

FFT Monthly Summary: July 2026



Coventry Road Practice
Code: M89021

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
37	4	1	0	0	0	0	0	0	42	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:

127
42

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	37	4	1	0	0	0	42
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	37	4	1	0	0	0	42
Total (%)	88%	10%	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:

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: 98%

Percentile Rank: 95TH

0%50%100%

0% Score

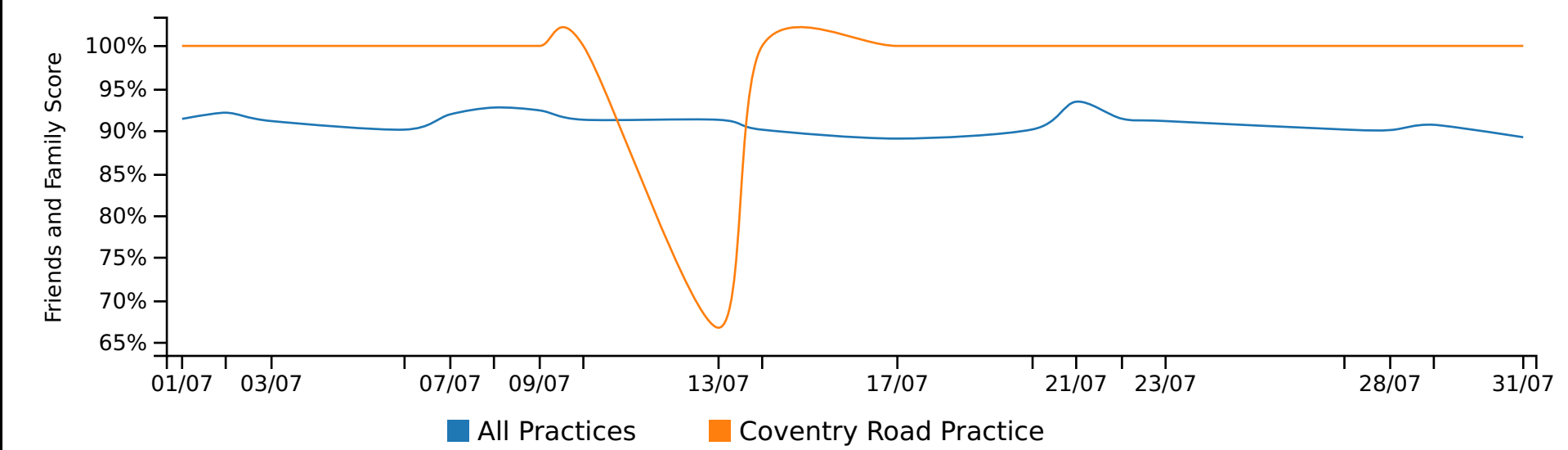
LowerMid

High Score

98%

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	85%	90%	94%
Coventry Road Practice	0%	96%	100%

Gender

All Practices

91%

91%

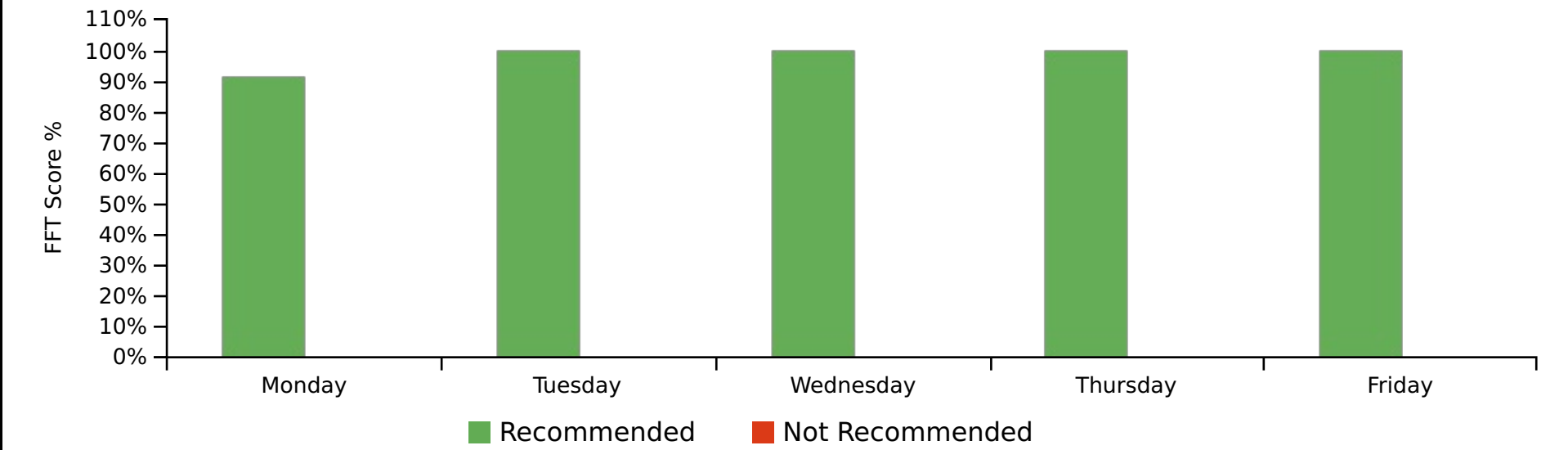
Coventry Road Practice

100%

96%

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

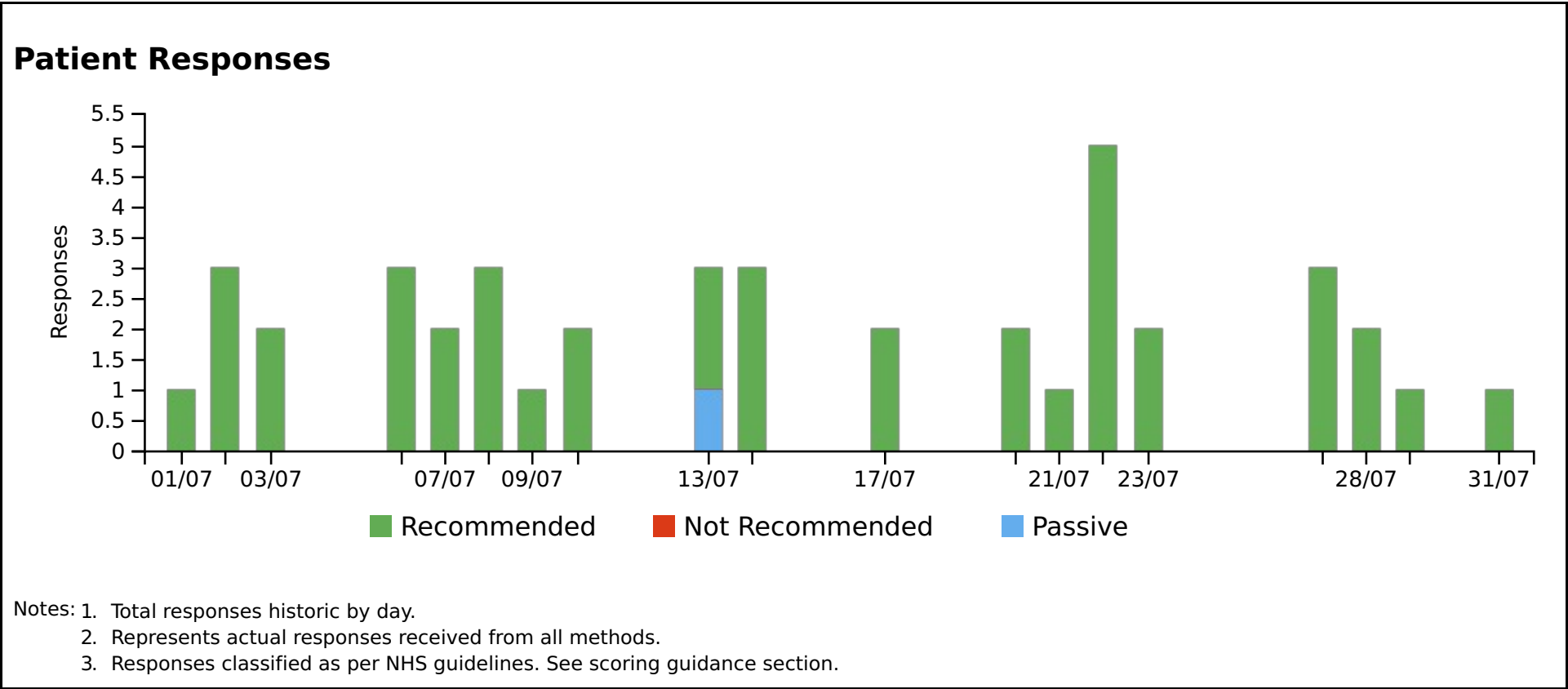
Practice Score: Day of the Week Analysis



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	6
Arrangement of Appointment	5
Reference to Clinician	14

Tag Cloud



- 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.

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

- ✓ Quick and efficient appointment . Doctor listened and was fully engaged and discussed my medical condition
- ✓ *Doctor was very good, but the computer system seem to have failed to have my records, for the last time i was there which was within the last two months.*
- ✓ All concerned in the surgery were very helpful when I had to phone about my appointment & I was told not to worry just make sure I got there safely & having my treatment done too this was done very professionally & with care.
- ✓ *The usual friendly and professional way of treating patients*
- ✓ Experience was very good
- ✓ *Receptionists are always friendly and helpful, doctors are always thorough and nurse today was the same.*
- ✓ I got an answer for everything I asked and everyone was very friendly
- ✓ *Appointment was 40 minutes late, otherwise I would have given it a 1*
- ✓ The doctor who i had seen was excellent. Very personable and helpful.
- ✓ *Great service, friendly and team*
- ✓ Because i have good treatment
- ✓ *Very Good all round listened to my issue got seen same day*
- ✓ Doctors, nurses, health care assistants, receptionists everyone kind, helpful, understanding nothing too much trouble. Clinically they leave no stone unturned. Excellent practice
- ✓ *Because the reception safe could not be any more helpful and polite than what they are they will always find a way to help you and I think that means a lot and all the medical staff are also very helpful to it is really a very nice doctors practice to be under*
- ✓ GP was friendly and approachable, didn't have to wait too long. Book-in was simple and receptionist was friendly.
- ✓ *Always listen to my medical issues*
- ✓ I barely had to wait any time for my appointment and the nurse and receptionist that I spoke to were both very friendly and helpful.
- ✓ *I've been at practice 55 years. Always treated with professional courtesy and kindness.reception amazing at accessing situation over phone. Recently had episode of pain. Michelle spoke dr Deb and I was seen same day. All drs whom I've attended over the years make me feel valued. Attentive and listen and direct treatment when required. As stated previously I feel blessed to be looked after by amazing practice. Well done and thank you to you all*
- ✓ Because the service was excellent. Minimum waiting, weight blood pressure taken, pneumonia vaccination done and then the expected blood draw, all painless and to the usual excellent standard for the Practice.
- ✓ *Everyone has helpful and quick to tell you your results*
- ✓ Answers the calls quickly and friendly and quick in getting an appointment when needed.
- ✓ *The laidies,doctors and nurses are always professional,helpfull ,knowledgeable and polite ..*
- ✓ The Doctor answered all my concerns, he was very good
- ✓ *Good service*
- ✓ Good surgery
- ✓ *Always have a good experience at the surgery*
- ✓ Because I was happy with my treatment while I was there !!
- ✓ *Nurse friendly and informative*
- ✓ very good

Not Recommended

Passive

- X I didn't find the Doctor particularly friendly or as helpful as the other Doctors.