FFT Monthly Summary: April 2025

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
72	10	1	1	4	1	0	0	0	89	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: 361

Responses: 89

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	72	10	1	1	4	1	**89**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**72**	**10**	**1**	**1**	**4**	**1**	**89**
Total (%)	***81%***	***11%***	***1%***	***1%***	***4%***	***1%***	***100%***

Summary Scores

92% 6% 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:

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

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

For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

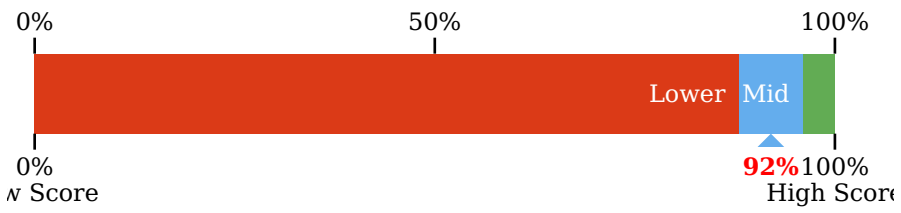
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

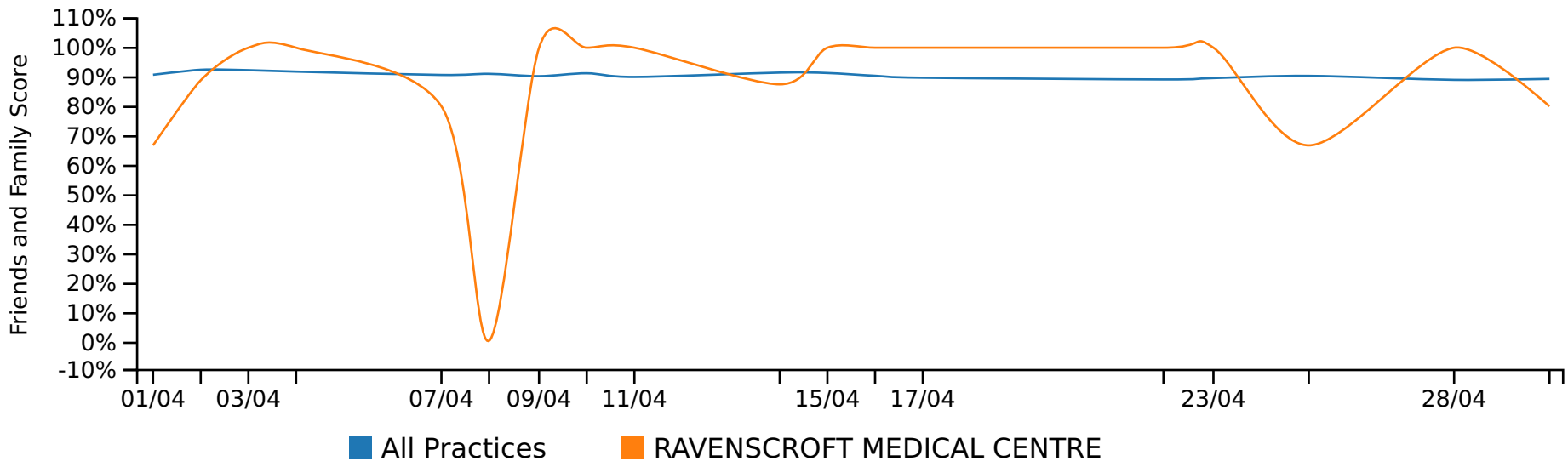
Your Score: **92%**

Percentile Rank: **55TH**



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 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



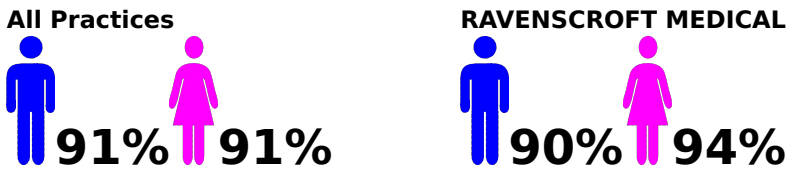
Notes:
1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

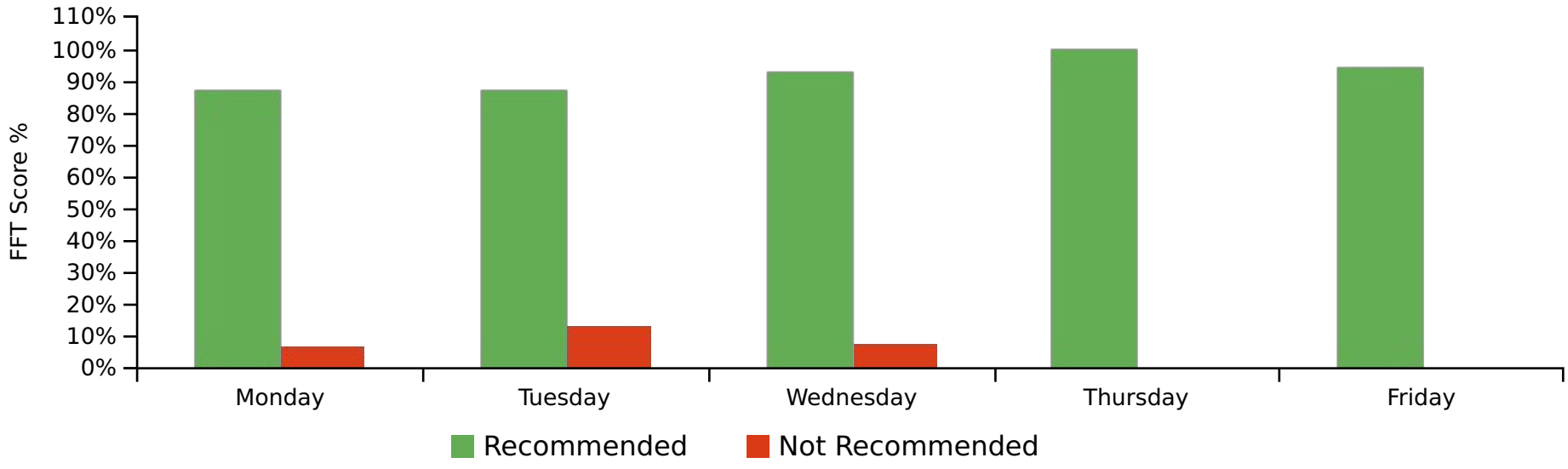
	< 25	25 - 65	65+
All Practices	85%	90%	93%
RAVENSCROFT MEDICAL CENTRE	100%	92%	90%

Gender



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

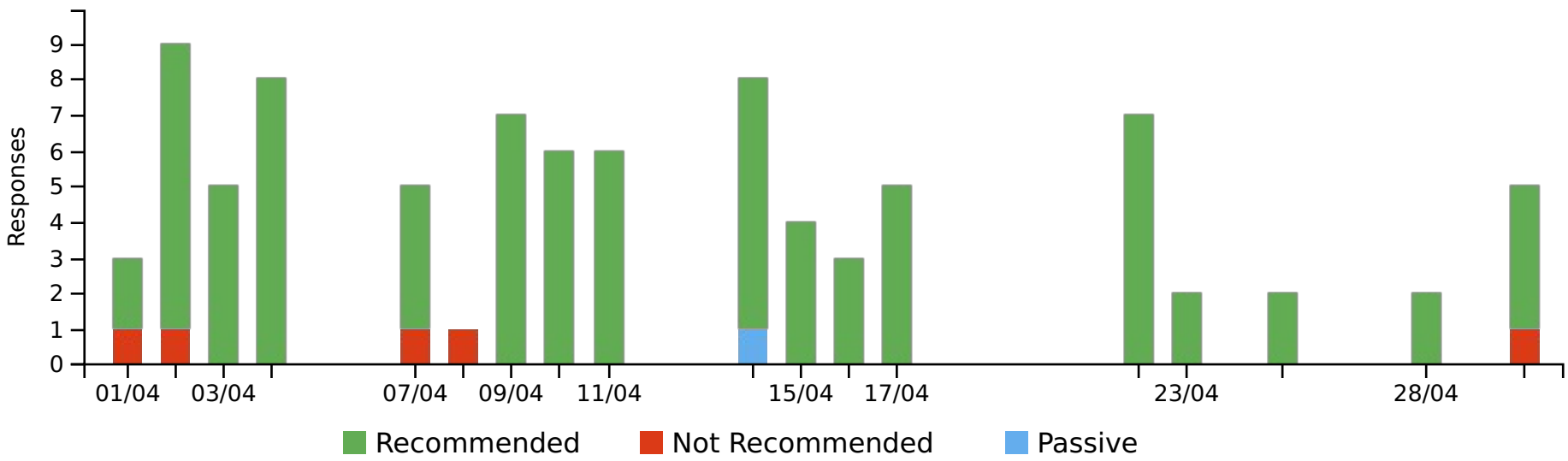
Practice Score: Day of the Week Analysis



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.

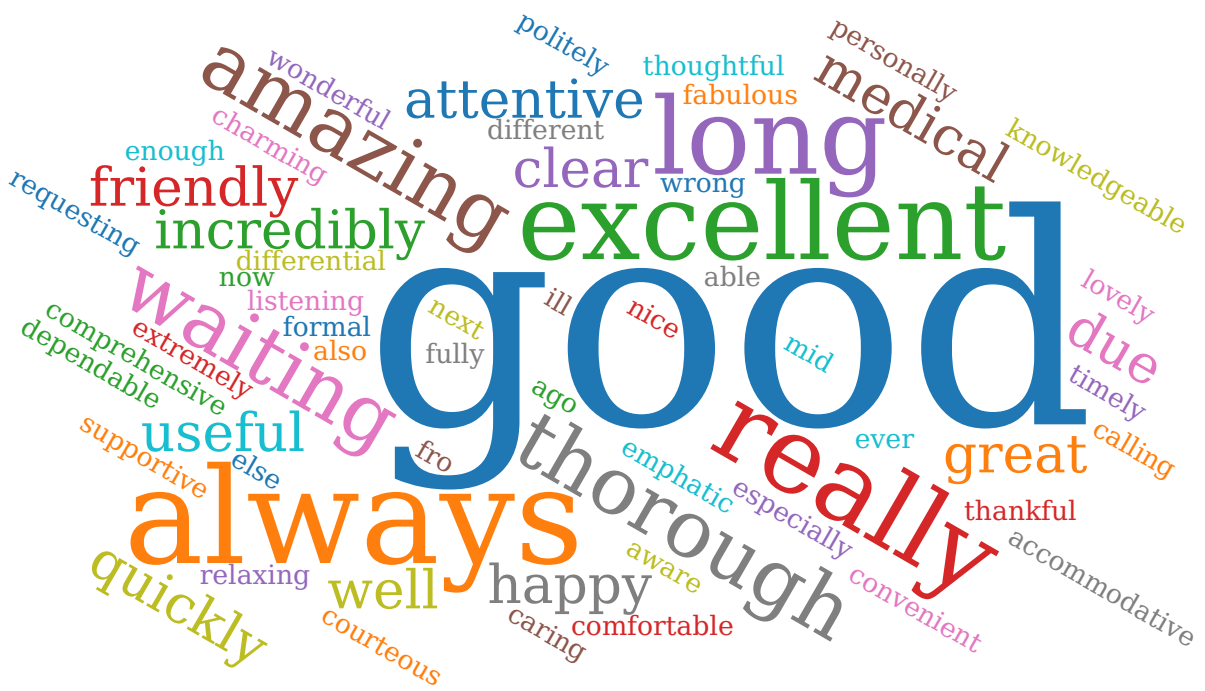
Section 5
Patient Free Text Comments: Summary

Thematic

Reception Experience	8
Arrangement of Appointment	9
Reference to Clinician	32

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

✓Because Dr. Subel has always been amazing, is amazing and will always be amazing. Professional, helpful, emphatic. I had no dealings with reception today so all credit goes to him, no-one else.
✓*My appointment with Ahmed this afternoon went very well. I was impressed with how he received me. He also gave me useful advice about how to deal with my anxiety and stress and how to manage my hypertension.*
✓Professional blood test
✓*Very helpful and comprehensive service*
✓Doctor is nice
✓*Very professional*
✓Doctor was very kind, she has an attention for all details , very professional
✓*I received an appointment in a timely manner. The receptionist staff were so helpful and patient. Dr Subel was so good with my son and attentive. Did not have to wait*
✓Good service fro. The office excellent from doctor Tha k hou
✓*Great care, no waiting time, empathy and understanding*
✓Doctor was listening to my concern and considered different differential diagnoses
✓*Because today is really very good experience*
✓I don't tell lies, you asked.
✓*Dr Porter was kind thoughtful and thorough*
✓The pharmacist was very kind, politely answered my questions,and gave advice
✓*I went to the GP today to see the doctor for my baby and the doctor was incredibly professional and supportive. All of the doctors at the GP practice are incredibly helpful and dependable. I'm thankful to have this kind of service especially during the times when my baby is ill.*
✓The doctor is very good helpful
✓*Because she is a good Doctor*
✓I obtained an appointment for the same morning I telephoned. Doctor Holz was charming and thorough..no complaints
✓*Planning time to come in and schedule may not always be accommodative*
✓Dr and front desk helpful and kind
✓*Good service*
✓The nurse that attended to me was friendly and very clear on my diagnosis and next steps
✓*Didn't need to wait and appreciated the doctors care*
✓I went for a blood test at 9 am and asked if I could leave a urine sample as I was worried I had a urine infection and by mid morning I had a prescription for antibiotics. All without a formal appointment. Really fabulous service!
✓*Since I first entered Ravenscroft Medical Centre about eight years ago there's an Aura about the place I felt comfortable and relaxing from the receptionists to the Doctors and Nurses and Staff are very Professional personally I would give it five Star rating Medical Centre keep up the good work it's shinning example to the Community Regards Michael John Hirst*
✓I got a same day appointment at a time that was convenient. therapist receptionist was helpful and the Dr was great!
✓*Professional service, helpful admin staff, excellent physiotherapist, attentive empathic doctors. Not very good due to the long waiting time for appointments to see the GPs.*
✓You asked
✓*I am happy with Doctor*
✓Helpful, kind and efficient
✓*She was very clear, kind and efficient*
✓Able to see doctor quickly due to emergency.
✓*Because you asked me to do so*
✓Excellent service, knowledgeable clinicians, kind staff
✓*Very patient and professional.*
✓Because Dr Subel is Best Dr I have ever seen
✓*Everyone was extremely helpful and efficient*
✓Dr Holtz was wonderful as always. The score is for Dr Holtz. For the receptionist - not helpful at all, I don't know her name but she needs to work on her customer service skills - she could have helped me but chose not to.
✓*Dr Subel is always very helpful*
✓She's a very caring doctor. She has compassion and is a good listener. She understood what I needed.

✓*No long waiting time good service and friendly doctor*
✓Good experience and lovely doctor but had to wait 20 minutes
✓*Efficient*
✓Very helpful and patient. Really listened to me
✓*I was seen the very morning I made the appointment. The doctor was fully aware of my condition and gave me a thorough examination and very useful advice. I felt that I had received excellent care.*
✓Because all the staff treat you with respect
✓*got an appointment quickly and when I arrived for my appointment I didn't have to wait that long to see the doctor*
✓Enough time spend to express all concern.
✓*I am very happy with my GP and the fact that he has agreed to see me again in person to assess the result of his prescription.*
✓I called this morning requesting for appointment. Was handled very well and granted the appointment . I was treated by the GP and given medication
✓*Because everyone was helpful and informed me of all that I needed to know.Every question answeredand explanations given in a courteous and informed manner.*
✓Because this is what I feel.
✓*I really liked the way I was treated by the doctor.*

Not Recommended

✓The doctor was meant to call between 2:30 and 5 pmIt's wrong that patients have to hang around for such a long time. Only need to find out that you don't get your call on time. I called to see if the doctor was unwell to be told he was in and would get round to calling me. It's now 525 and I've given up.

Passive

✓lo siento queria decir que la atencion fue buena. porque la atecion fue rapida .. gracias por preguntar