

# FFT Monthly Summary: August 2025



Coventry Road Practice  
Code: M89021

## SECTION 1 CQRS Reporting

**CQRS Reporting**

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
39	6	0	1	3	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

**Surveyed Patients:**  
**Responses:**

**129**  
**49**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	39	6	0	1	3	0	<b>49</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>39</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>49</b>
<b>Total (%)</b>	<b>80%</b>	<b>12%</b>	<b>0%</b>	<b>2%</b>	<b>6%</b>	<b>0%</b>	<b>100%</b>

**Summary Scores**  

92% 8% -0%

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

Not Recommended (%) = 
$$\frac{\text{very poor} + \text{poor}}{\text{very good} + \text{good} + \text{neither} + \text{poor} + \text{very poor} + \text{don't know}} \times 100$$

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: 92%

Percentile Rank: 55TH

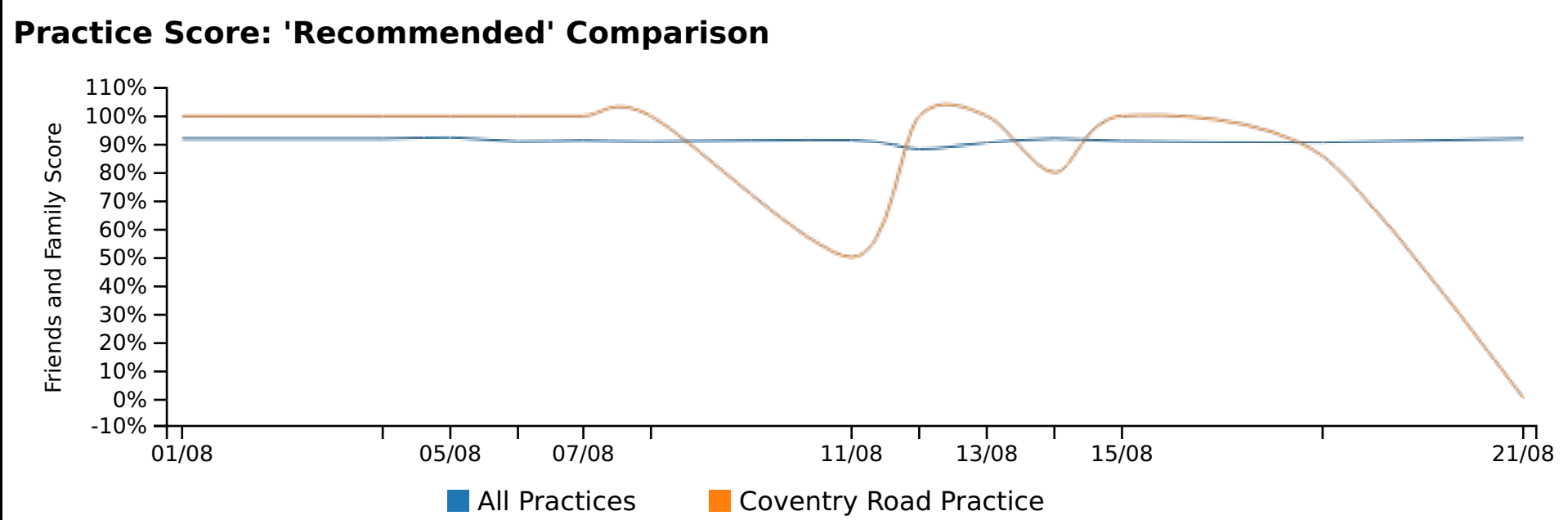
0%50%100%

0%  
Low Score

92%  
Mid

100%  
High Score

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 55th percentile means your practice scored above 55% of all practices.



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%	93%
Coventry Road Practice	100%	86%	100%

Gender

All Practices

91%

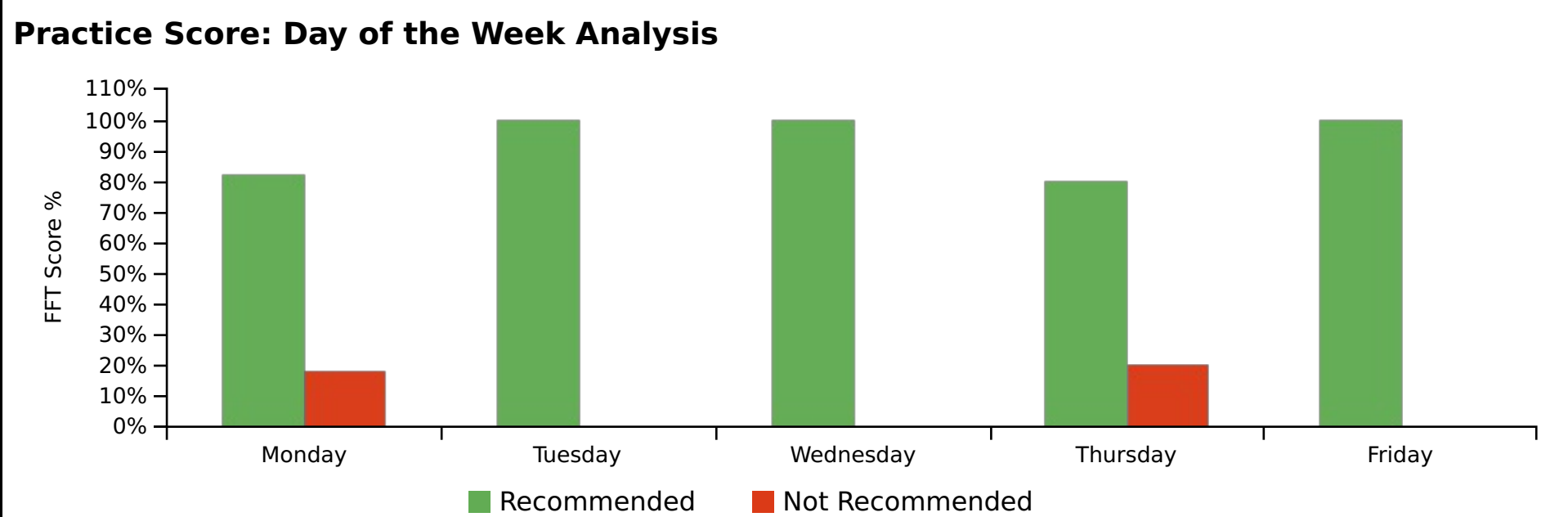
91%

Coventry Road Practice

88%

96%

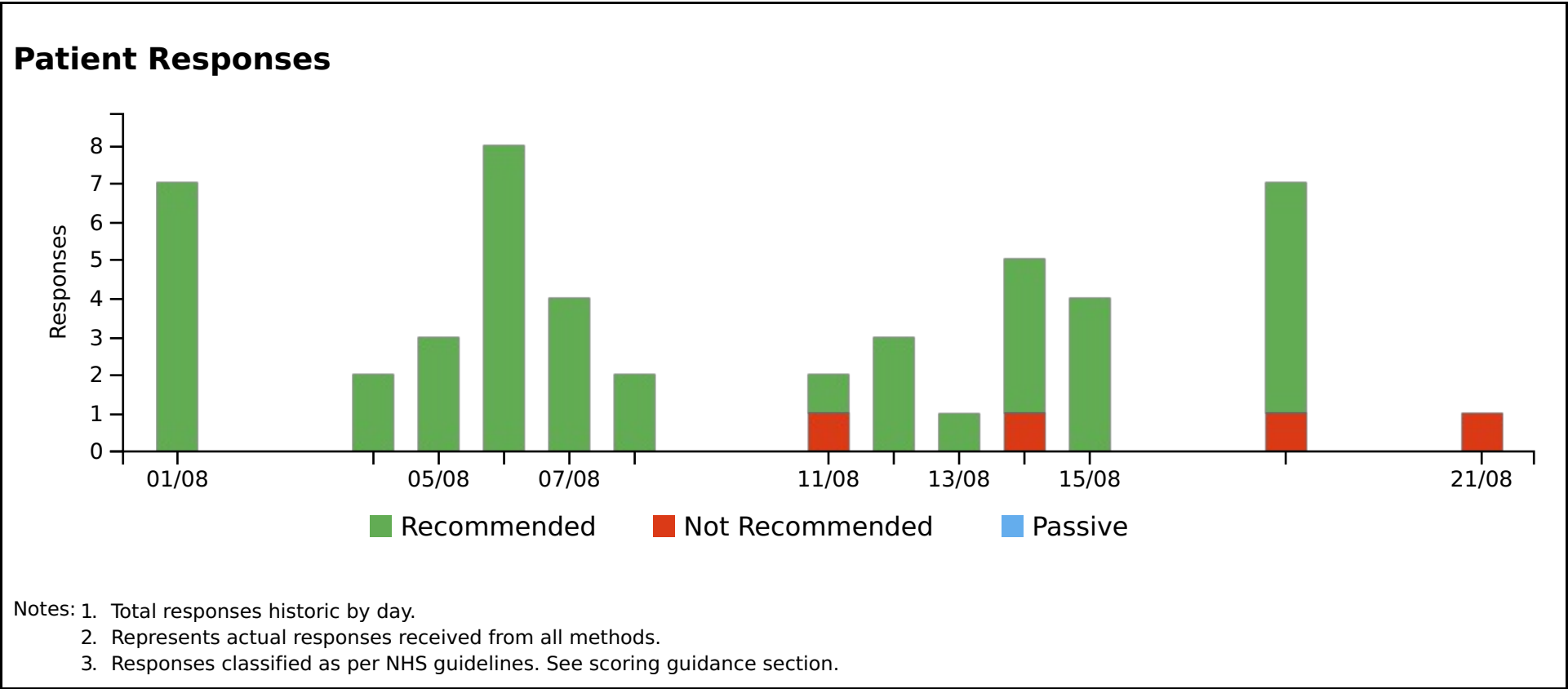
Notes: 1. Scores for current reporting month.  
2. Score calculated as per NHS requirements. See scoring guidance section.



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



## SECTION 5

### Patient Free Text Comments: Summary

## Thematic

Reception Experience	7
Arrangement of Appointment	5
Reference to Clinician	14

- Notes: 1. Thematic analysis for current reporting month.
- 2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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.

## Tag Cloud



## 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

- ✓ Very quick. Efficient and friendly service
- ✓ *The doctor was so helpful and made me very feel comfortable at ease their was two students who was also very pleasant*
- ✓ Quick response via phone call. The receptionist was very helpful and extremely patient. The doctor was very kind, thorough, and explained about possible conditions and medication remedies.
- ✓ *Very good consultation with doctor*
- ✓ Because all doctors and Staff are amazing xx
- ✓ *Wasn't rushed was listened to with each problem very happy*
- ✓ I only came for blood test every one pleasant and quick
- ✓ *Nurse was lovely, kind and friendly*
- ✓ Always had been a brilliant doctors
- ✓ *Zoe was very friendly and put me at ease straight away.*
- ✓ Very Efficient service
- ✓ *Because I seen dr badcock today and was very pleasantly impressed by the way he listened to me and dealt with my illness also you never wait long for your appointed time you nearly always go in on time.*
- ✓ Because it was good!
- ✓ *It was good service*
- ✓ Comparing your practice to the Solihull Health Partnership is akin to the distance from Earth to Mars. You answer the phone in seconds not hours and your reception staff are very friendly and polite. My only concern is that no other health partnership in the uk can read my medical records and visa versa. Thank you
- ✓ *Always helpful friendly and professional*
- ✓ Staff always very polite and helpful and a good service with all the medical team to
- ✓ *Good service provided with good advice*
- ✓ Very good
- ✓ *Excellent service always polite, very informative and knowledgeable staff, reception nurse and GP*
- ✓ great service, friendly helpful and always professional
- ✓ *Having a blood test but then offered vaccines which I had there and then.*
- ✓ Very professional. Listened to my concerns. Pro active with treatment.
- ✓ *Mrs Wright is always a professional. I appreciate the general services provided.*
- ✓ The nurse was very thorough
- ✓ *The person who took blood was very professional and careful*
- ✓ Always great service
- ✓ *Dr Portes was brilliant as always - very helpful properly understanding the issue and looking into and giving advice. The only challenge is that it's hard to find FTF appointments and the worst part for me is that the online booking systems shuts down after normal hours (around 6pm or so) which defeats the purpose of having system based automated online systems.*
- ✓ Was seen promptly, very friendly and professional
- ✓ *Always helpful and tries to get you appointments ASAP*
- ✓ The doctors are very knowledgeable and responsive to my medical needs, and they go above and beyond to ensure I get a safe and quality service. The ladies in reception are also great and very helpful. Moreover, I have heard a lot of stories about people struggling to get GP appointments nowadays, but I have always been given appointments to Cov Road Practice in reasonable time based on my needs at any given time.
- ✓ *As I am new to the UK, my English is not good, but the doctor is still very patient and attentive.*
- ✓ The person was understanding and very kind
- ✓ *Listened to me, had plenty of time for me. Explained in great detail the tests she was doing. Didn't judge, was interested in what I was saying and asking questions*
- ✓ Dr Vina was very caring
- ✓ *Very good and friendly service*
- ✓ Love the reminder text message and my appointment was in time. Very professional.

## Not Recommended

- ✓ I've left the surgery pretty upset emotionally. Maybe I'm soft but I felt unloved.

✓ *I felt like No one wants me to visit them. That is maybe because of my ethnicity. None of the doctors and receptionists care about my health. They just keep giving me long appointments. It's so frustrating and hurtful.*

**Passive**