FFT Monthly Summary: February 2025

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
75	14	2	1	1	1	0	0	0	94	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: 305

Responses: 94

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	75	14	2	1	1	1	**94**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**75**	**14**	**2**	**1**	**1**	**1**	**94**
Total (%)	***80%***	***15%***	***2%***	***1%***	***1%***	***1%***	***100%***

Summary Scores

95% 2% 3%

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:

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

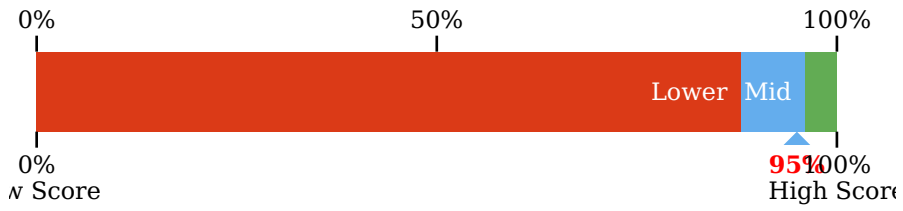
$$\text{Not Recommended (\%)} = \frac{\textit{very poor + poor}}{\textit{very good + good + neither + poor + very poor + don't know}} \times 100$$

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

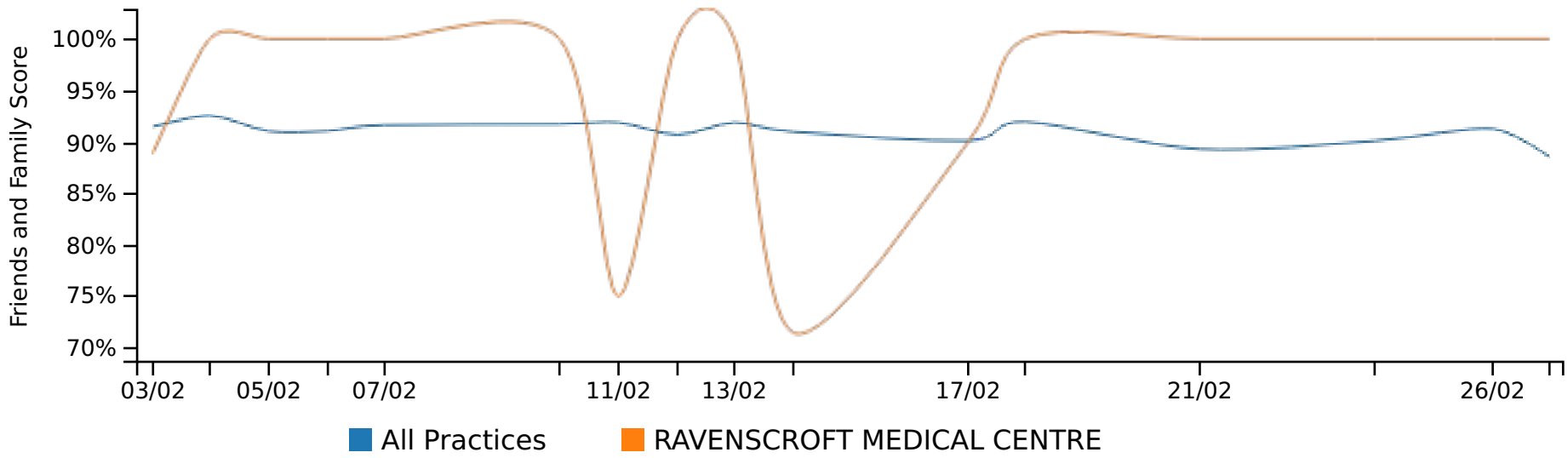


Your Score: **95%**

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%	91%	93%
RAVENSCROFT MEDICAL CENTRE	88%	93%	100%

Gender

All Practices

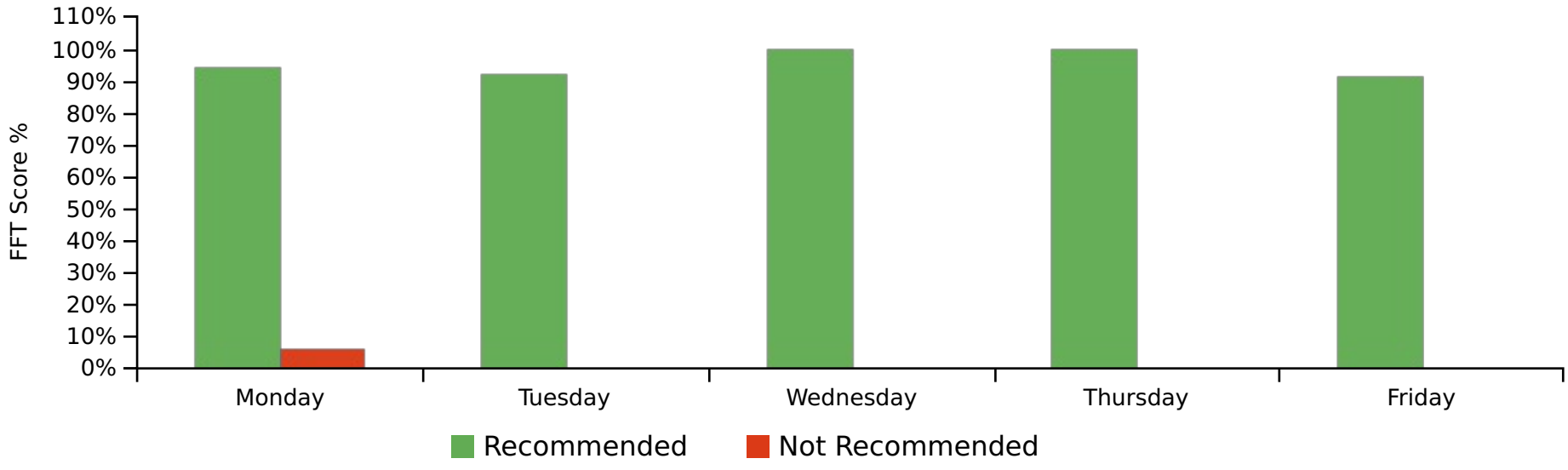
91% **91%**

RAVENSCROFT MEDICAL CENTRE

96% **94%**

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

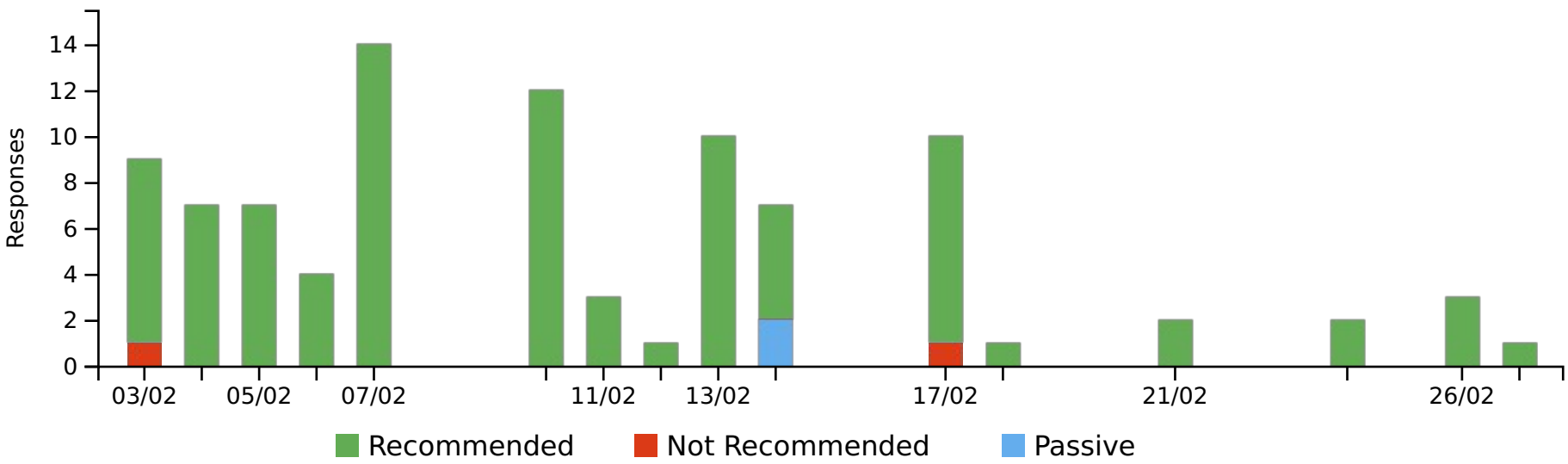
Practice Score: Day of the Week Analysis



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	9
Arrangement of Appointment	7
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

✓a) My appointment with Dr Matur. I came with five issues. All were handled very well within the permissible time frame. b) second appointment was with Ahmed. He was very thorough and handled my medical issues very well. Advised, Prescribed medication and organised BP monitoring. Future appointment also scheduled.
✓*Because it's good !*
✓Excellent service and wonderful nurse
✓*Nurse Patel was very sweet and competent and I was seen very quickly. I did not feel the needle in my upper arm.*
✓Very good
✓*freindly*
✓very very goodnicely toked avery ting ontime good doctor (Dr frankl)poltie Recption
✓*professional*
✓Dr Subel, other Doctors and, of course hardworking reception team are all very pleasant and ready to help.
✓*Hi, My GP is one of the best GP in london because I have registered with different GPs and in different neighborhoods, and none of them are comparable to my current GP. It is the best in every way, such as getting an appointment very early and if we need an emergency, I can see my doctor the same day. And many more.....*
✓The doctor was goodThe receptionist was polite and friendly and efficient
✓*In and out for a painless blood test within minutes*
✓I got the blood test that I needed.
✓*Because the receptionist was very helpful in correcting a mistake that was made in making my initial appointment. Slotted me in before going on holiday, much appreciated.*
✓Always accommodating and pleasant service I'm happy with the service and friendly people working there
✓*Because I am happy with the medical treatment I receive*
✓Because I got helpful guidance from the staff at the counter when booking a few further appointments and my GP was very professional and helped me a lot.
✓*very good service .professional gb .perfect .thanks*
✓Because the doctor attended to me on time and she laten to my complan before given me any medication for my pain
✓*I gave my answer because the Doctors and Nurses at Ravenscroft Medical center are really helpful, polite and friendly. They help patients feel most welcome too.*
✓Because the dr spent a lot of time with me and was very helpful
✓*When I explained my concern I was able to secure an appointment*
✓It exceeded my expectations.
✓*Grace was punctual / professional and extremely kind*
✓First class service and always willing to help
✓*Very good*
✓The system of checking-in is very comfortable, I am also really happy with the service and care provided by Dr M. Holz
✓*Because I get a lot of support from the practice and it's a holistic approach.*
✓It's just I was not waiting too long I've been seen by nurse morning. Thank you.
✓*Easy to get appointment at last minute, not much waiting time, great interaction with GP, ease to get follow up appointments*
✓The nurse did a good job
✓*The practice is always available and helpful. The staff are very friendly.*
✓He was very nice and polite
✓*Nurse was friendly and made me feel comfortable*
✓It's the best and most caring, warm and friendly and professional practise in london
✓*The GP Dr Holz really listens and she does all the necessary investigations. Thank you Dr Holz .*
✓I gave an answer of 2 as the service was good
✓*Nothing went wrong*
✓Smooth
✓*The Doctor I spoke with helped me with my mental health work-related problem. Dr Holz was understanding and supportive. She deserves being acknowles great Do*
✓Doctor was friendly and listened to my worries. I got the support I needed.
✓*I was not given a choice.To see a nurse was only choice*

✓I feel like to express myself which is right to say from one's heart that is true
✓*Good staff*
✓It is the best surgery in the area
✓*Good, friendly, professional, a d patient service from Mr Ahmed Sherman*
✓Good advice and was very understanding
✓*It's one of the best medical centre of London.*
✓Dr Holtz is very understanding and helpful
✓*The GP was informed and confident*
✓Tessa received me on time and did the job painlessly
✓*The Doctor was very caring and nice and very helpful too*
✓1 very good
✓*Excellent staff - my blood test this morning was quick and painless - Tessa is the best phlebotomist I've ever had (better than Royal Free).GP and Receptionists are also very helpful and kind.*
✓The doctor gave me a thorough examination and helped me with my hospital appointments
✓*The staff are always helpful and Dr Holz is incredible*
✓She does listen. And dose action
✓*For the competent Phlebotomist that took my blood.*

Not Recommended

✓Because,The receptionist was busy she made trainin and was unable to ask what I wanted, she didn't greating.Plus, the correct information for the blood test is when I will get the results, the nurse did give short information. My last blood test in October was lost and I did not receive the full test results.
✓*Sorry 1*

Passive

✓Today my GP has tried to chase me out SOFTLY, but clearly that he had no time for me anymore, because he had the other patients waiting. I came with a complaint of chest pain that was of course my priority, but when we finished discussing that I said that I had another complaint and he even without asking what that was said that he had no time for that, but then asked me to show it quickly.
✓*When I suffer from severe pain, they do not prescribe me the right medicine and make fun of me. I am mentally disturbed and they do not take care of me because I have a previous illness and a congenital condition. The scheduling is very bad and they speak to the patient in a bad tone.*