FFT Monthly Summary: August 2026

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
32	6	1	0	1	0	0	0	0	40	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: 317

Responses: 40

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	32	6	1	0	1	0	**40**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**32**	**6**	**1**	**0**	**1**	**0**	**40**
Total (%)	***80%***	***15%***	***3%***	***0%***	***3%***	***0%***	***100%***

Summary Scores

95% 3% 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:

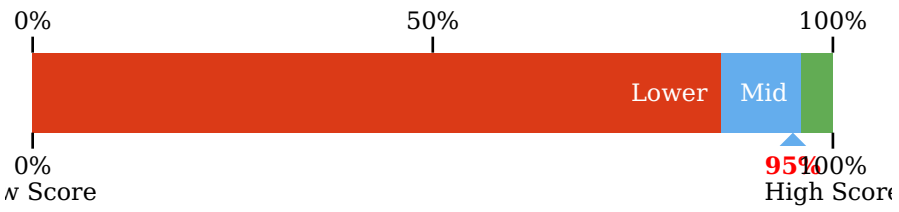
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

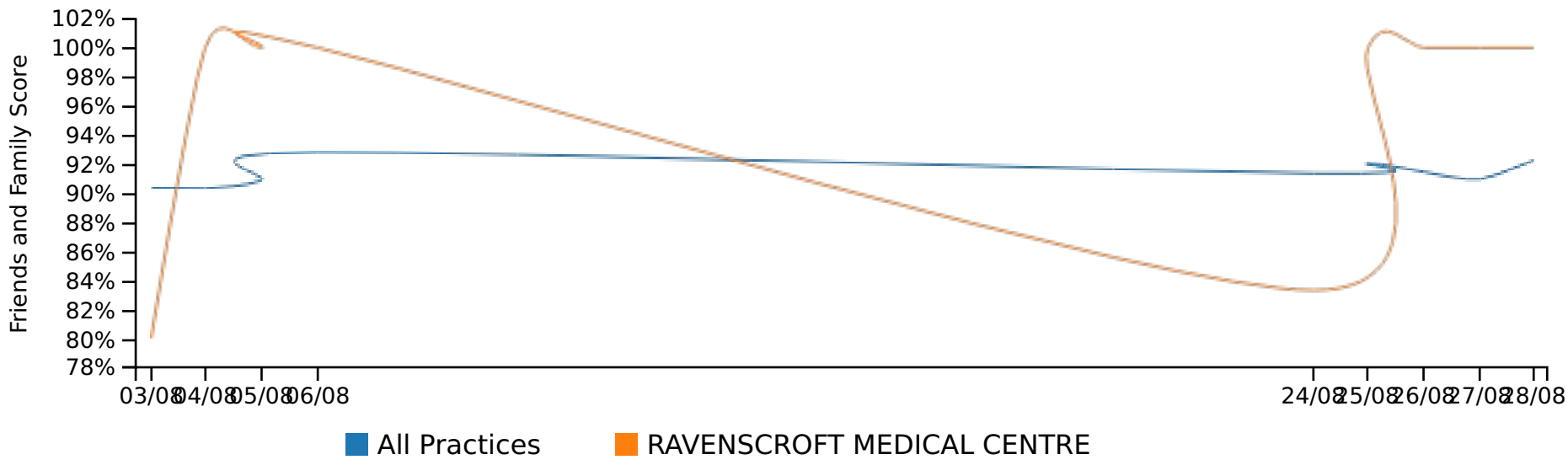
Your Score: **95%**

Percentile Rank: **75TH**



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 75th percentile means your practice scored above 75% 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%	90%	94%
RAVENSCROFT MEDICAL CENTRE	100%	96%	100%

Gender

All Practices

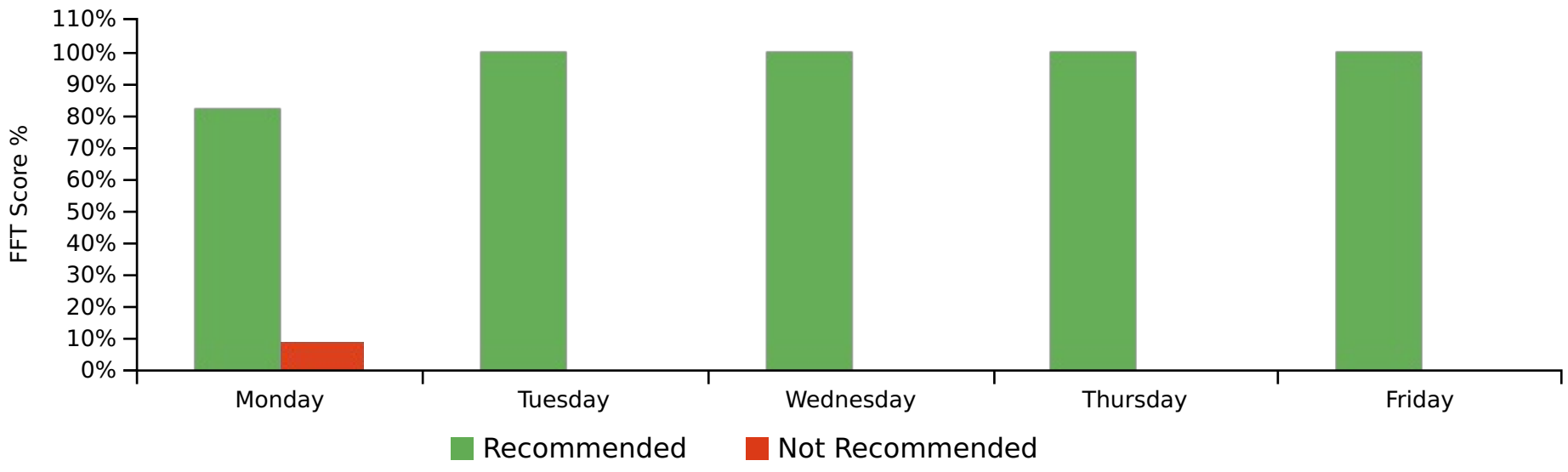
91% **91%**

RAVENSCROFT MEDICAL CENTRE

94% **95%**

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

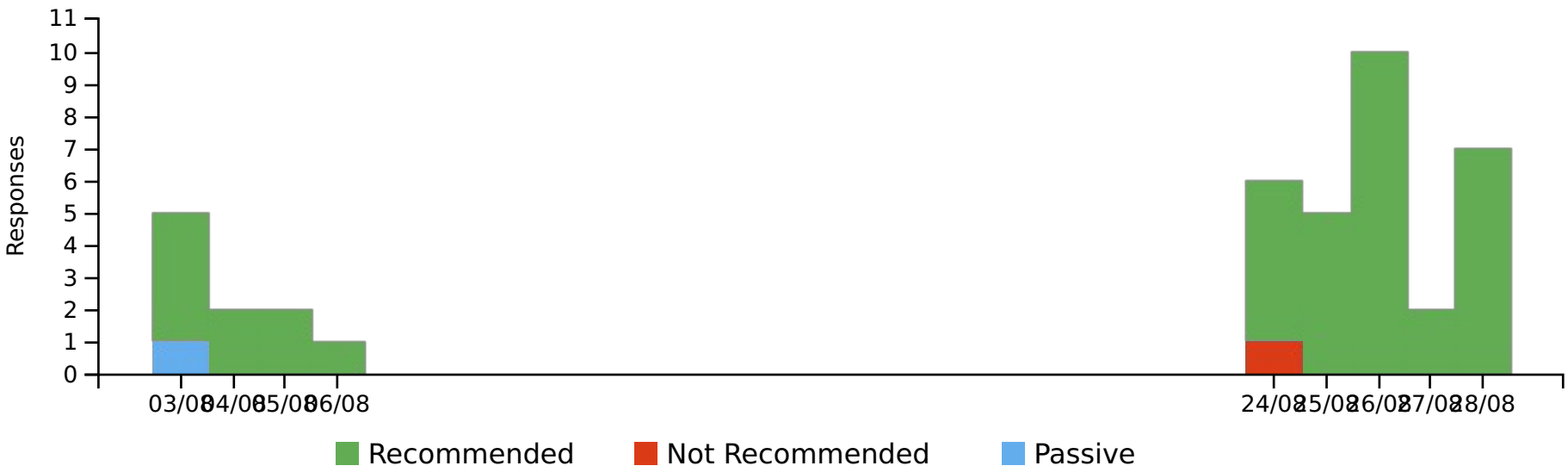
Practice Score: Day of the Week Analysis



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	2
Reference to Clinician	17

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

✓All doctors,reception staff, nurses are very pleasant and try their best to help always. Thank you for all your hard work.
✓*Helpful doctors and receptionist*
✓Friendly helpful staff
✓*Doctor was attentive, reception helpful although door signs would be beneficial as a new patient I got lost upstairs yesterday when seeing the nurse!*
✓Because I get the service I want
✓*Was seen promptly, staff were all efficient, doctor was coherent and on-point*
✓Good service from the nurse
✓*I came for blood test Tessa the nurse was quick and efficient*
✓Hi. The reception staff were very polite and helpful like always. The doctor listened to my concerns with genuine care and did not rush the appointment. Thank you very much for your help.
✓*Professional, kind and competent service.*
✓Very efficient practice , satisfied with the help and care. Greatly appreciate your service. Thank you
✓*Because it's true!!!*
✓Once again , i feel my appointment was patient centred , in that whilst the dr had her advice , and gave it , she respected and acted on my feelings and wishes , not just on a cold diagnosis of the given health matters raised . This helps a patient to truly heal
✓*The dr was very good. I always find the ground floor staff unfriendly*
✓The service and follow up is spot on.
✓*Quickly seen, clear diagnosis*
✓The lady doctor was punctual, polite and courteous and was not in a hurry Thanks and regards
✓*Nurse Grace is kind patient with a very nice disposition.*
✓Good professional service
✓*My GP is the best I ever met*
✓Very good
✓*I am disappointed because, when I asked in behalf of my wife if the colonoscopy results has been received from clivland hospital. I didn't ask for the results just if they arrived. I got a refusal, and my wife needs to spend another 20 minutes to get the answer. A little flexibility won't hurt.*
✓Prescribed me the right medication and gave me same doctor each time for reviews . Excellent service
✓*After 30 years I am very satisfied*
✓He correctly diagnosed my condition.
✓*Smooth visit after booking on the NHS app. nurse was very gentle with the blood test and all other checks.*
✓Good prompt service and good explanations by the doctor
✓*Fast and efficient service*

Not Recommended

✓The doctors are mostly very good, however, the staff are very unfriendly and appear completely disinterested in helping

Passive