\checkmark$  Always happy after visiting the doctors, they take good care of you

✓ I always get an appointment with the doctor I like to see every time and I have no problems

Easy book in, Dr Chandni is a lovely doctor and receptionist very polite. Thank you

✓ The Dr listened to me and was compassionate

✓ Doctors was very good

 $\checkmark$  Doctor was great explaining what needed to be done and explained step by step . Great .

I only phoned the surgery this morning but was given an appointment for this afternoon. The doctor I saw was lovely, kind and understanding. I left feeling completely reassured.

Achieved more in this one appointment than in years at my previous surgery. Doctor listened to me and has taken immediate action to refer me to the help I require. Great surgery, lovely friendly staff. So glad I changed

#### **Not Recommended**

Amongst other things, appointment was 8:30am, Dr didn't arrive at the surgery until 8:45.
Dr was great

#### Passive

✓ Appointment 15 min late no apology