FFT Monthly Summary: December 2024

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
81	9	2	1	2	0	0	0	0	95	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: 319

Responses: 95

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	81	9	2	1	2	0	**95**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**81**	**9**	**2**	**1**	**2**	**0**	**95**
Total (%)	***85%***	***9%***	***2%***	***1%***	***2%***	***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:

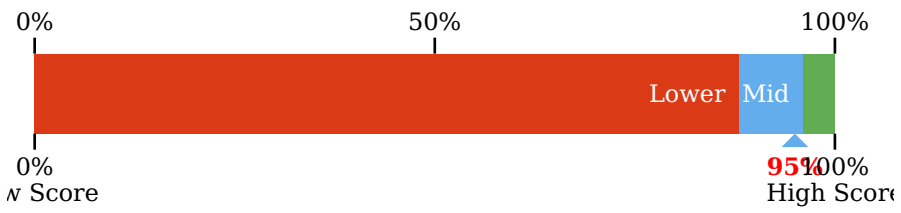
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

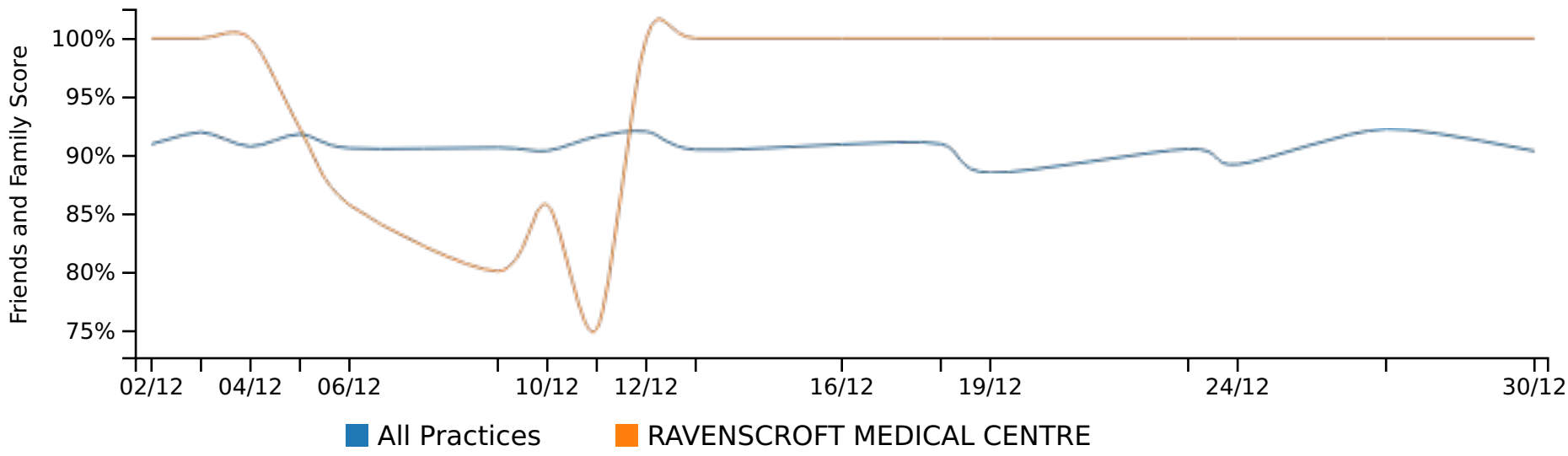
Your Score: **95%**

Percentile Rank: **70TH**



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 70th percentile means your practice scored above 70% 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

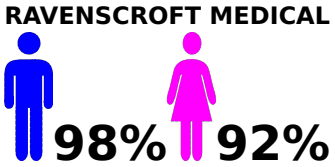
	< 25	25 - 65	65+
All Practices	85%	90%	93%
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Gender

All Practices

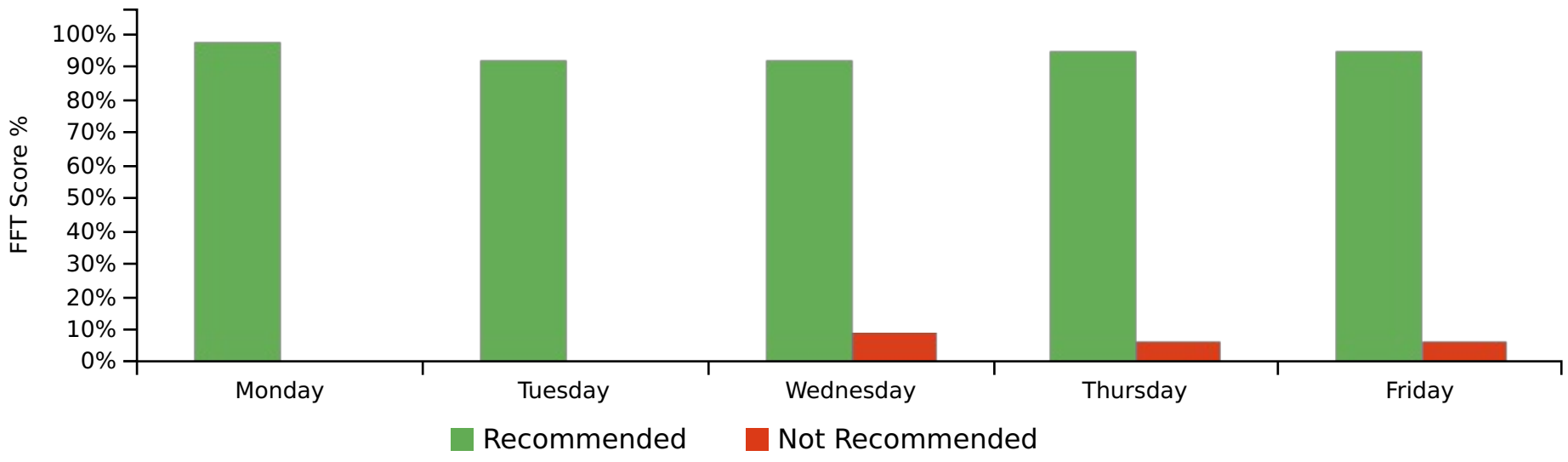


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Notes:
1. Scores for current reporting month.
2. Score calculated as per NHS requirements. See scoring guidance section.

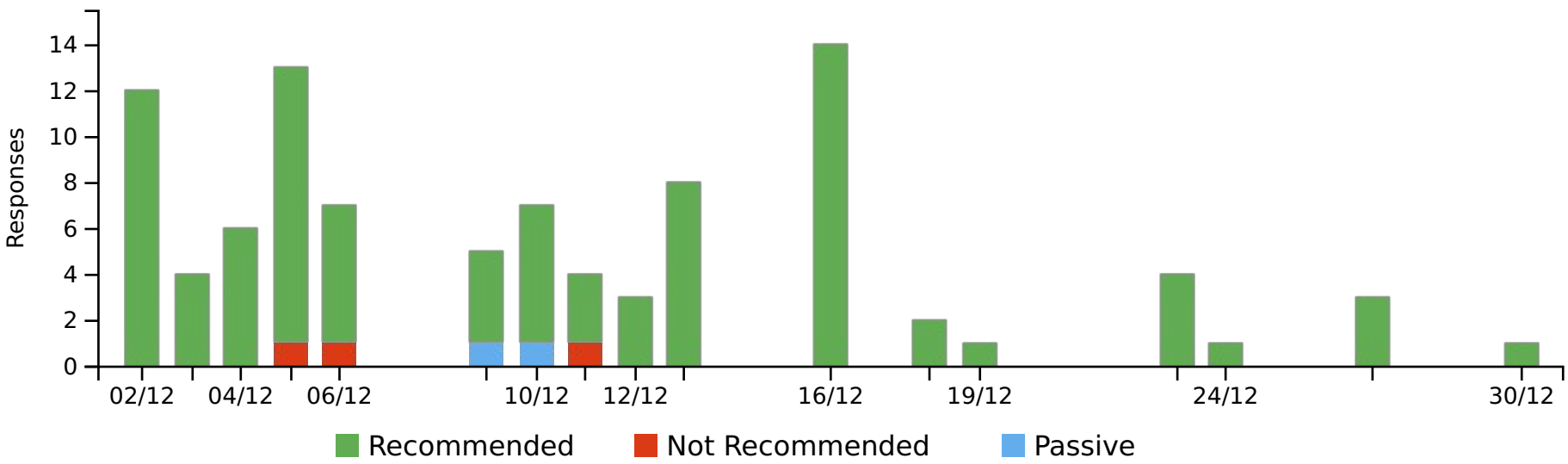
Practice Score: Day of the Week Analysis



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	8
Reference to Clinician	26

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

✓The GP was attentive ,caring and made us feel comfortable with her! She was friendly!
✓*They were very good, helped me with my problem, I was very satisfied.*
✓Booking an appointment was easy enough and Dr Holtz was very attentive, thorough and sensitive
✓*helpful receptionist, kind, understanding.*
✓Didn't need to wait long, good service
✓*Kind nurse who hopefully has helped me. Lovely reception staff who were patient with me.*
✓Dr mire was very helpful and dealt with my concerns well
✓*Doctors and Nurses and the reception team has always been hood and helpful. Overall experience with the medical center has been very good.*
✓Because I was seen quickly and efficiently
✓*I understood what the doctor was explaining to me*
✓1 was attended to straight away as instructed by Dr.Porter
✓*Nice behaviour New what happened And fast actionWithout losinime organised A treatment at royal free and confirm the appointt By phone me backYes this a star*
✓The nurse was A good listener. Empathetic. Kind. Understanding. Thank you.
✓*Dr Holtz is kind, sympathetic and focused on helping me. She's thorough and supportive helping me get well*
✓Friendly staff, was seen quickly, easy to book another appointment
✓*Because the staffers are very understanding and I am always well attended to each time I come for medical appointments.*
✓Helpfulness and competence.
✓*Excellent care and lovely Tess at the reception*
✓I got an appointment the same day
✓*Quick*
✓The doctor was punctual, thorough and listened
✓*It was GP handled my concerns with both speed and efficiency.*
✓Good overall service, nothing really to complain about
✓*Very happy with service and get an appointment when I call*
✓Because I am so happy with my gp .They are so kind and thoughtful
✓*The GP was kind, listening, responsive and efficient.*
✓The lady I spoke to explained exactly what the problem was without frightening me
✓*got an appointment straight away. not a long waiting time. Staff and doctor were lovely. and a gr8 plus to be able to park on site.*
✓You saw me urgently in my hour of need and Dr Holz spent time with me and gave me very good advice and spent time to consider the right medication.
✓*Things went smoothly didn't have to wait a long time. It was not busy. Staff friendly. Only issue was giving my car registration to park. The app was playing up as usual*
✓Because dr Subel answered all my questions with great care.
✓*Excellent communication*
✓I called for blood test . With one our it's done
✓*Prompt efficient professional*
✓Efficient
✓*It was a Professional consultation*
✓Very kind and caring people
✓*The staff are always very helpful and we are able to see a doctor usually the same day if necessary. I trust the doctors' and nurses opinion as well.*
✓staff personnel are friendly and helpful.
✓*Member of staff spoken politely and listened to me patiently. Thanks*
✓Because they supported me properly
✓*I am very happy with service of this kind surgary*
✓Great help
✓*I had a 'good' experience*
✓It was good
✓*The nurse was very nice. The visit went great*
✓Very carefully plus Chinese translation

✓ *Visit was quick*
✓ Doctor completely understand my situation and my problem and the
✓ *I was seen to immediately by the nurse and my blood taken efficiently.*
✓ I 've been suffering with chronic pain my GP observing my symptoms and testing all the possible causes to diagnose the source of my problem I believe Dr Porter diagnoses the main cause and request blood test to find out more about my issue and kindly guide me how to deal with it and prescribe medicine.
✓ *It was a good experience overall. Staff, receptionist and GP treated me well.*
✓ Because I saw 3 doctors over 4 days with no delays anywhere which could not be improved upon
✓ *Very responsive, took me seriously and understand my concern*

Not Recommended

✓ My appointment was at 3pm but I could meet with Dr at 3:50 pm, also should I say I'm a 38 weeks pregnant woman.
✓ *Contacting the surgery is almost impossible with your new answering machines ! It's aweful*

Passive

✓ because I submit the pre-authorisation form Bupa, I will pay for it, but for some reason it didn't get the feedback for a few months.
✓ *The nurse was ill so my appointments were cancelled. These things happen.*