FFT Monthly Summary: February 2026

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
82	10	3	3	0	0	0	0	0	98	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: 274

Responses: 98

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	82	10	3	3	0	0	**98**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**82**	**10**	**3**	**3**	**0**	**0**	**98**
Total (%)	***84%***	***10%***	***3%***	***3%***	***0%***	***0%***	***100%***

Summary Scores

94% 3% 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:

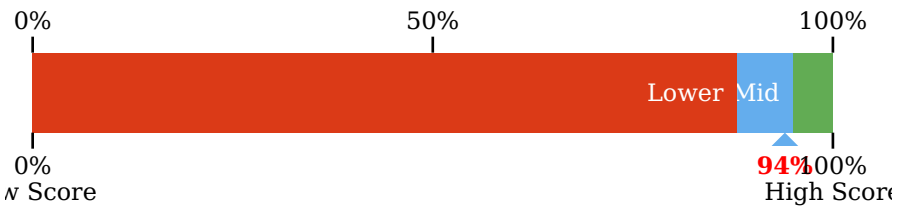
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

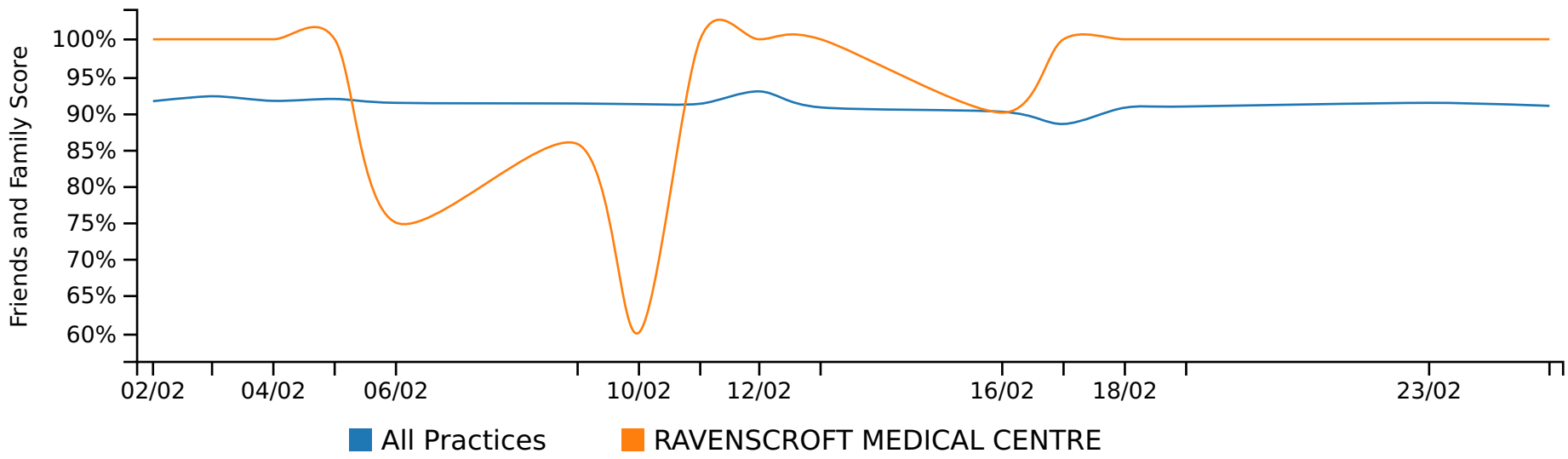
Your Score: **94%**

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	87%	91%	94%
RAVENSCROFT MEDICAL CENTRE	100%	94%	89%

Gender

All Practices

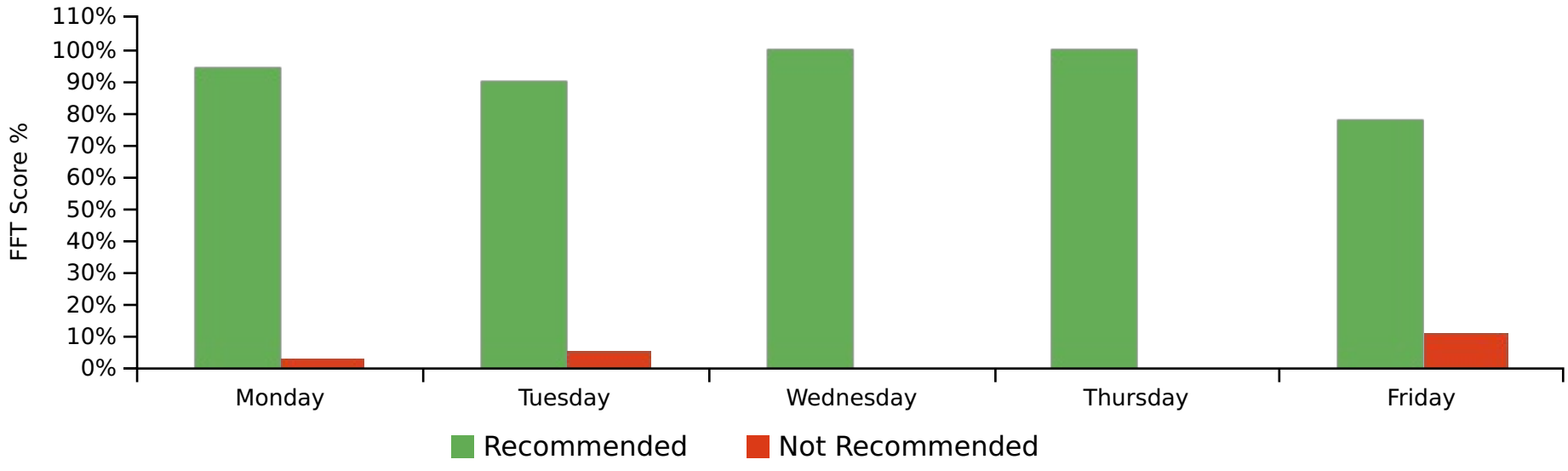
92% **91%**

RAVENSCROFT MEDICAL CENTRE

98% **91%**

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

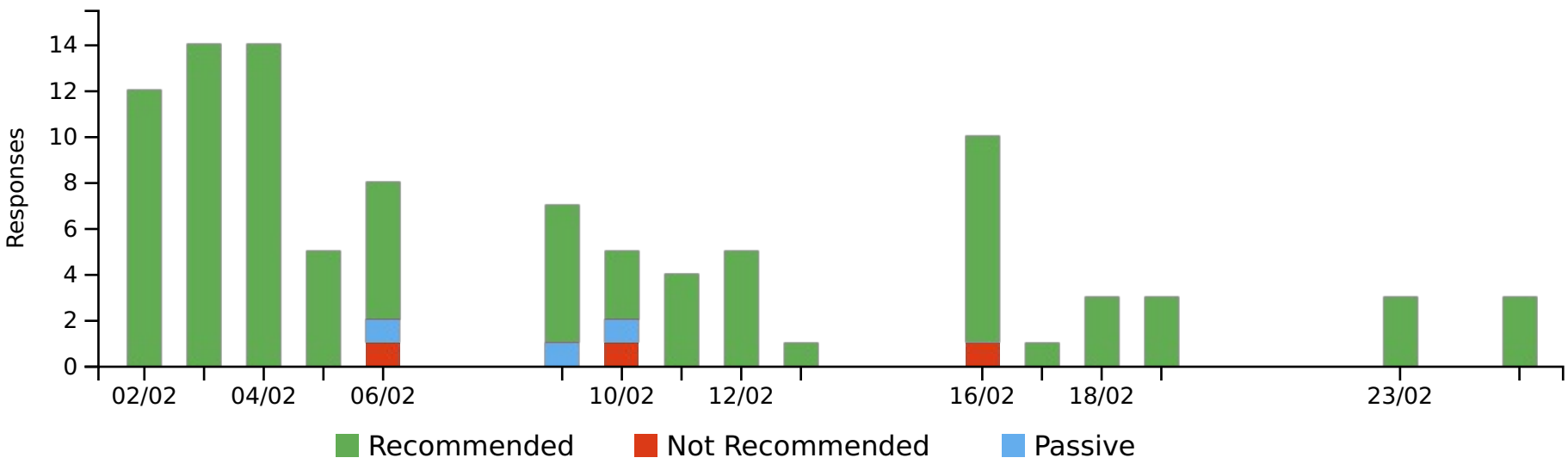
Practice Score: Day of the Week Analysis



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	17
Arrangement of Appointment	10
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

✓absolutely amazing service by the GP! reception staff was also very nice and helpful
✓*Signing in on the touchpad was very straightforward, my appointment started on time. The practitioner was friendly and efficient. Everything went very smoothly.*
✓Fully satisfied, listening to my needs.
✓*The Nurse was professional, kind, and attentive. She listened carefully to my concerns, explained everything clearly, and made me feel comfortable throughout the visit. I really appreciate the excellent care and support.*
✓Seen quickly, everything explained
✓*Basically service as should beSimple efficient Enough time allowed*
✓I've been with Ravenscroft for a number of years and have always liked their customer service. I also get quick appointments. Very good service.
✓*The member of staff who did my blood test was really kind and helpful*
✓Quick appointment and helpful
✓*Good service for vaccines but was 20 minutes late*
✓It's an excellent experience from receptionist to GP .
✓*Service was prompt and professional*
✓Thorough , kind and thoughtful care .
✓*Overall*
✓Excellent services not only from thorough service from the doctors but also from the amazing outstanding reception team... highly appreciated by me as a patient at the surgery
✓*The nurse Patel was so kind and professional.*
✓It was on time and the consultant listened my words and helped me
✓*They are always helpful and responsive. I think it is a fabulous practice.*
✓Very well run service all round, first class
✓*Am happy about service*
✓It was easy to check in at arrival, short waiting time and a very kind and professional nurse. For a five star it would be very appreciated to be able to have the blood test done in the surgery instead at the hospital
✓*I didn't see anything bad, the service was quite ok, the reception everything was good, no delays, they did it on time,*
✓because was urgent appointment and the doctor help us with all the attention and matter of my health problem did a proper check and make me feel much better only with that ! thank you very much to him !
✓*Because people are their very good*
✓Efficient kind and orderly
✓*Friendly staff, quick service, no time waiting*
✓Lovely receptionist same day appointment excellent Dr who listens and the feeling that patients are valued not like another local practice that treats them as an inconvenience. From an appreciative newish patient
✓*Sonia was very patient and positive with me whilst I felt anxious.*
✓Good service
✓*Service was on time and efficient.*
✓I was welcomed at the reception, and the lady explained to me what to do /where to wait, etc. (it was my first time visit to the centre). My GP was very kind and respectful. Overall, it was a great experience.
✓*Doctor is very caring and helpful.*
✓Because he was very helpful in what he was saying
✓*Doctor Lancaster was very helpful ?*
✓Prompt service
✓*calm pleasant demeanour*
✓Miss Hue's service was amazing. She made me feel very comfortable and was accommodating my needs. I value her service very highly.
✓*The staff are very nice*
✓The nurse and receptionist are both very friendly
✓*Professionalism on the part of staff that attend to me*
✓Thorough doctor Frankel and friendly and helpful nurse. Receptionists are very competent but not friendly.
✓*Because the people served them well*
✓I was seen on time and the lady I saw was kind and accommodating to my schedule and answered all my questions

✓ *Being seen without delays...from phone call to nurse who was excellent.*
✓ Prompt appointments given, reminders, patients problems are sought to be resolved, courteous and helpful front desk
✓ *The surgery is OK. Dr's are great. However It is annoying that medical services, like blood tests, cannot be done locally and we need to go to the hospital. The Royal free has no decent parking, and it typically means I cant take the kids to school and need time off work.*
✓ Because of their behavior
✓ *Efficient and friendly*
✓ Outstanding
✓ *The doctor was helpful understanding*
✓ Cause the service was very good!
✓ *Dr. Lancaster showed real care and was very helpful.*
✓ They were efficient to get the appointment They dealt with everything that i neededKindFriendlyEfficient
✓ *Great service*
✓ I had a telephone Consultation this morning and it was spot on time with Dr. Lancaster. My blood test result was discussed and given the right action.Ravenscroft Medical Centre is what I like the way it is managed , and the medical professional or the multidisciplinary are very pro-active and they are putting people first.The receptionist are friendly and organized.
✓ *I'm very happy with the service*
✓ I needed an appointment today only called in the afternoon and was given one.Dr Frankl saw me he was friendly and examined me thoroughly and gave me a prescription with reassurance
✓ *Preemptive checkin with hcaA chance for things not to be missed*
✓ The nurse was amazing with my daughter, the appointment was on time and the service is always good
✓ *The doctors are attentive, and reception is good.*
✓ Tessa from reception is amazing as always, she helped me book the appointment for my son. Dr Leader was wonderful and she gave me a helpful advice.
✓ *Booked in really easily to get my sick baby seen. Didn't have to wait long. Called as soon as appt time. Doctor checked and advised what to do. Thank you*
✗ Good enough as offers the basic that is required
✗ *Very efficient response to patches text - medication review on the day and NHS health check booked without need to call*

Not Recommended

✓ Poor attitude of the receptionist. A little curt and not flexible. Unlike May of the staff who've been there for a significant length of time.
✗ *The nurses and drs are very helpful but I find that the receptionists (with one or two exceptions) are often quite rude, abrupt and talk over you, without allowing the caller to explain why they need help. People in a job such as this should be kinder and more willing to listen.*

Passive

✓ Dr Verona Hue
✓ *For me it was a waste of time*
✓ Very good