FFT Monthly Summary: April 2026

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
77	7	3	0	4	0	0	0	0	91	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: 359

Responses: 91

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	77	7	3	0	4	0	**91**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**77**	**7**	**3**	**0**	**4**	**0**	**91**
Total (%)	***85%***	***8%***	***3%***	***0%***	***4%***	***0%***	***100%***

Summary Scores

92% 4% 4%

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:

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

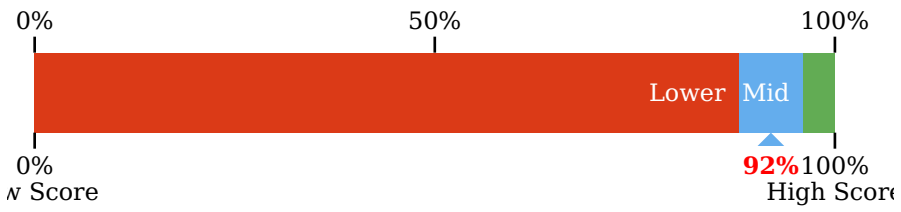
$$\text{Not Recommended (\%)} = \frac{\textit{very poor + poor}}{\textit{very good + good + neither + poor + very poor + don't know}} \times 100$$

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

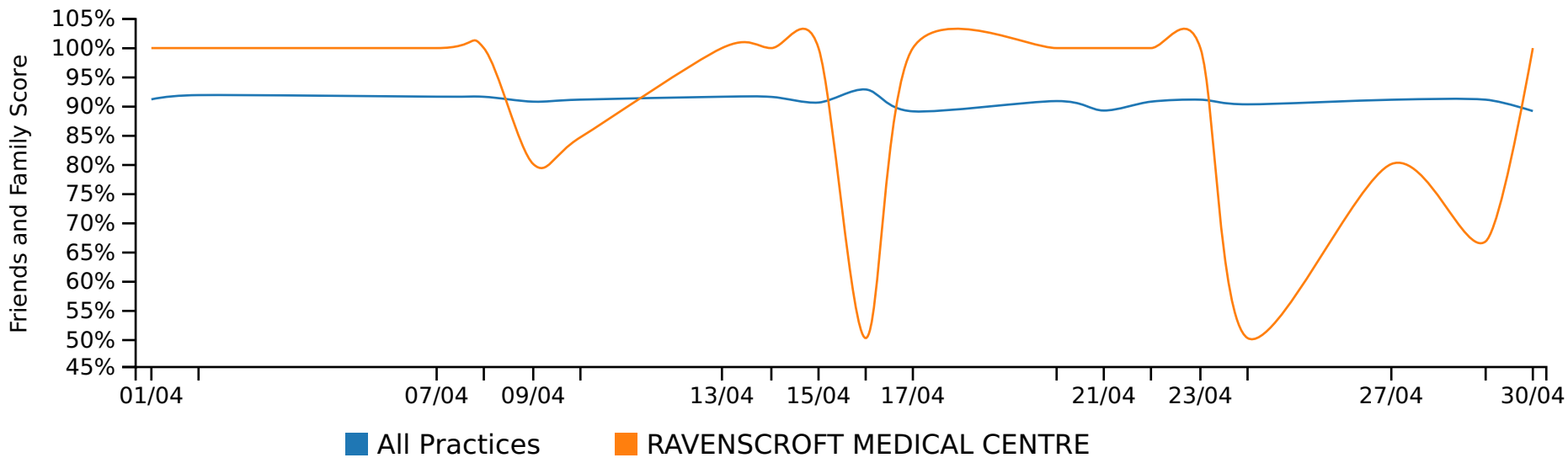


Your Score: **92%**

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.

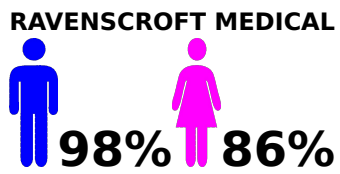
Practice Score: 'Recommended' Demographic Analysis

Age

	< 25	25 - 65	65+
All Practices	87%	90%	93%
RAVENSCROFT MEDICAL CENTRE	100%	88%	97%

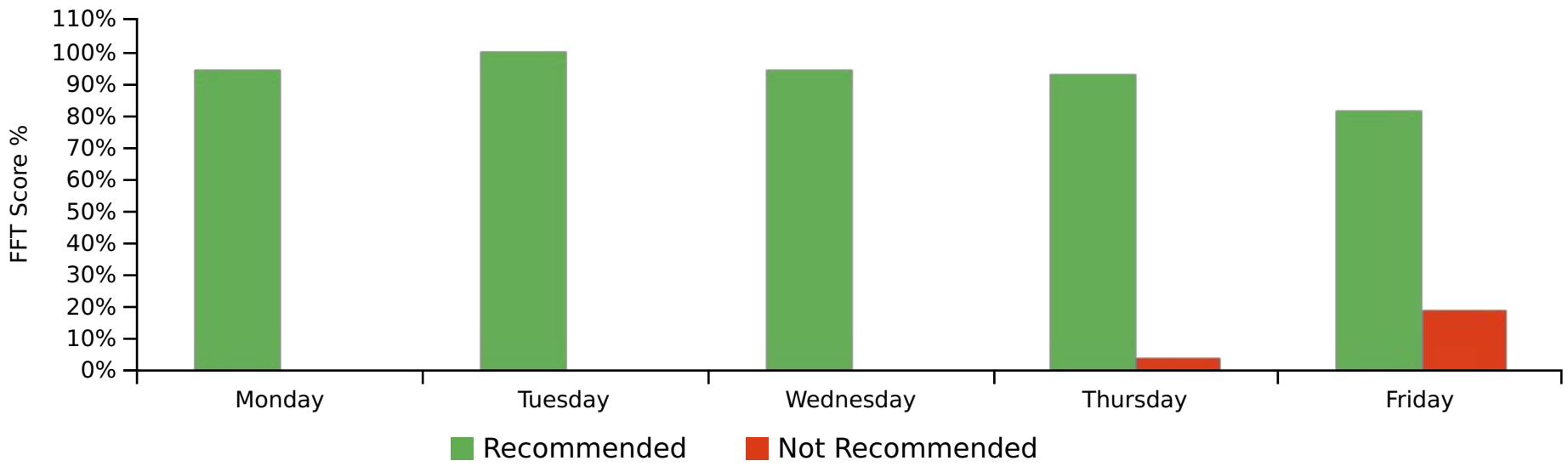
Gender





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

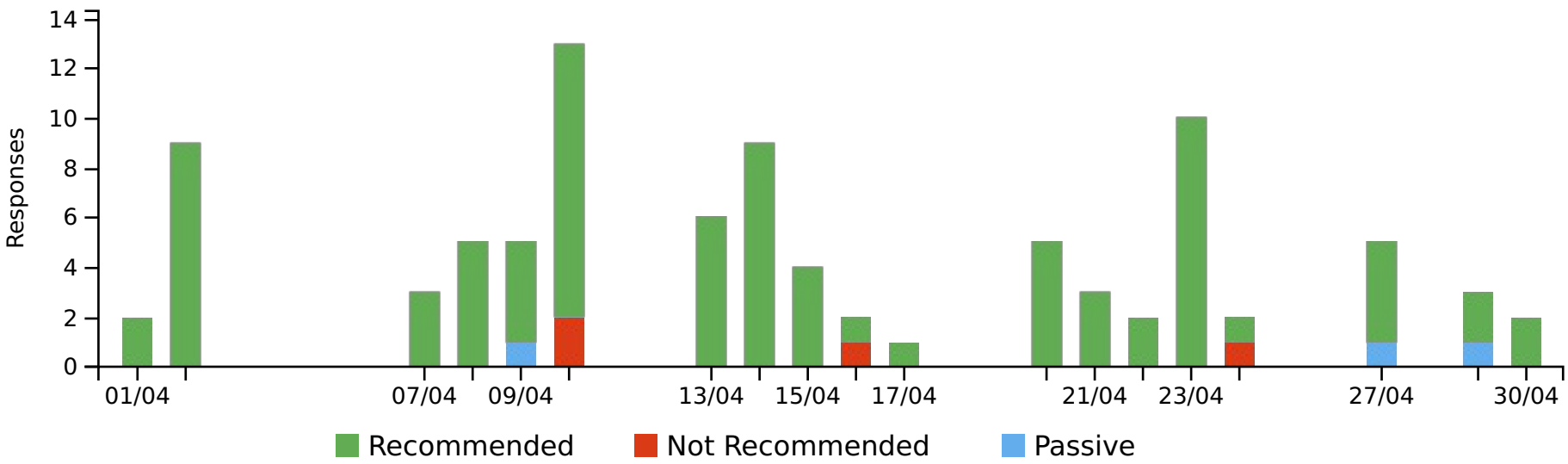
Practice Score: Day of the Week Analysis



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	12
Arrangement of Appointment	12
Reference to Clinician	30

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 while Ms Patel deserves 1, the practice appointment system gets 5 as not getting even a telephone appointment for weeks and face to face for a month or more creates lot of anxiety in elderly and sick patients.
✓ *Immediate response to my query about medication*
✓ The doctor let me explain my issue and propose and agree options.
✓ *Fabulous Doctor ? Fabulous service thank you*
✓ A high level of professionalism, attentiveness, and empathy on the part of a general practitioner. The ability to listen to patients about their problems and find solutions.
✓ *Excellent service*
✓ I did
✓ *Showed interest in my symptoms*
✓ Very good and efficient attention from doctor , nurse and reception
✓ *I just had a health check blood test and referral for podiatry at Edgware. Was all dealt with quickly and smoothly and follow ups and appointments with choice of Dr. I am most grateful.*
✓ Doctor called within time period, actually right at the start (8:30) and took time to discuss issues before agreeing on treatment and follow up.
✓ *Dr Holz Dr FranklDr Subal Dr leder Dr sweiry and Dr Lancaster are all simply brilliant we are extremely luck to have them KindRegardsDr Zuhair Dr Miriam Dr Zena Miscony and mr Alfio Spina*
✓ Dr leister is thorough.Profesional and caring. Phoned at 8 for an appointment, offered 9.30.
✓ *Doctor*
✓ I get good service from the surgery
✓ *The nurse was great and very efficient*
✓ Dr Lancaster was brilliant, extremely empathetic, understanding and caring. Felt heard and affirmed repeatedly throughout the visit and given time to articulate what I was going through. Felt like ideal patient care being implemented. Thank you
✓ *Very good ?*
✓ Dr Subel is such a great doctor and has such an excellent bed side manner. He has very good time management too.
✓ *Polite efficient and very competent service*
✓ Very friendly and professional
✓ *Veronica was very friendly and took my bloods quickly but was also gentle too.*
✓ Nothing to say went wrong
✓ *The appointment was on time. The medical review was very polite and efficient and the reminders that the date was approaching were very useful.*
✓ The GP was very helpful and the appt was on time
✓ *Everything was good except original appointment with nurse was arranged in the afternoon and was then told that blood tests could not be done. Had to come back on another morning. Defeats the point of the health check up*
✓ 1-Very good
✓ *very sensible and knowledgeable doctor and receptionists are kind*
✓ Well Ravenscroft surgery is a very good for appointment and treatment. Staff are so helpful for your needs.
✓ *Because Dr Holds is always excellent.And some of the receptionists, too.Thank you*
✓ Dr Frankl Excellent GP I have been a patient of Dr Frankl for two years and I cannot recommend him highly enough. He is attentive, thorough, and takes real time to listen to concerns without ever making you feel rushed. He explains diagnoses and treatment options clearly, and follows up to make sure things are improving. I always leave his appointments feeling reassured and well cared for. An outstanding doctor and a true credit to the practice.Kind regards Jahanbakhsh Bagheri
✓ *My doctor and reception were very helpful and kind.*
✓ The service is good.
✓ *Blood test appointment with Verona today. Verona was very polite and considerate of my father*
✓ Seen promptly, very polite and caring Doctor who took time to explain things and also arranged a follow up appointment in two months.
✓ *Caring doctor , on time*
✓ Dr Lancaster was very caring, understanding and helpful.
✓ *The nurses I saw today and the receptionist were great. The care I received was excellent*
✓ The one I spoken is polite & helpful. Overall the service is excellent & quick.
✓ *It's been a bit disconnected of late but I felt more confident that I'm being cared for after last call*
✓ Doctor was awesome reception was kind and helpful.

✓*I got an appointment very quickly and Dr. S. Leader is very good and experienced and I like her very much.*
✓I've always been looked after and even in last minute appointments and specially Tessa and Monisa .....!!
✓*Although as patient, I had to persist with my request for an appt, the consultation with in-house pharmacist (as GP herself is very booked next 2 weeks) was helpful to discuss side-effects of long term medication*
✓Because for me, every time I'm in need for GP, I know for sure I will be understand exactly what I need, the people who are working there, receptionist, doctors are always respectful and friendly with everyone. And because of that I will say Thank you for your effort and help. Keep the good work.
✓*Very good service*
✓Practitioner was efficient, knowledgeable, friendly.
✓*I would like to express my sincere appreciation for my family doctor she is incredibly kind and attentive always taking the time to truly listen and understand my concerns she gives me great confidence in her care I received I feel fortunate to be under her care Thanks God .*
✓Because they look after me
✓*The reception is good and I don't need to wait long. The lift service makes it easy for me to go up to the second floor*
✓because the staff was very nice to me.
✓*Because the doctor was kind and listened to me carefully and was on time so that's why*
✓RAVENSCROFT MEDICAL CENTRE is very organised.Thanks
✗*Cause Dr Lancaster was so attentive to.me he always has so.much time for the patient*
✗The advisor listened carefully and answered any queries with helpful detail

Not Recommended

✓I was seen by Dr Man about a persistent irritable bowel. Was told to drink peppermint tea and probiotic as a solution... Had to suggest myself that we do a stool test to be safe. I then asked for a Dr's note as my stomach made me unable to run and I had twisted my knee (for competition). Was told I would have to come back another day as my ten minutes was up (our session was maybe 5 minutes). Dr very cold and not willing to help!
✓*I had a telephone appointment for a medication review yesterday 10/04 , I was never contacted. As I have mentioned to the GP reception when I called, I asked for this appointment because I have been to the A&E, and I have been sick for over 2 weeks because I have been taking too much medication, and I was advised to review my dosages.*
✗I haven't received the call

Passive

✓Not confident re remedy advised
✓*I was expecting a call as someone wants to change my eye medication to a cheaper version. The phone rang only a couple of rings.Being a pensioner who suffers with back problems and vertigo did not give me enough time to reach my phone.I tried to call back .I was sure they would try again but no call came from the surgery. I had also spoken to a receptionist who spoke to me like I was a stupid child.Just because I am a pensioner it does not warrant rude behaviour.Because I am a pensioner u can allow the phone to ring properly giving me time to reach it.I have a witness to the rings .I was waiting for this call.Very upsetting.Thank you for your understanding.Ps I do not wish my eye meds to be changed at this time Thank you*