

FFT Monthly Summary: December 2025

Coventry Road Practice
Code: M89021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
44	2	0	1	1	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: 121

Responses: 48

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	44	2	0	1	1	0	48
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	44	2	0	1	1	0	48
Total (%)	92%	4%	0%	2%	2%	0%	100%

Summary Scores

👍 96% 🚫 4% 🤷 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:

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

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

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/>

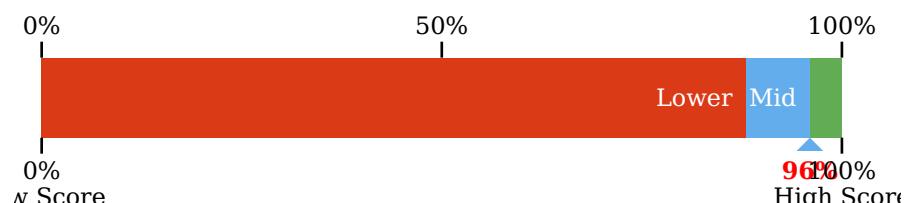
SECTION 3

Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: **96%**

Percentile Rank: **85TH**

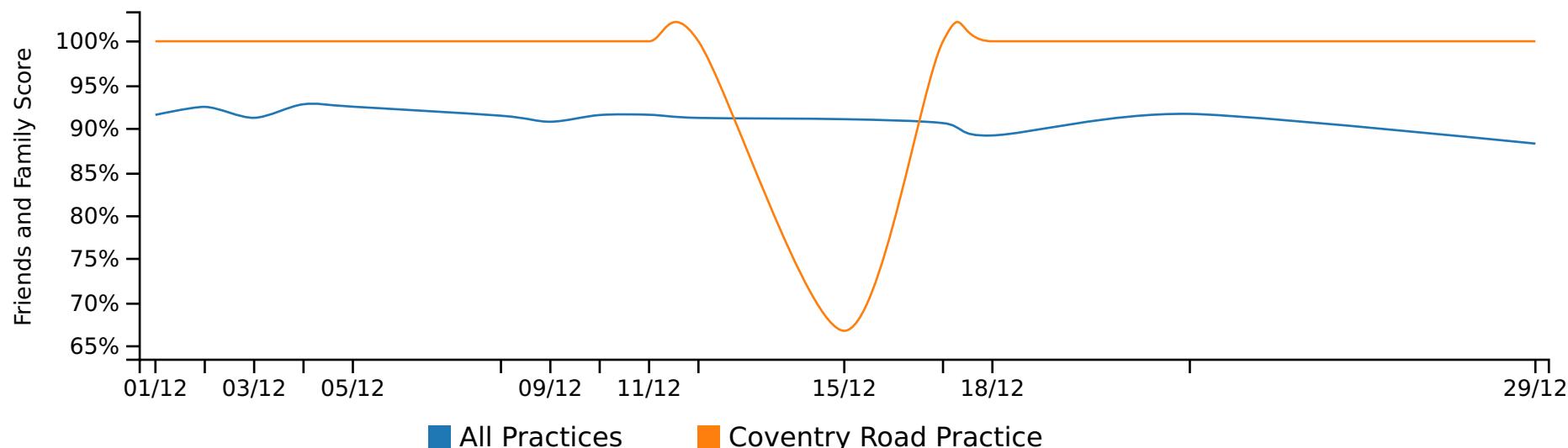


Notes: 1. Display the 'Recommended' score and percentile for current reporting month.

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 85th percentile means your practice scored above 85% 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	85%	91%	94%
Coventry Road Practice	75%	100%	96%

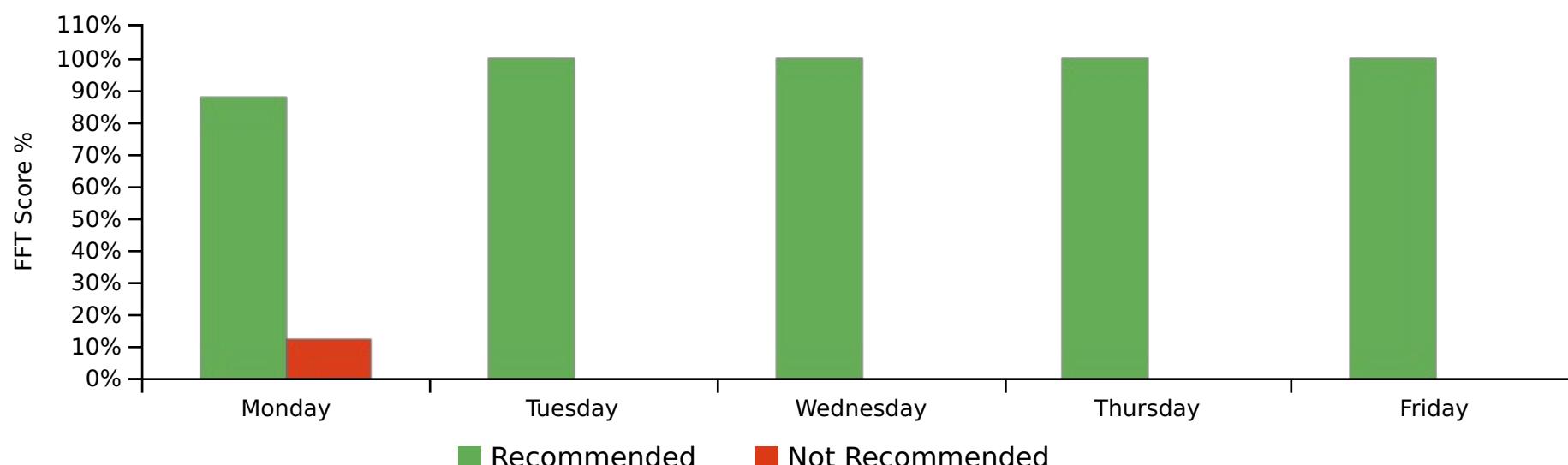
Gender



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



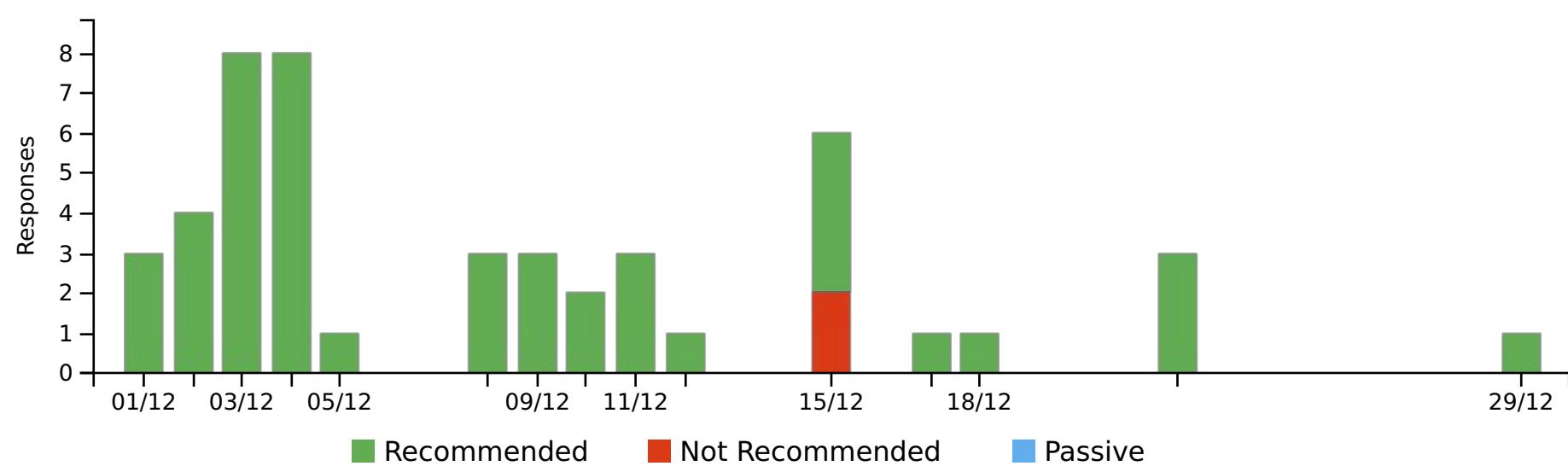
Notes: 1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.

2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4

Patient Response Analysis

Patient Responses



Notes: 1. Total responses historic by day.
2. Represents actual responses received from all methods.
3. Responses classified as per NHS guidelines. See scoring guidance section.

SECTION 5

Patient Free Text Comments: Summary

Thematic	
Reception Experience	11
Arrangement of Appointment	5
Reference to Clinician	20

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

- ✓ I get very good service at the practice
- ✓ doctor put me at ease as soon as i went in to see her she had time to listen to my concerns and to give advise
- ✓ Easy to check in. Was seen quickly by GP and he was very friendly and approachable
- ✓ Efficient checking in. Pleasant receptionist and reassuring and friendly doctor eased the visiting experience
- ✓ Dr attentive didn't rush me , reassuring
- ✓ Excellent GP and staff
- ✓ Doctor and Receptionist were very helpful
- ✓ They always try and fit you in where possible and when you ring, you can usually get through without hanging on the phone a long time plus the doctors always take the time to listen to you
- ✓ I can always get an appointment on the day. Receptionists are extremely friendly and helpful unlike other surgeries. I would give your surgery 5* keep up the good work
- ✓ Every aspect of Coventry Road Surgery is a great experience. Friendly, polite, helpful staff. From reception through to all medical professionals, making the visit always stress free.
- ✓ You asked me how was my experience
- ✓ Very friendly nurse . Was only waiting for a few minutes. It's always very professional.
- ✓ Doctors and staff are really friendly and helpful.
- ✓ Excellent engagement and understanding of my problem and concerns
- ✓ Very happy with service
- ✓ I got an appointment straight away the receptionist was very helpful
- ✓ To see a doctor who listens and is there for you is amazing and that is dr deb
- ✓ When I have to have my blood taken the nurse is always friendly and helpful
- ✓ Always listen n give advice or referral to appropriate department
- ✓ This has been my Doctor's practice since 1953 and my family has always enjoyed exemplary service - but luckily we have never suffered with ill health so have never had to 'live' at the Dr's thank goodness!
- ✓ Appointment more or less on time. In and out. Blood test no problem.
- ✓ Always friendly always listens always give a really good service
- ✓ Receptionists are very helpful, and I always get to speak to a doctor.
- ✓ She is a good doctor and listens?
- ✓ Appointment was easy to make over the phone, the receptionist was very pleasant and welcoming at the surgery and my appointment was timely and thorough.
- ✓ Excellent service
- ✓ Pretty straight forward got a text reminder to keep your date didn't wait long for the procedure the nurse very kind I have no complaint very very good
- ✓ The nurse was veey good and eficient
- ✓ Always helpful and pleasant. An excellent team.
- ✓ On time! Very informative, and clear explanation on things
- ✓ All very good and quick no messing around ?
- ✓ Receptionist was kind and efficient, so was the nurse, and the doctor delt with all my ailments
- ✓ Because.i think the practice is very good all receptive are wonderful,Doctors.are brilliant and listen to you also nurse's are lovely can't fault anything keep doing what you are.doing well done to you all thank you x
- ✓ Really happy with all the doctors and staff
- ✓ Zoe was very professional and kind, and had taken my blood without any issues. I was in and out very quickly!

Not Recommended

- ✓ Everyone always helpful.Today, I was in the right place at the right time to listen to an older gentleman who was also in the waiting room. That was an added bonus.
- ✓ *The Doctor I seen always makes me feel uncomfortable. I've Seen her before and shes patronising and not as caring or friendly as other doctors. It felt like I was wasting her time and felt like she couldn't wait to get us out the door.Won't book in again if she's the doctor my appointment is with. Find her rude and certainly isn't friendly with kids.*

Passive

