

FFT Monthly Summary: May 2026

Coventry Road Practice
Code: M89021



SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
47	1	1	0	0	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. Please select the 'Data Submission' tab from the main menu.

SECTION 2 Report Summary

Surveyed Patients:	120						
Responses:	49						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	47	1	1	0	0	0	49
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	47	1	1	0	0	0	49
Total (%)	96%	2%	2%	0%	0%	0%	100%

Summary Scores

98% 0% 2%

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:

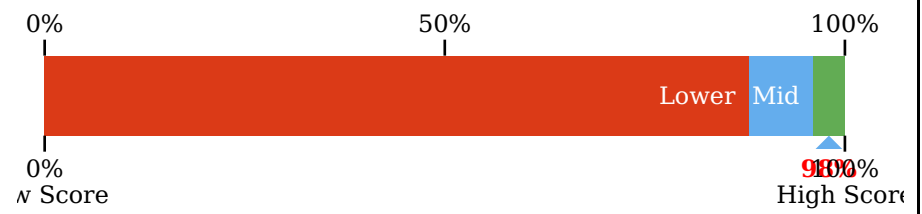
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

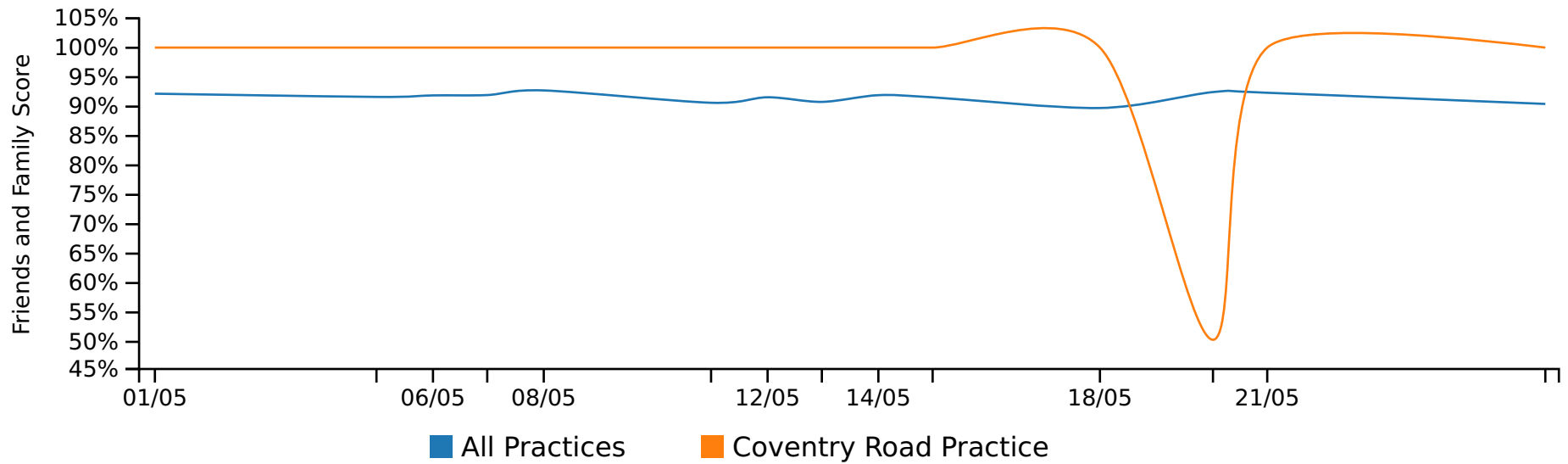
Your Score: 98%

Percentile Rank: 95TH



- 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 95th percentile means your practice scored above 95% of all practices.

Practice Score: 'Recommended' Comparison



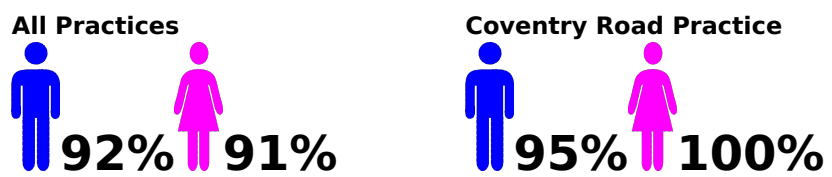
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

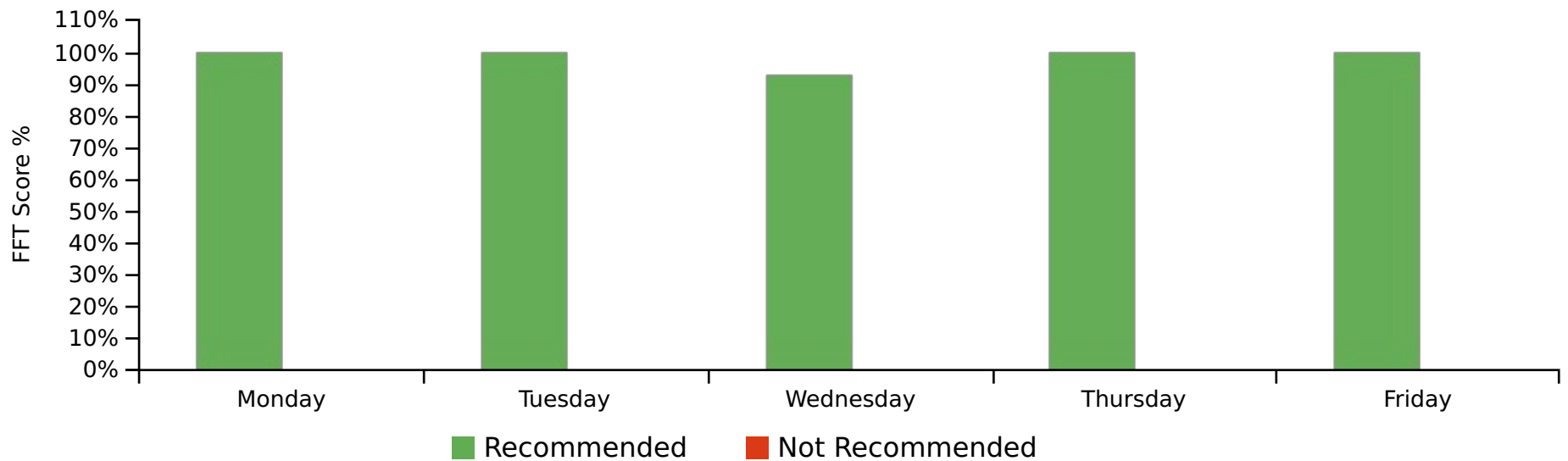
	< 25	25 - 65	65+
All Practices	86%	91%	94%
Coventry Road Practice	100%	96%	100%

Gender



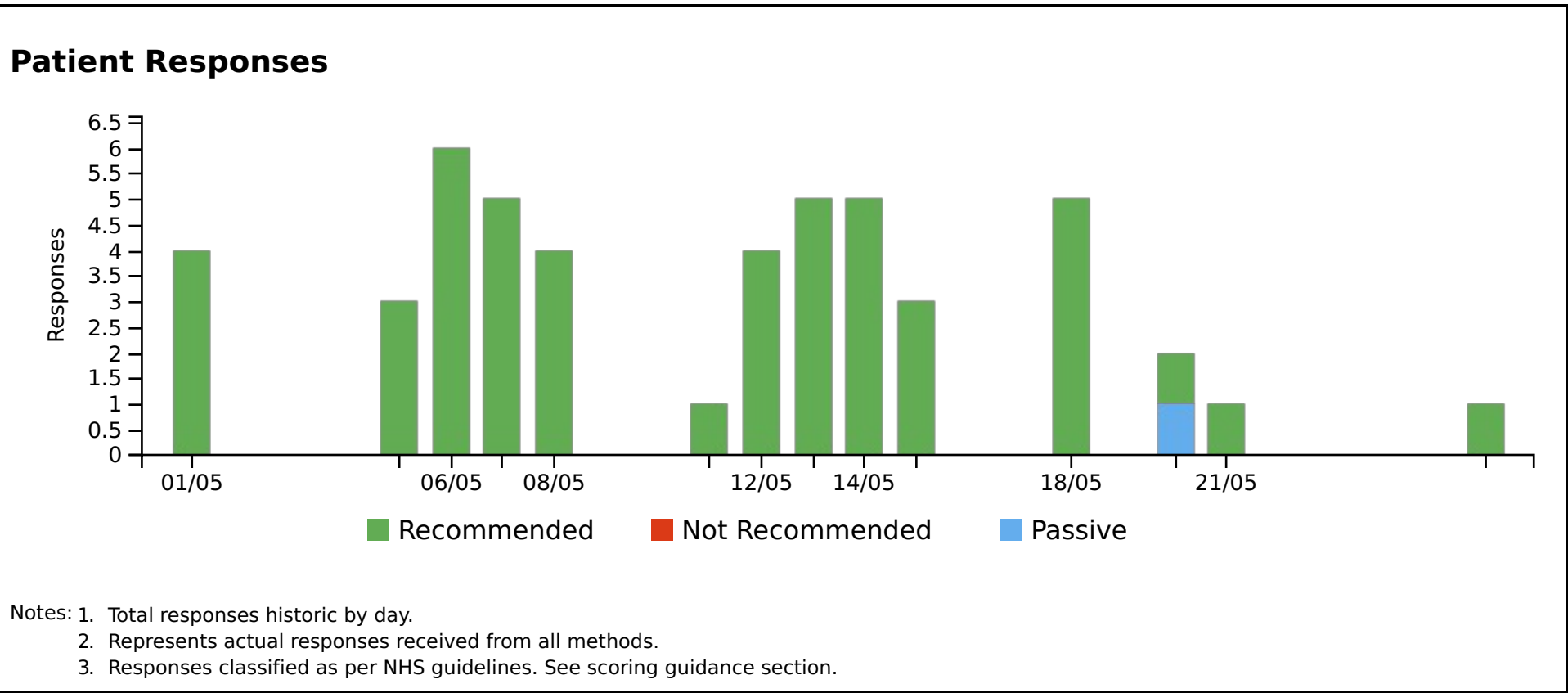
- Notes:
1. Scores for current reporting month.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: Day of the Week Analysis



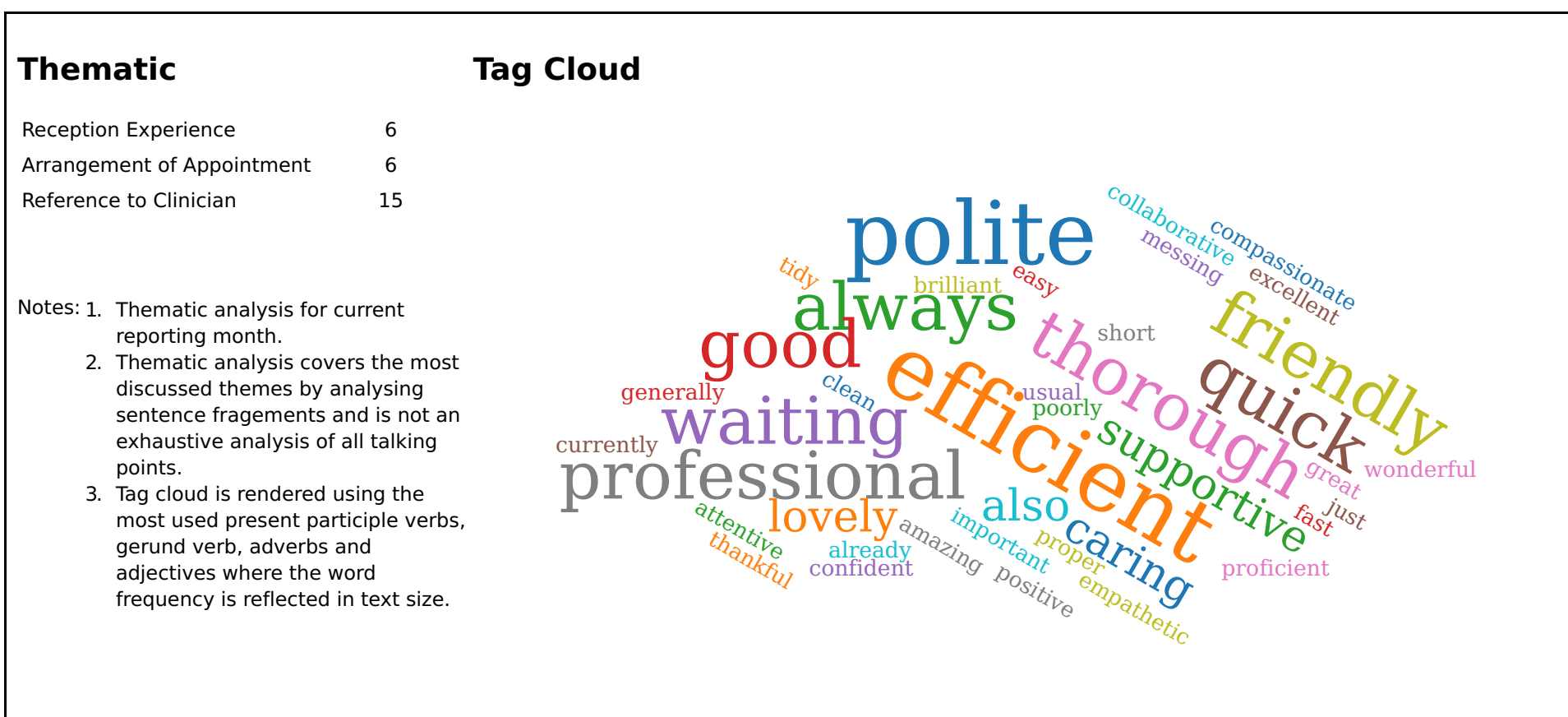
- Notes:
1. Practice performance by Day of the week. Represents actual score for all 'days' during reporting period.
 2. Score calculated as per NHS requirements. See scoring guidance section.

SECTION 4 Patient Response Analysis



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

- ✓ On time fast no messing in and out just what you need .
- ✓ Polite and efficient as always
- ✓ Good appointment times and waiting times. Very proficient doctor
- ✓ Because Doctor Portious listen to you and she will do everything that she and also if you need to see a specialist she do the referral and if you haven't heard anything she would chase it up for you
- ✓ Very caring and listened all my problems!!
- ✓ Mercedes is amazing
- ✓ Staff member took time to chat and didn't feel like I was being rushed.
- ✓ Dr Blessing gave me a proper examination, plus a follow up plan which is very important for me. He is a good listener and communicator. Lovely
- ✓ Very quick and efficient
- ✓ I was seen on time and the doctor was polite and helpful. The waiting room upstairs was clean and tidy.
- ✓ Very helpful and lovely staff
- ✓ Appointment was on time and Bassie ? Was thorough and attentive
- ✓ Quick and easy in and out within 15 mins
- ✓ Usual excellent service
- ✓ Had an appointment booked for Friday & the receptionist called me today they'd had a couple of cancellations yesterday, which was great & suited me better. No waiting to be seen & Dr was thorough, efficient & listened.
- ✓ Short wait time , professional nurse
- ✓ The surgery is brilliant, all the staff are kind and helpful. The doctors are caring and supportive.
- ✓ Doctor was kind and supportive
- ✓ Explained it already in the first answer. Very helpful and compassionate and non judgemental.
- ✓ Went in ontime for my appointment
- ✓ To let you know how thankful I am with my doctors surgery.
- ✓ Always polite helpful and friendly.
- ✓ Staff are always very helpful polite and friendly can't ask for more
- ✓ The practice offers quick appointments when the kids are poorly and the doctors are generally understanding
- ✓ Because the receptionist was kind and helpful, the Doctor explained everything to me, he also examined me and again explained everything, I left feelings confident with his prognosis xx
- ✓ I am currently having head dressing at the sugery and I am very pleased with the attention by the practice nurses.
- ✓ Wonderful doctor I seen today, she was very understanding
- ✓ Good communication supported by a proactive approach
- ✓ Seen on time and very helpful appointment
- ✓ I felt listened to & the appt wasn't rushed My concerns were taken on board & a plan was put in place & agreed upon between me & the Dr I felt a positive outcome was achieved
- ✓ Dr was very professional and thorough.
- ✓ Professional service
- ✓ Empathetic, helpful medic who took the time to listen, was non judgemental and collaborative in terms of treatment options.
- ✓ Efficient and friendly service

Not Recommended

Passive