FFT Monthly Summary: August 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	8	4	1	5	2	0	0	0	92	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: 290

Responses: 92

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	72	8	4	1	5	2	**92**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**72**	**8**	**4**	**1**	**5**	**2**	**92**
Total (%)	***78%***	***9%***	***4%***	***1%***	***5%***	***2%***	***100%***

Summary Scores

87% 7% 6%

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:

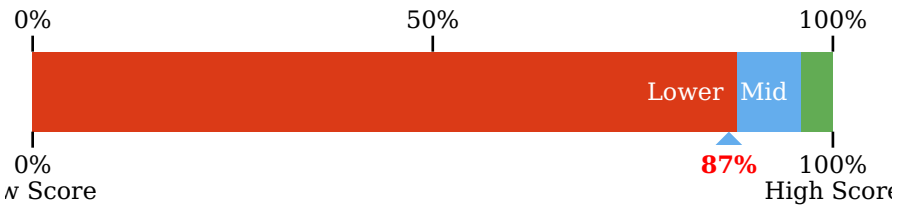
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

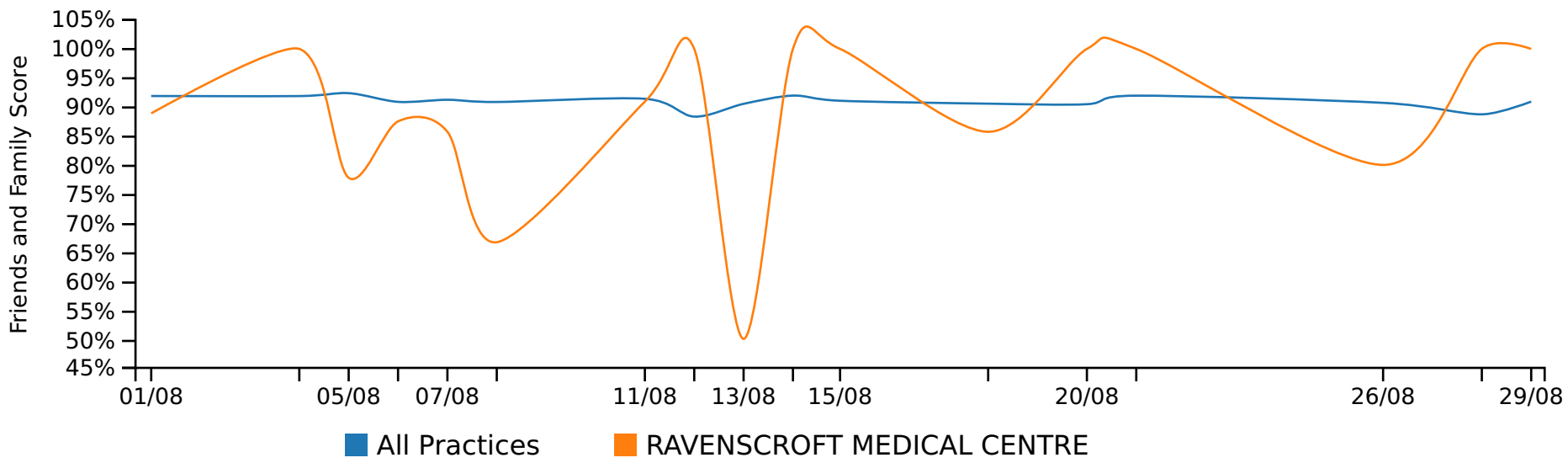
Your Score: **87%**

Percentile Rank: **25TH**



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 25th percentile means your practice scored above 25% of all practices.

Practice Score: 'Recommended' Comparison



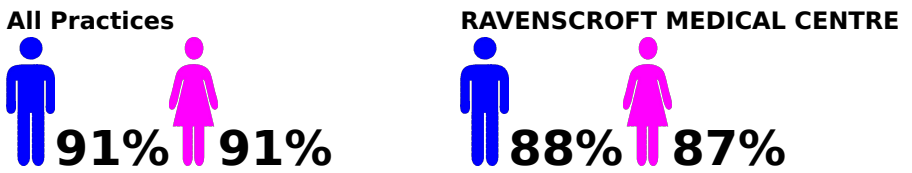
Notes:
1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

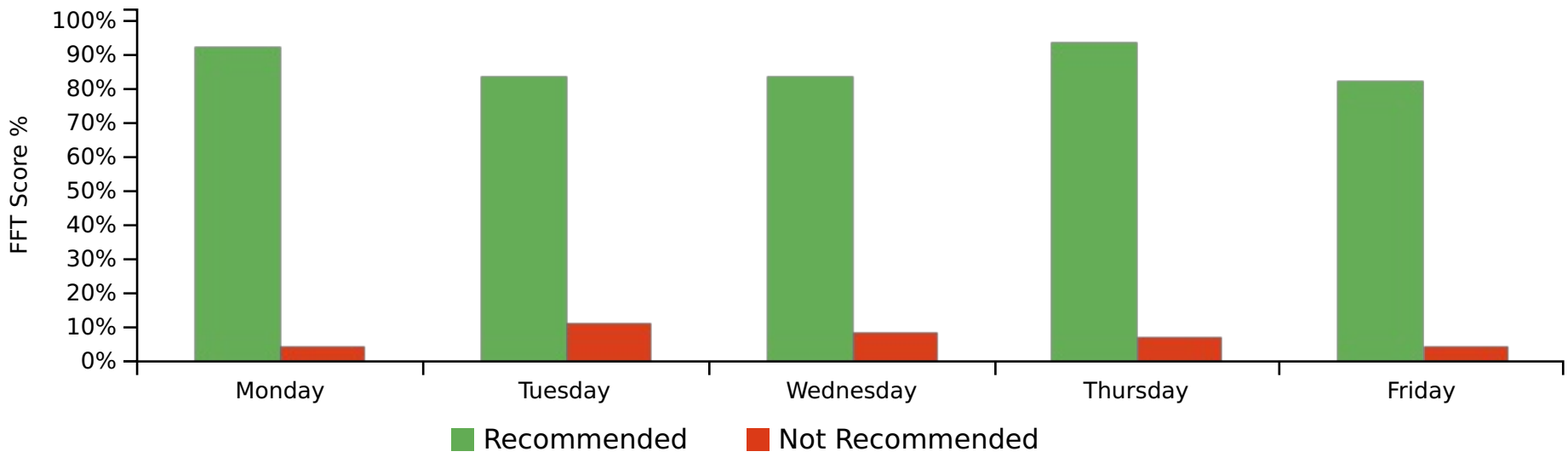
	< 25	25 - 65	65+
All Practices	85%	90%	93%
RAVENSCROFT MEDICAL CENTRE	80%	85%	91%

Gender



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

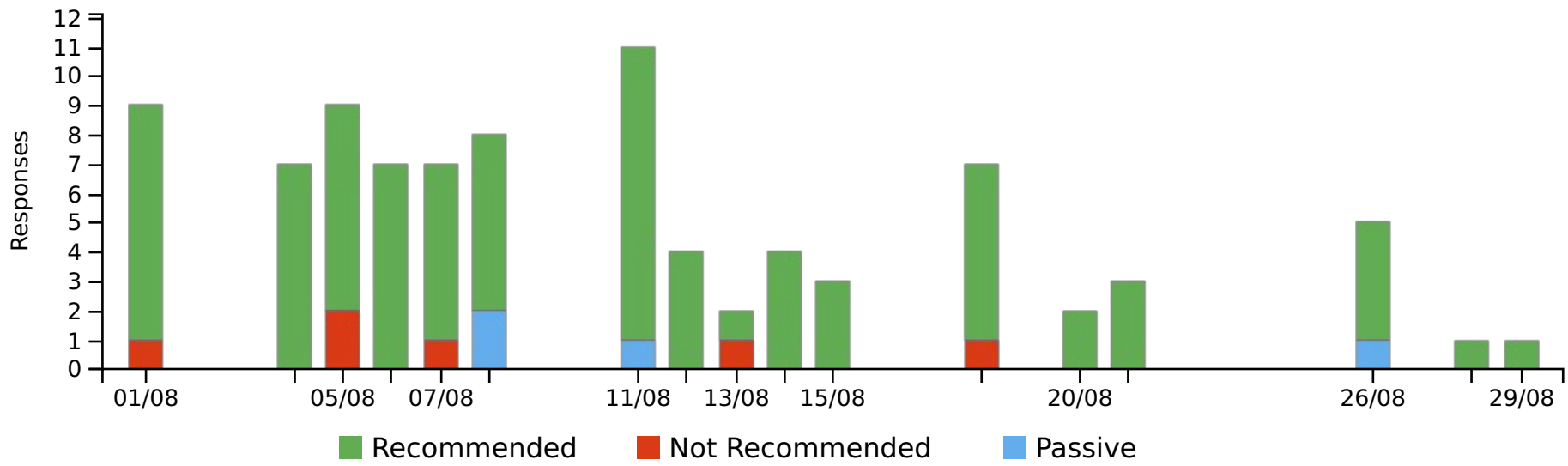
Practice Score: Day of the Week Analysis



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	11
Arrangement of Appointment	12
Reference to Clinician	29

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 the Pharmacist was excellent
✓*No wight coats,Timing was kept tight, I was Seen and examined inside 10, minutes, very good service. Thank you*
✓Caring and reassuring
✓*The lady is doing it with a soft hand, that I only feel the stick, Whith no pain*
✓Organised well before the event, happened when it was supposed to happen and Ahmed Sherman was very friendly, helpful, clear and instructive. He also answered all my questions patiently and comprehensively.
✓*This is my experience with the GP*
✓GP explained everything and receptionist sorted a number of tests and appointments. Their smiles and humour were much appreciated.
✓*Great consultation with Dr Lancaster. He's very thorough and really interested in helping patients and finding root cause of symptoms. Hope he continues at the centre for a long time.*
✓everyone is helpful
✓*The receptionist was very kind , patient and helpful. Although I didn't have an appointment with a doctor went to the trouble of organising a consultation for me for that same morning with Doctor Holz who was extremely kind and thorough too. I am a new patient and greatly appreciate such lovely care.*
✓Prompt appointment GP treated me with respect and kindness and secretary called very soon after my appointment to say referral had been made!
✓*Because you asked me*
✓Tessa is very good at giving painless blood tests and the reception lady was very friendly and kind.
✓*because the doctor actually examines me, usually they don't even look at people.*
✓Appointment was on time, and Dr Subel is so caring!
✓*Fast efficient blood test and results were made available within hours*
✓Appointment right on time and the review with the nurse was great and full of useful information
✓*Blood test done bang on time. No fuss. Efficient help from receptionists re further appts*
✓Dr Frankl was attentive and gave time and helpful feedback
✓*I visited today Dr. Holtz, and have an effective and efficient service from her. I would be happy to see in the NHS organisation more people like Dr Holtz.*
✓Very helpful and informative
✓*Very quick to find an available appointment and the doctor was very nice with our young daughter.*
✓Because dr Andrew Frankl is the best dr in Ravenscroft medical centar
✓*Very caring, considerate and thorough consultation with the doctor*
✓Easy to use patches and fast response. I was called back within hours and offered appointment same day with GP. Lovely GP Dr Leader, who took time and care.
✓*Because the doctor listened to me and made me feel heard. I would have scored a 1 if I hadn't had to wait for 45 minutes to see the GP but such is life, sometimes things are beyond one's control. I'm also not a fan of the receptionist asking me what my problem is and why I need to see the GP. I do think it is the receptionists role to ask this question, it is intrusive and none of their business. I asked a family member who goes to a different local surgery if this happens at their surgery and he said, no. I feel this must stop immediately!*
✓Fantastic doctor! 35 min wait
✓*Receptionist was helpful and ranged a call with the practise pharmacist who resolved my issue*
✓I was very anxious for my smear test, and the nurse was so kind and patient and put me at ease without rushing me.
✓*Good service GP .*
✓Because this question is asked in more detail.
✓*My GP was very friendly, professional and helpful Thank you so*
✓The dr was receptive and interested and engaged
✓*Dr Melissa Holz is wonderful Dr*
✓Good appointment and not long to wait as per time booked. Pharmacist was very good and polite.
✓*The nurse was very good. Good manners. The reception staff was excellent in making appointments for me. Staff taking my blood was nearly on time and efficient. Overall, it was a good experience. Thank you.*
✓I thought it is important to express appreciation of a service when it is possible.
✓*To appreciate the job they're doing for patients*
✓Because they treat me well and always help me with my health problems.
✓*I feel a real commitment to my wellbeing*
✓I find the Ravenscroft centre to be incredibly efficient with its communications and the signing in process when I go for an appointment. It's a fantastic surgery.

✓*I was seen promptly, and the interview only took a few minutes*
✓It was very efficient, very successful and solve the problem it was amazing experience so good
✓*Helpful receptionists, attentive GP*
✓It is sometimes extremely difficult to get a GP appointment but on this occasion, I was given one in a straightforward manner. The waiting time was reasonable.The GP was experienced, understanding and efficient.
✓*Understand the fonction of a good blood pressure system*
✓caring helpful reception team great consultation with the doctor addressed concerns raised .
✓*Timely, efficient, friendly and polite.*
✓The nurse was excellent. She was confident, had a great personality and extremely helpful.
✓*Nothing to say. All was well*

Not Recommended

✓Because you texted yourself!
✓*I have never, EVER in 59 years of my life came across, neither heard of such an OBNOXIOUS group of female Receptionists that are continuously rude, unhel@unhel*
✓Sorry shout be 1 My God
✓*I saw Dr Jagliga (sorry not sure about pronunciation) because I was having panic attacks due to worry about my family. She spoke to me very harshly, not taking into account my history with mental health and told me she wasn't sure it was a good idea to go abroad to see my family next week if I was so 'hysterical'. She refused to give me Lorazepam even though Dr Subel had given it to me in similar situations just to tide me over for a few days, and kept pushing me to decide what I wanted to do about the dose of antidepressant I'm taking. She kept on making me feel guilty about taking up too much time. I felt treated very badly.*
✓The receptionist was very kind when I called to request an appointment. The Dr too was very kind and showed great concern for my health listening attentively and patiently to my long elaborations and by asking follow up questions.

Passive

✓My experience is like that
✓*You have two parking space and you involve unreliable Parking companyFor manipulation only*
✓I think the gp is okay but I didn't like my doctor. She wasn't patient and didn't listen or address my problems well and was not understanding