

FFT Monthly Summary: September 2025



Coventry Road Practice
Code: M89021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
40	4	3	1	0	0	0	0	0	48	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:
Responses:

137
48

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	40	4	3	1	0	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	40	4	3	1	0	0	48
Total (%)	83%	8%	6%	2%	0%	0%	100%

Summary Scores

92% 2% 6%

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: 50TH

0%50%100%

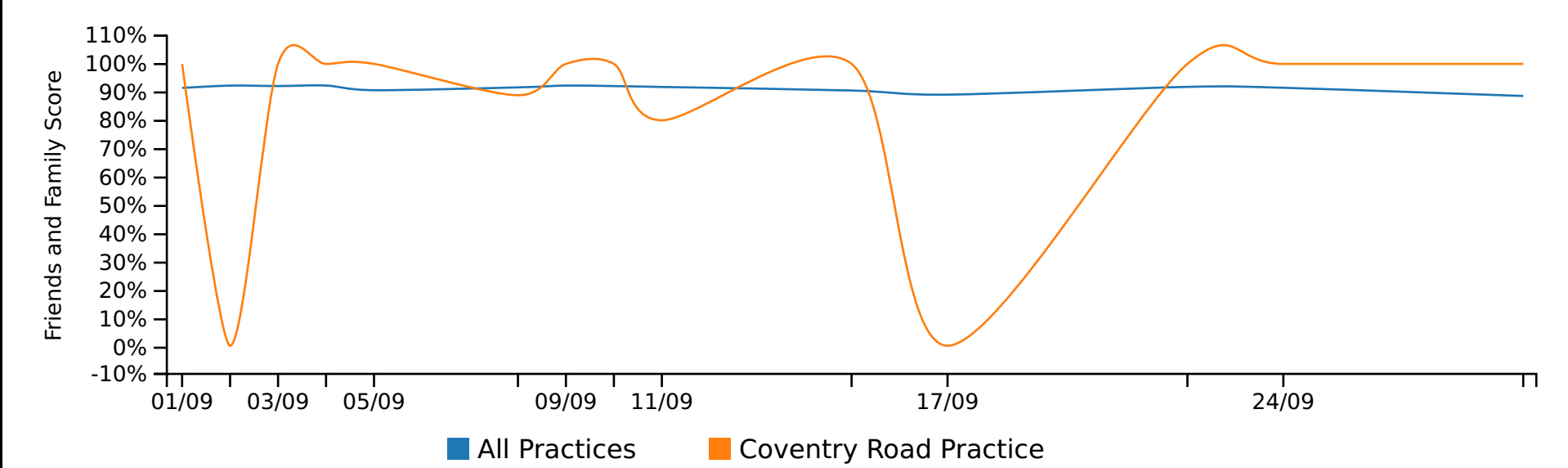
0% Score

LowerMidHigh Score

92%100%

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 50th percentile means your practice scored above 50% 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	87%	91%	93%
Coventry Road Practice	100%	89%	94%

Gender

All Practices

92%

91%

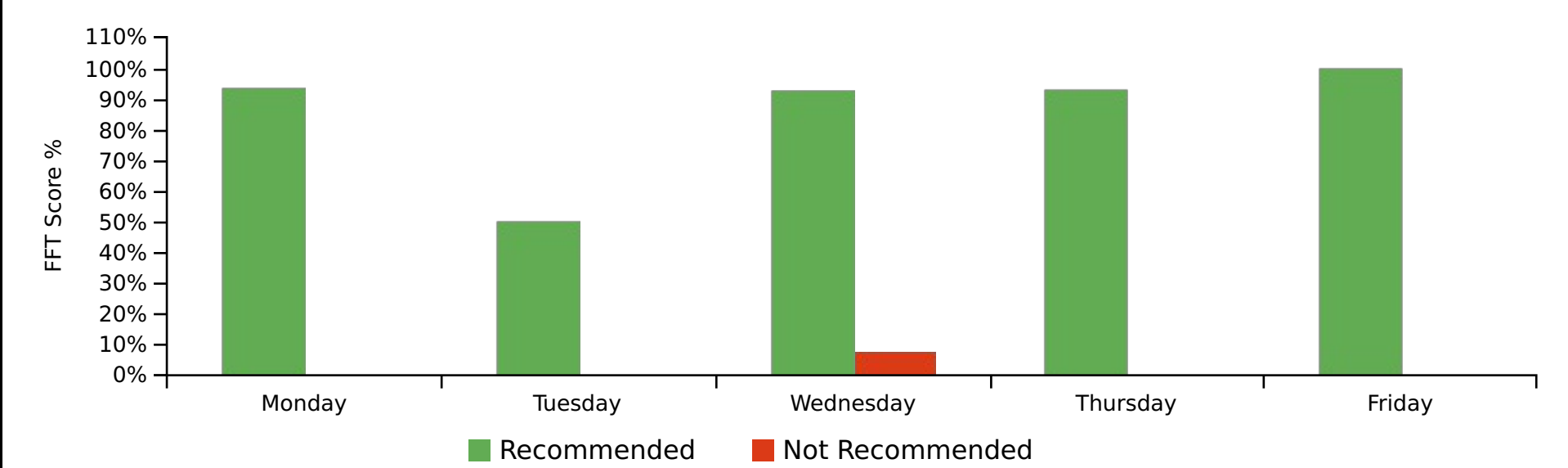
Coventry Road Practice

100%

87%

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

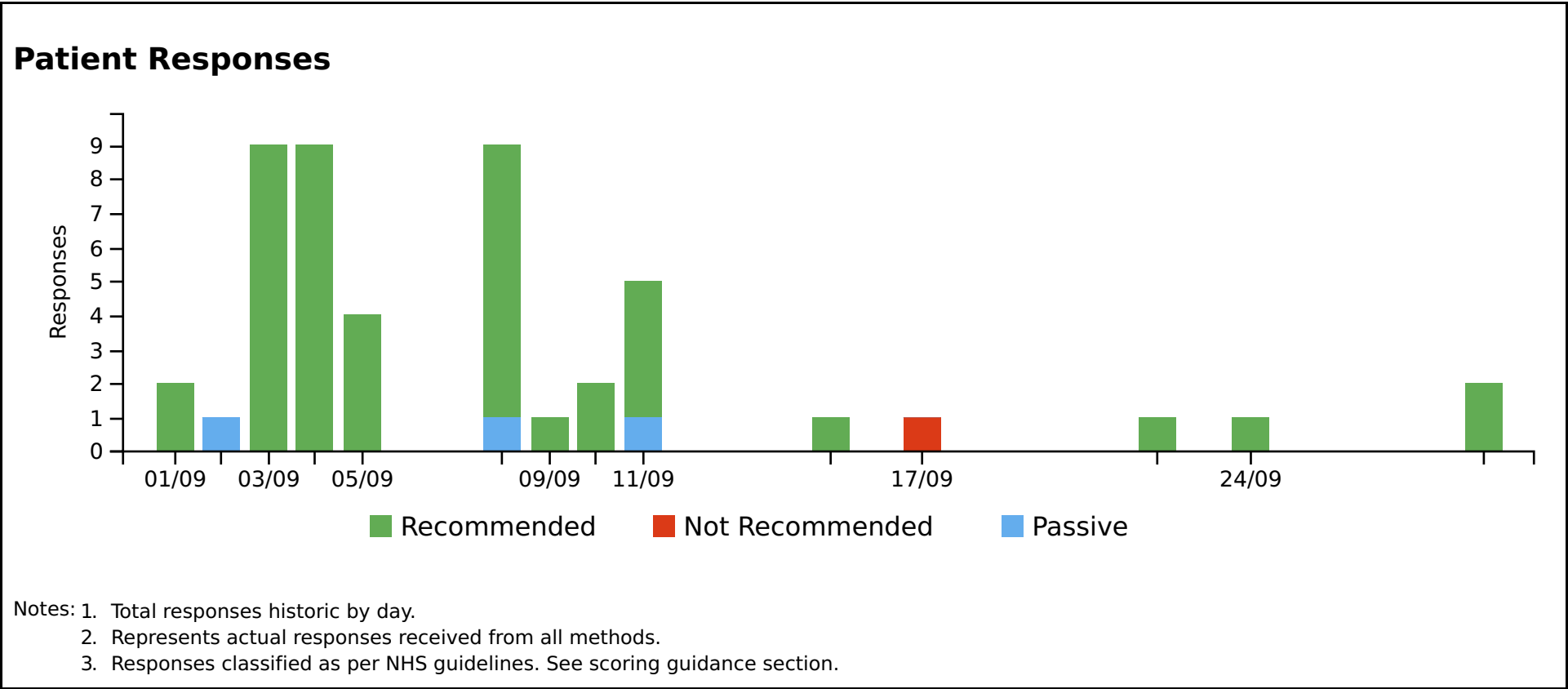
Practice Score: Day of the Week Analysis



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



SECTION 5


Patient Free Text Comments: Summary

Thematic

Reception Experience	11
Arrangement of Appointment	10
Reference to Clinician	16

Notes: 1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most 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.

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

- ✓The staff are always helpful
- ✓The doctor was very attentive & very pleasant.
- ✓I cannot fault the service from the receptionists, nurses and Doctors - i am very happy with this practice and highly rated them.
- ✓I have been with with the practice for 38 years. In that time I have never had a reason to complain. Believe me if I need to I would. You all do a great job. I thank you all for that.
- ✓Friendly and efficient service.
- ✓Because I think that your service, compared with that of my last GP is far better. I watch the news and see the problems that others have with their GPs and I think that my family and I don't have any of these. I think that we are fortunate to be registered at your practice.
- ✓I called this morning regarding a problem and was seen this evening. Very prompt response
- ✓Happy with the GP and reception staff.Would of been very good if I didn't have to wait 4 weeks for appointment.
- ✓Any time i have seen GP or Nurse with my mom who is 92, she gets first class excellent care and treatment. I additionally have seen GP on a few occasions in last year and additionally i have been given good advice, feel listened to and trust their assessments. I always get an appointment easily and equally all the admin staff who take my phone call to arrange or query anything are really fantastic and very kind.A very well run practice.
- ✓Very friendly and efficient service
- ✓Easy to get an appointment, always get answers needed, always answer the phone, happy to help
- ✓Very little wait time for the phone to be answered. Staff really pleasant and helpful.Nothing too much trouble. Thank you
- ✓Because i get good treatment
- ✓Angela on reception was friendly and professional. Very easy to log in using the touch screen. Dr Ruth Nair was lovely. She was friendly, professional, extremely thorough yet patient. She made lots of eye contact, had a reassuring manner and listened. Her approach was perfect. She is very talented and I was very happy with my consultation.
- ✓Excellent surgery patients feel they are looked after still the same after 33 years
- ✓Nurse was very friendly and explained everything well.
- ✓Seen on time and Dr Deb dealt with request
- ✓Late going in but reasonable service
- ✓Very good
- ✓My appointment went well , and the nurse was pleasant and understanding
- ✓Seen on time and friendly nurse
- ✓Easy to book blood test and nurse was very professional and informative.
- ✓Efficient and polite staff.
- ✓I managed to get an appointment and get to see the doctor on time and she listened to everything I said
- ✓I get appointment relatively quicker , doctor do not hesitate to refer hospital if needed .
- ✓On time, efficient service
- ✓I come into that practice in some right states smashing the place to pieces on a mad one yet you still sit me down, listen and give me the time of day. A lot of people wouldn't be able to cope with that so thank you
- ✓Polite and friendly welcome. No waiting around. Efficient and hassle free appointment.
- ✓Because the nurse was pleasant and made giving blood and easy experience
- ✓Efficient service
- ✓the receptionist offered to bring the doctor down stairs as i had walking sticks and found it hard to breathe The doctor was very good checking me over and offering advice
- ✓The staff are always caring and loving.
- ✓Because the.service is good
- ✓Helpful and friendly receptionist. Same day appointment

Not Recommended

- ✓Felt like a tick box appointment with lack of empathy shown

Passive

- ✓Appointment 30 mins after due time
- As above, dr badcock is familiar with my ongoing ear problems. The locum obviously did not have the background story.



✓ Reception staff are so friendly and helpful telephones answered quickly