

FFT Monthly Summary: March 2026



Coventry Road Practice
Code: M89021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
45	5	0	0	0	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:	101						
Responses:	50						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	45	5	0	0	0	0	50
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	45	5	0	0	0	0	50
Total (%)	90%	10%	0%	0%	0%	0%	100%

Summary Scores

👍 100% 👎 0% 🙋 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:

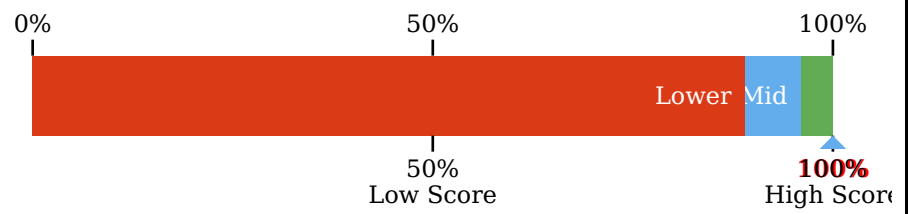
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

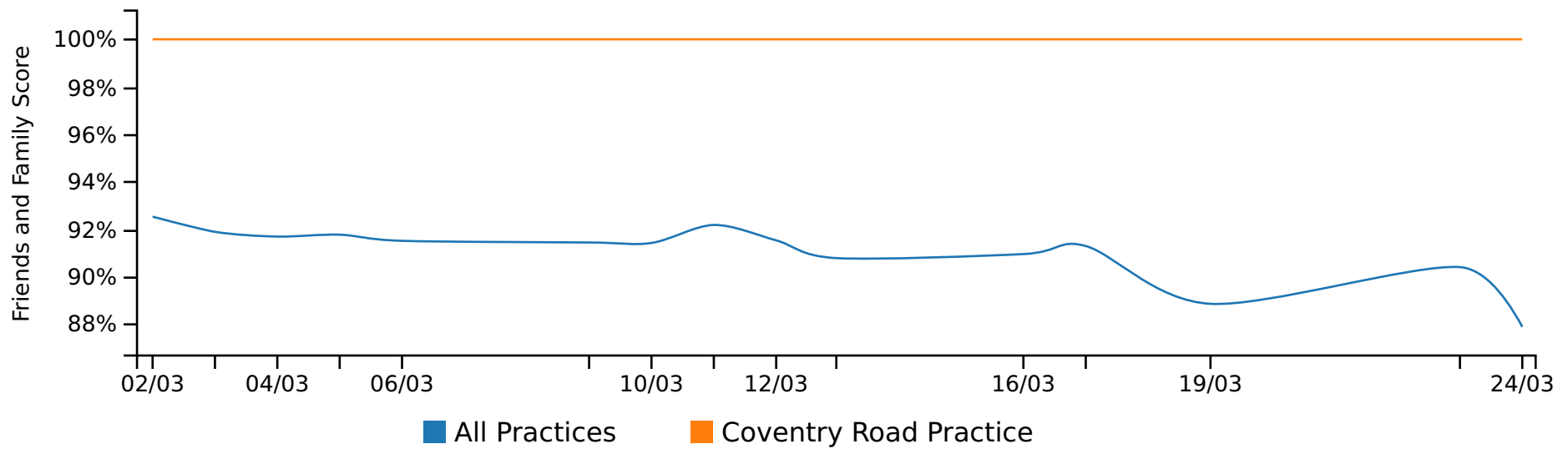
Your Score: 100%

Percentile Rank: 100TH



- 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 100th percentile means your practice scored above 100% of all practices.

Practice Score: 'Recommended' Comparison



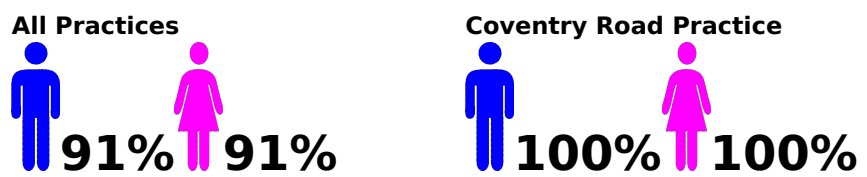
- Notes: 1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

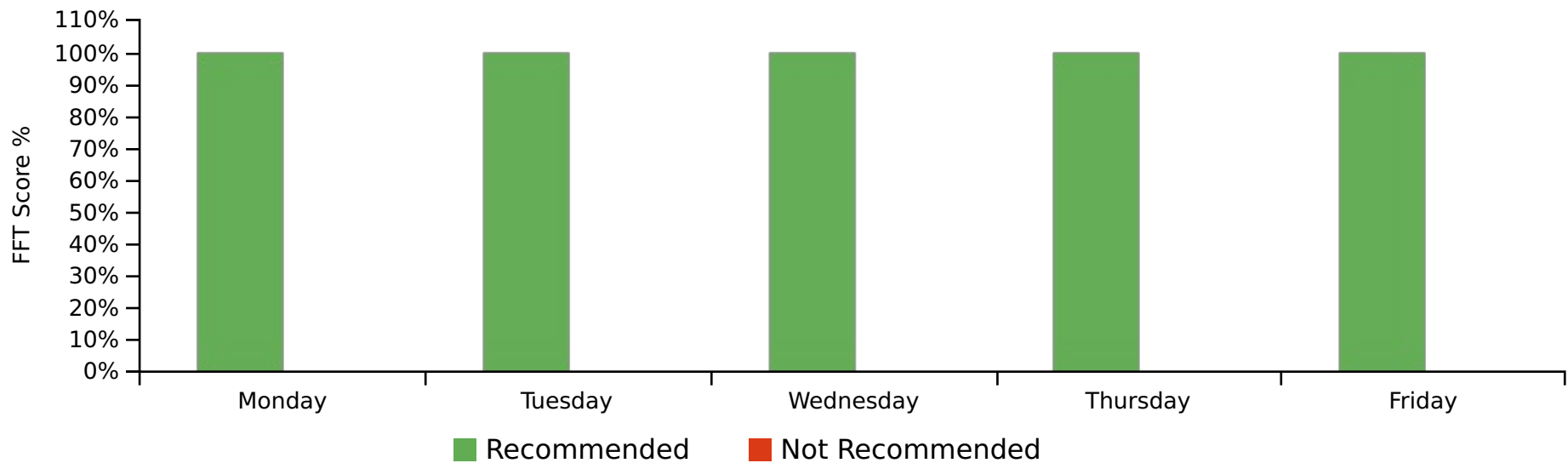
	< 25	25 - 65	65+
All Practices	86%	91%	94%
Coventry Road Practice	100%	100%	100%

Gender



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

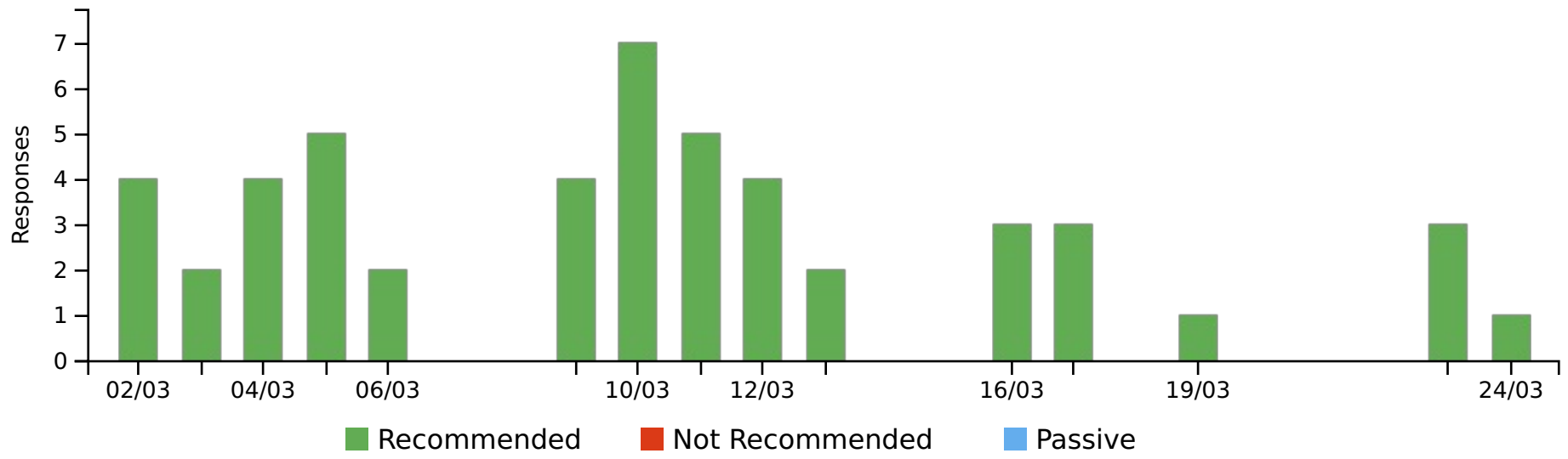
Practice Score: Day of the Week Analysis



- 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

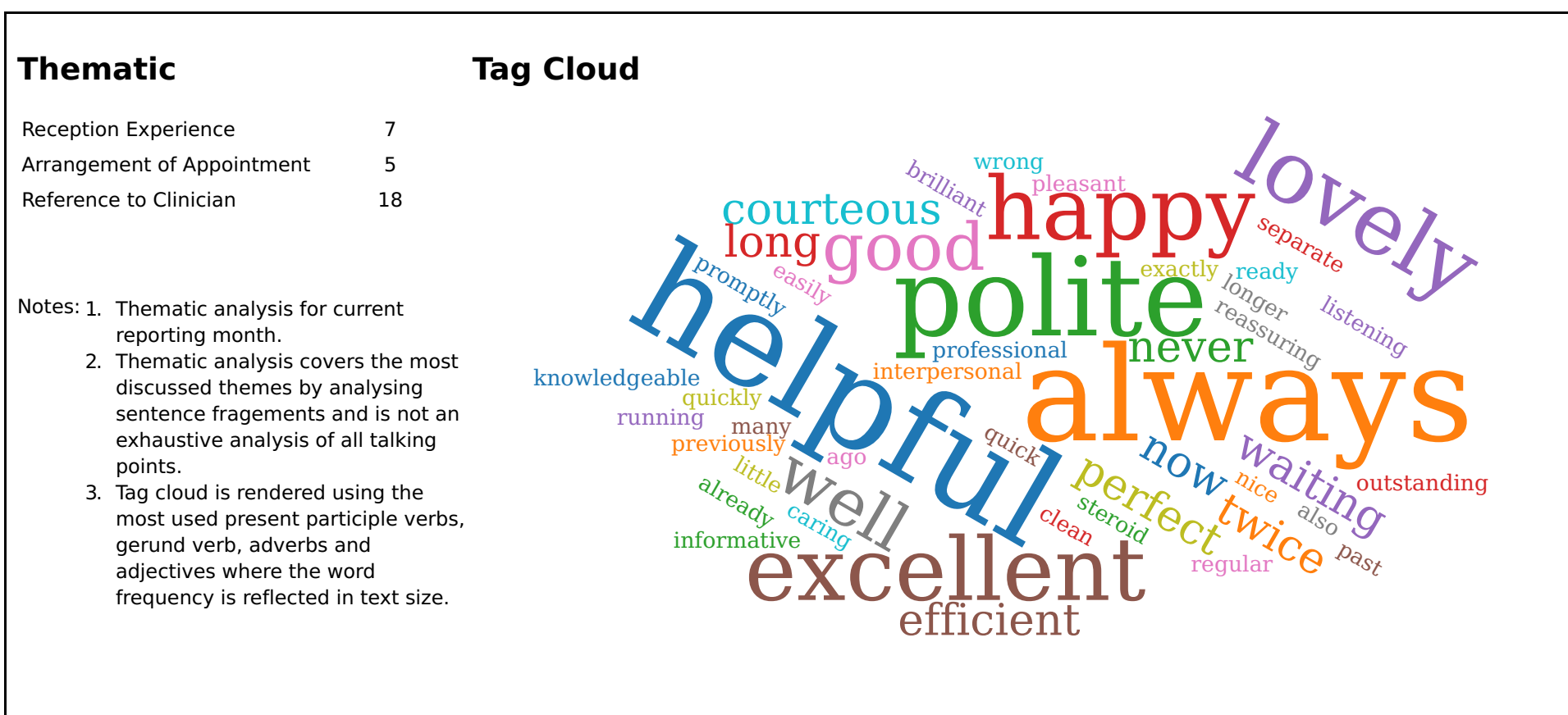
Patient Responses



- 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



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

- ✓ Communication was perfect, regular appointment reminders, appointment was on time as I didn't have to wait longer than expected. Staff were courteous and helpful.
- ✓ *Dr was helpful and the appt was on time*
- ✓ Very happy with everything the reception team was lovely as always and the nurse who saw my little boy was so lovely & caring
- ✓ *Friendly and professional as always*
- ✓ The doctor seen was excellent, she had a lovely manner and excellent interpersonal skills. She gave my mother a steroid injection for her carpal tunnel which is what we wanted.
- ✓ *very helpful and polite*
- ✓ Outstanding in all aspects, response times to queries, empathy to patients needs, always courteous and friendly
- ✓ *Everything and everyone are brilliant in every way*
- ✓ Listened thoroughly to what I had to say and explained every detail of treatment she has prescribed for me ..Many thanks Dr Portes.
- ✓ *Very polite and friendly Blood taken easily*
- ✓ My appointment was on time and was very reassuring with the doctor
- ✓ *Because the doctor are very good with me*
- ✓ I needed emergency treatment for leg wound and was seen quickly. I have now attended twice a week for 3 weeks to have dressing changed. I was prescribed penicillin when wound got infected and now ready to finish treatment. Excellent attention by all staff.
- ✓ *Dealt with promptly and with care by friendly staff.*
- ✓ Very nice GP, listened, questioned and gave informative answers.
- ✓ *Felt rushed and not happy that the surgery could not take blood there and then*
- ✓ They are always friendly polite and helpful
- ✓ *Staff always polite appointments on time clean surroundings never a problem when I go to the surgery*
- ✓ Good doctor listening to me very well
- ✓ *Not long waiting to be seen!,,and treated well with the service*
- ✓ Nurse is very friendly very quick ?
- ✓ *The receptionist was very helpful and friendly, and so was the nurse.*
- ✓ Excellent care.
- ✓ *Dr was very understanding and helpful*
- ✓ Receptionist was pleasant. Also doctor explained exactly what was wrong and how to treat it
- ✓ *Very polite*
- ✓ Never had to wait too long and all my questions were answered to my satisfaction
- ✓ *I was happy how things went*
- ✓ Organisation, on time, perfect, thank you all
- ✓ *Got me in the same day , listened to my problem and set a plan of action to put me at ease*
- ✓ Dr Porter was very understanding, knowledgeable and efficient.
- ✓ *I already had a nurse appointment but I needed to see a doctor as well and when I rang to make a separate appointment I was told that they would get a doctor to see me at the same time so I didn't have to visit twice*
- ✓ She was very good, lovely lady, made me feel relaxed. Had plenty of time for me despite running behind.
- ✓ *No waiting past appointment time. Friendly efficient service*
- ✓ The doctor put me at ease, and I'm happy with the service provided
- ✓ *Have been with practice since Dr Watson Jones 61 years .ago . Always satisfied with your Service*
- ✗ I don't smoke I vape as previously on record. I don't drink as on record. I'm 9 stone 12

Not Recommended

Passive