FFT Monthly Summary: December 2025

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
69	15	1	2	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: 360

Responses: 91

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	69	15	1	2	4	0	**91**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**69**	**15**	**1**	**2**	**4**	**0**	**91**
Total (%)	***76%***	***16%***	***1%***	***2%***	***4%***	***0%***	***100%***

Summary Scores

92% 7% 1%

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:

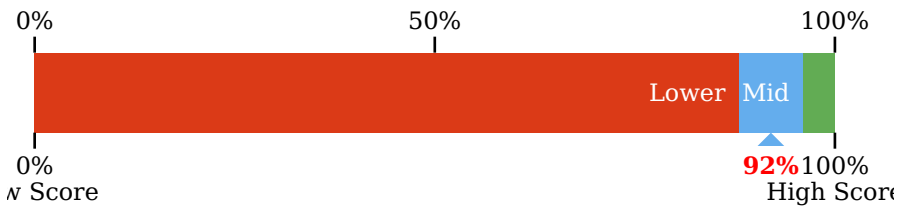
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

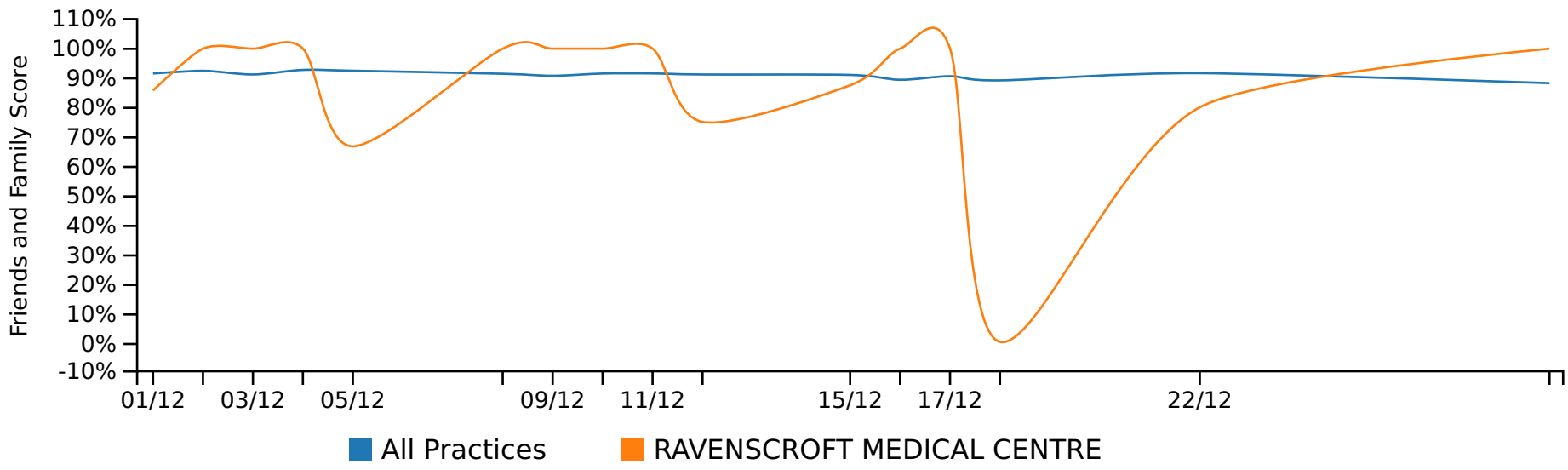
Your Score: **92%**

Percentile Rank: **50TH**



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 50th percentile means your practice scored above 50% 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

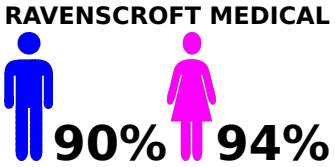
	< 25	25 - 65	65+
All Practices	85%	91%	94%
RAVENSCROFT MEDICAL CENTRE	91%	90%	95%

Gender

All Practices

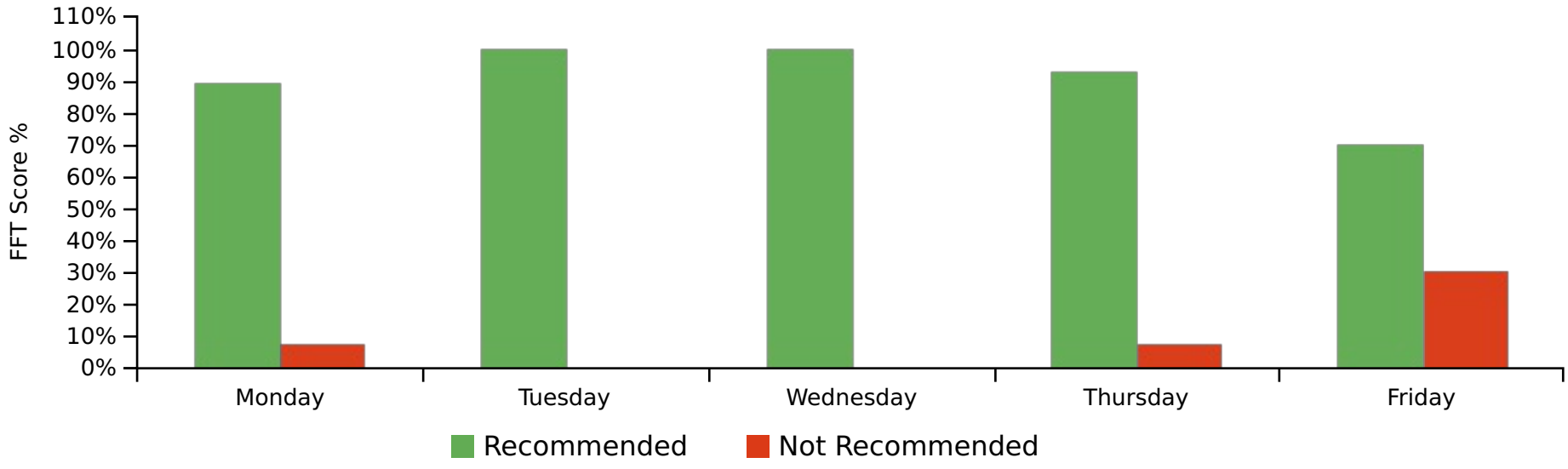


RAVENSCROFT MEDICAL CENTRE



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

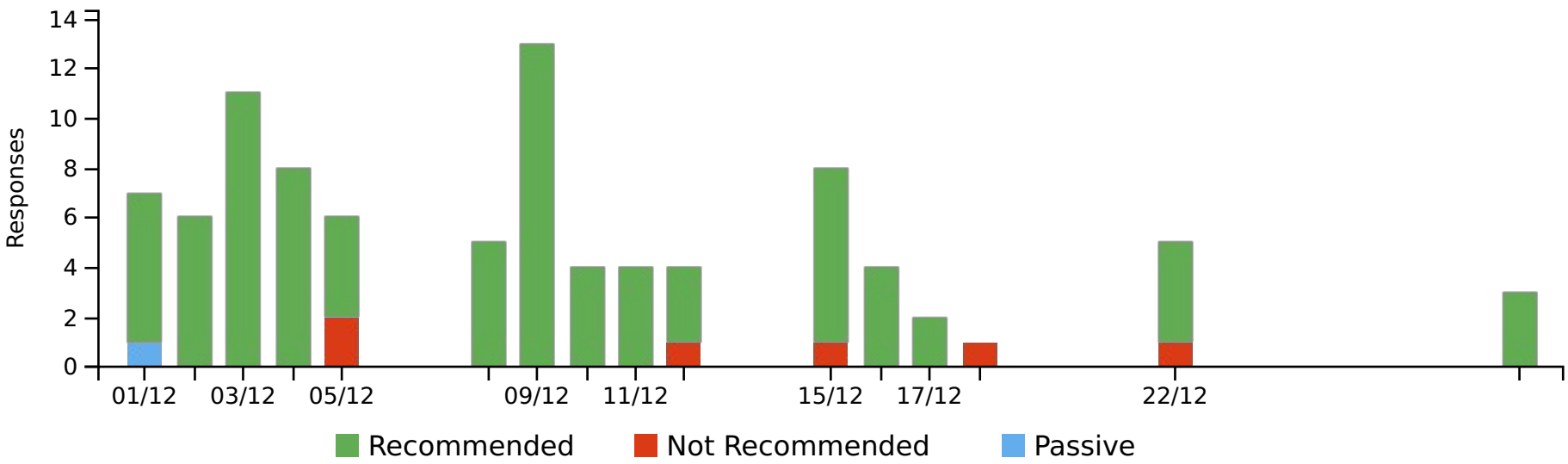
Practice Score: Day of the Week Analysis



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	36

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

✓I have always been looked after well so I have no complaints tnx.
✓*Because the service is good*
✓I had an amazing experience
✓*Friendly and professional*
✓The dr was patient , explained everything , sympathetic , and i went away feeling cared for
✓*Dr was so kind and supportive. I were really satisfied*
✓Dr Zabel as with the other doctors at the practice was very thorough spend a good length of time reading my 95yr old friends recent test results then checking him over ask him and us what our worries were. Excellent can't fault the service .
✓*The service is good from the meical practitioners. Receptionists, some lovely, some not so.The general state of the surgery is tired and could do with a 'freshen up'*
✓Staff was helpful and efficient
✓*Good service*
✓It was She was very helpful
✓*Dr j Lancaster so kind and helpful I am so happy thank you*
✓Customer service good.
✓*Overall great practice. However, the wait to see a GP now is extremely long.*
✓Professional polite service by most of the staff at reception. Caring doctors and nurses and other medical staff.
✓*My appointment regarding a private prescription was not properly scheduled and the Nurse was unaware even though I visited in person to book the appointment.*
✓The Dr. Was listening, and explained to me and very polite
✓*I am very happy with the care that I received*
✓Plan was made for my medical care and got the right advice and test
✓*Friendly staff appointments quick and thorough*
✓Because they are professional, friendly and polite. And always willing to be of help.
✓*Customer service very good*
✓Good- but there is a problem with the practice not being aware of ultrasound and other reports coming in or not being found after hospital says they sent it.
✓*Had the health check today. Didn't have to wait long, in fact appointment was early and the nurse was very good in explaining everything she was doing.*
✓We have been patients at Ravenscroft medical Centre for over 15 years, the Doctors are great and arranging appointments is fairly straightforward
✓*1-very good*
✓I had an appointment. I saw my doctor. Wehad a good talk. Everything was good.In every establishment there is room for improvement. So I gave good.Be well.
✓*Very useful advice from very kind and understanding GP*
✓She was very very good DR
✓*Helpful and professional. Although busy reception team always give necessary time to each patient.Appreciate that surgery contact us with reminders. Drs usually make time to listen and help.*
✓I am very happy with all of them look after me my appointment and advice everything ??
✓*The dr sweiry was so lovely she listened to my concerns and was understanding. The appointment was on time and was able to get one.*
✓Because it was good
✓*Polite and efficient staff*
✓I am very happy having Dr Lancaster as my GP
✓*Ms Grace was very professional and friendly*
✓Caring, professional service
✓*Dr was extremely kind and patient with my child and took time to explain everything to me*
✓Very professional
✓*I got seen early by the nurse Tessa who was very efficient Please note I rarely mark 1*
✓I think the practice genuinely does its best to provide good care for patients, and Ive seen continued improvement in the service over the years. I often hear people speak negatively about their own GPs elsewhere, but my experience here has been very different. When my first GP, Dr Bloom, retired, I even gave him a card and a bottle of wine to thank him for his care. Dr Subel, Dr Frankl, Dr Holz, Dr Leader and others have also been amazing. No service is perfect, but based on my experience, this practice truly deserves a Very good rating.
✓*Good and appropriate treatment*

✓Very helpful professional
✓*Great doctor*
✓Because the Dr spent so much time on me.
✓*The service I get is timely and helpful. Staff are polite*
✓Dr Lancaster listened carefully to my symptoms and has arranged for further tests at Royal Free.
✓*It's good but not very good*
✓I saw Grace Calit who was very sweet and friendly, and really made me feel at ease. I was also seen very quickly.
✓*I called for an appointment yesterday and spoke with Anne-Marie at reception who was very helpful. I saw Dr Sweiry who was also really helpful and supportive. Overall experience was excellent. Many thanks, Kia.*
✓The nurse was very clear and helpful and answered my questions.
✓*Excellent customer service*
✓Very professional, asked me if i knew why i was taking the medications (i think this is very important as a lot of people say they dont know!) And prompted me to ask any questions or worries i might have.
✓*Because service and kindness of Verona were amazing*
✓Bcos I noticed hw d receptionist nd d Doctors attend to me as a patient
✓*I was able to get an appointment with a friendly dr*
✓Lovely people. Friendly, helpfulKnowledgeable
✓*Thorough, Efficient and Caring of my Well Being.*
✓The nurse I saw was very good thoughtful and thorough.
✓*He was very good, happy to see him again.*
✓A very professional service by the surgery phlebotomist
✓*Dr. Leader was outstanding. The only problem was the amount of time I took to be seen. I arrived 5 minutes early for my appointment and had to wait about half an hour to be seen.*
✓My experience today with Dr Syngal.
✓*The reception team is proactive and well-organised. The doctor is very patient and kind. The system is user friendly and easy to make appointments.*
✓She was precise, very competent and professional.
✗*Doctor was helpful*
✗The nurse was amazing giving all the information and she should be congratulated for her how knowledge and dedication thank youI wish all the other stuff will be as kind and professional, like the nurse thank you
✗*Efficient and helpful*

Not Recommended

✓The doctor doesn't know what to do or what advise to give.
✓*Excellent service from the receptionists to the doctor, very efficient, caring and knowledgeable. Thankyou so much!*
✓YES!I had disgusting experience to day with one of your doctors.I was asked to remove some of my clothes and than something very unexpected and very nasty happened to me.PLEASE CALL ME!!!as Im still traumatized!!!07340557453.

Passive

✗Appointment was on time.