FFT Monthly Summary: October 2024

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
78	14	3	0	4	0	0	0	0	99	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: 296

Responses: 99

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	78	14	3	0	4	0	**99**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**78**	**14**	**3**	**0**	**4**	**0**	**99**
Total (%)	***79%***	***14%***	***3%***	***0%***	***4%***	***0%***	***100%***

Summary Scores

93% 4% 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:

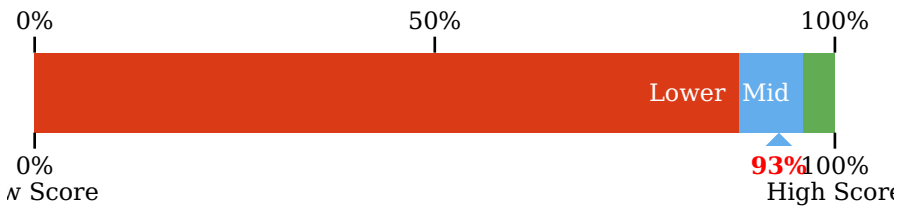
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

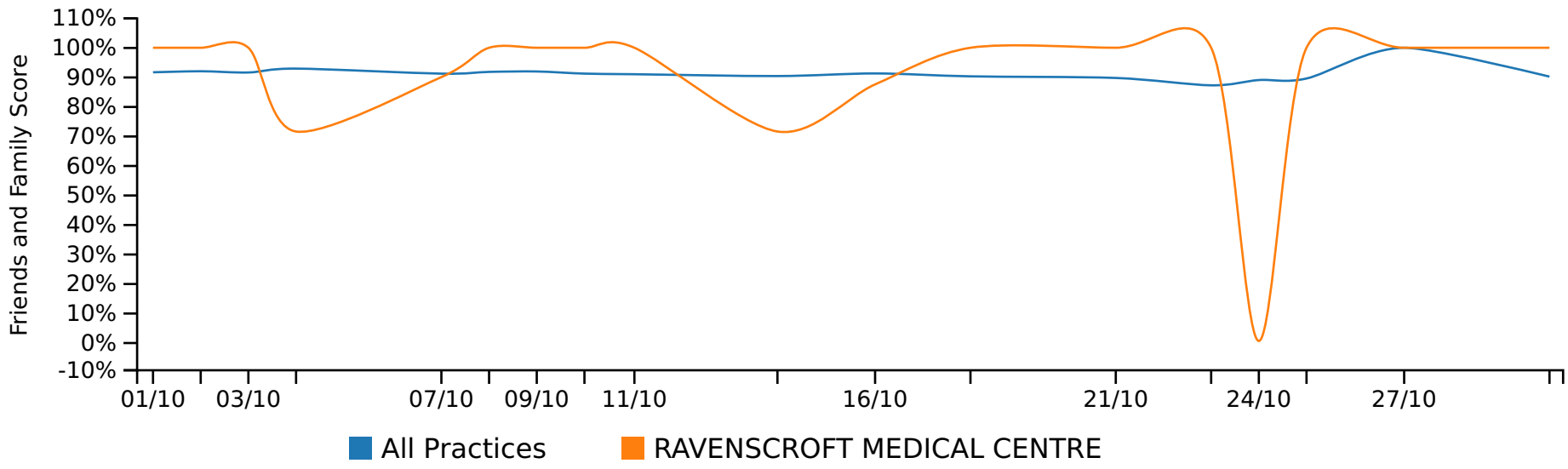
Your Score: **93%**

Percentile Rank: **55TH**



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 55th percentile means your practice scored above 55% of all practices.

Practice Score: 'Recommended' Comparison



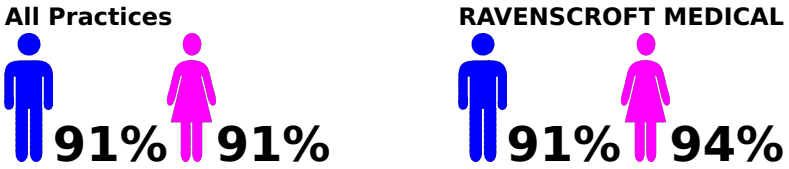
Notes:
1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

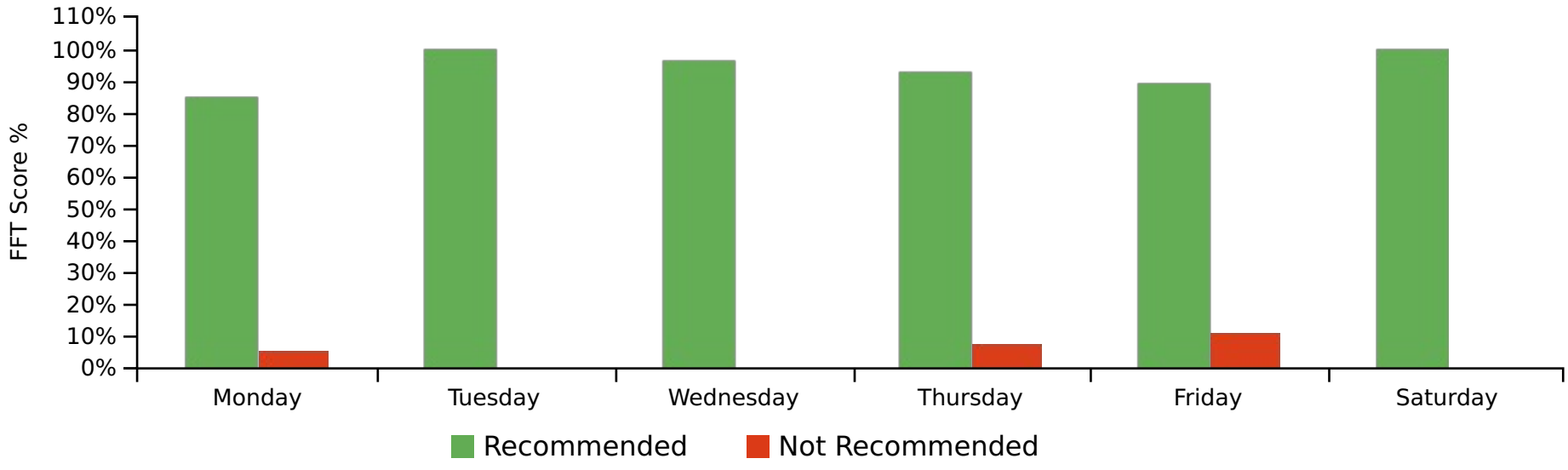
	< 25	25 - 65	65+
All Practices	85%	90%	94%
RAVENSCROFT MEDICAL CENTRE	100%	91%	93%

Gender



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

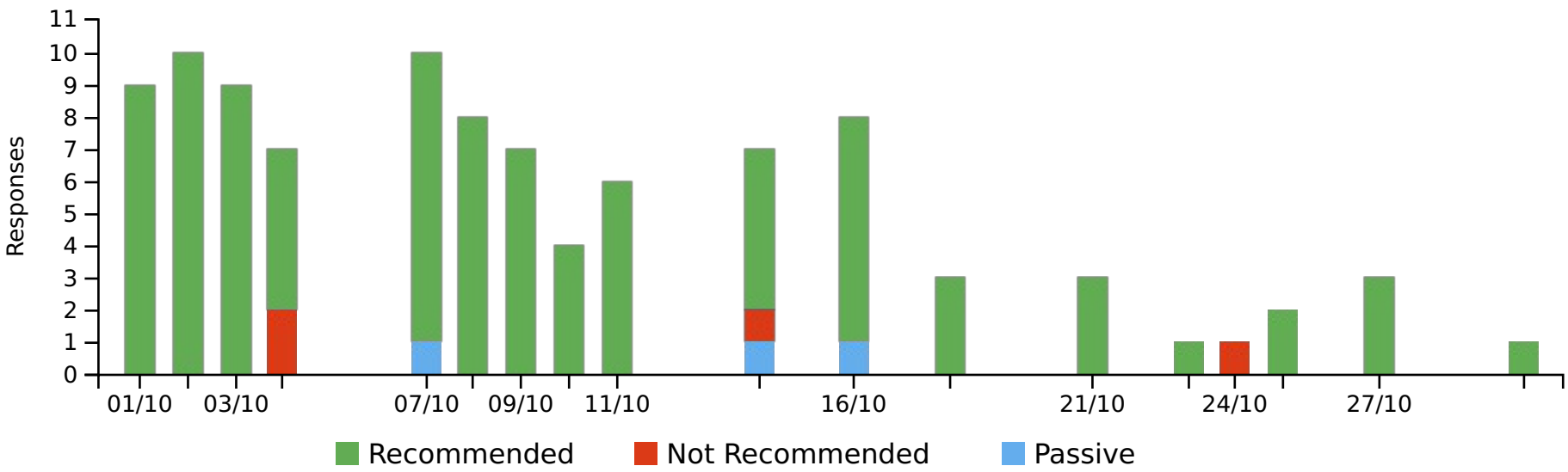
Practice Score: Day of the Week Analysis



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	13
Arrangement of Appointment	9
Reference to Clinician	19

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

✓Friendly helpful staff and doctors
✓*Very responsive , approachable and very helpful*
✓Because I was seen 5 minutes earlier than my appointment time, the doctor was friendly, efficient and humorous.
✓*Because i'm satisfied for my cunsoltation*
✓Because Mrs Subel was very friendly and efficient who thoroughly explained the flu vaccine and possible side effects etc. we have been very happy with Ravenscroft, particularly in the last couple of years.
✓*Polite and proffesional conduct*
✓Professional service
✓*Because I have no complaints about the service I receive*
✓Responsive team and always helpful and friendly.
✓*Very friendly and helpful staff*
✓Dr Frankl is always very helpful and understands my concerns
✓*I got an appointment and was dealt with quickly*
✓Polite staff. SONIA offered good advice.
✓*Good patient care*
✓Because he was so kind and professional.
✓*Helpful people and respect*
✓Reception was courteous, appointment on time, examination was professional.
✓*GP was excellent. Phone appointment worked well..(..although it was initially listed - erroneously- as on site)*
✓The medical centre has been efficient in keeping tab of annual checkups, Covid and flu vaccinations, blood test. When it comes to obtaining test results, one is informed you can see the results in the app. It's okay if you have the technical knowledge. Otherwise you have to ring up, the receptionist has to request authorisation from doctor, then you have to go to the centre to pick it up. In the past, when requested, the receptionist would email the results to me. Now they are not allowed to.
✓*Dr Frankl is very patient and professional.*
✓In person feedback is better and honest. This is not the way in my view to receive real honest one. It is devised to box-tick purpose. Thanks
✓*Because Ms Jiwan was very pleasant and relaxed .*
✓All the people there are very kind and helpful
✓*Good service*
✓The nurse was very polite.She carried out all the procedures with good intentions and was very helpful to my father. Also checked the medication and updated notes for the pharmacist.
✓*We waited for our appointment for 30 minutes*
✓I was seen on time, vaccination was painless, courteous and friendly
✓*Because i have appointment today it goes Quickly*
✓Took her time. Very patient with me. Pleasant lady nurse
✓*The Pharmacist did very well his job.*
✓I get treated very well and I have always been able to get a face to face meeting. Very nice doctors and reception ladies.
✓*Puja the Lady that administered the influenza And pneumonia vaccines What's positive,Happy and reassuring , very helpful.Receptionist also helped me Pertaining to a recent blood test*
✓This is the best surgery in London. Attentive and very caring staff, nurses and doctors, who are good at what they do.
✓*The service was quick and efficient The nurse was friendly and thoughtful*
✓Reception staff always helpful. Only downside is that there are several new Dr's and while we are very fortunate in getting same day appointment if needed, often won't have seen this Dr before. As elderly patients it is good to have such a helpful, supportive local gp practice
✓*All the staff were so kind patient and helpful. Nothing is too much for all the staff*
✓I did have to wait long and the doctor was very good.
✓*Very good*
✓The appointment was on time , and the nurse incredibly informative, helpful and supportive
✓*Outstanding service*
✓Friendly & helpful staff
✓*Dr was very informative and helpful. Explained everything and felt like we were listened to and our care was important.*
✓I used the patch system today for the first time and it worked well. Separately, I'm having trouble with a repeat prescription for a separate issue

✓ *Straightforward process.*
✓ They understood my concern and went out of their way to fit me inAppointment was on timeAll staff friendly and professional
✓ *Able to fix a long standing problem and no issue with booking periodic appointments for said problem.*
✓ Amazing service
✓ *Because everyone was very helpful and polite*
✓ On time and very helpful.
✓ *Nurse was very friendly*
✓ me sonia patel was listening and understanding. she was very easy to talk to.
✓ *I got my vaccination on time and other bookings were made to my convenience.*

Not Recommended

✓ I was supposed to see my usual doctor last week and got canceled last minute due to sickness. It was extremely short notice (less than 45 minutes) and I was already on the way. Rearranged to this afternoon and got canceled again last Friday. A locum GP saw me today and he was not helpful at all as he knows nothing about my condition. Whatever questions I asked he just asked me to ask the endocrine team at the hospital. I am truly disappointed to come all the way here from work and the consultation was less than 5 minutes.
✓ *Accidentally send 5 assuming its the highest score. My service was perfect so please consider 1*
✓ Yes you should realise yourself how the service been change for the last year the rest you will know very well yourself thank you
✓ *The new receptionists are incredibly rude and are not fit for a role that requires empathy. If you're unwell, you don't need people who think they are above you. There are manners in which things can be communicated and they lack basic empathy and patient care. I would like to leave the surgery because of this service. I prefer when Tessa or Anne Marie, Ita, Manisha and Rosie are working there. I know I'm not alone when I say this as there are quite a few patients who would agree with this poor service and try to avoid setting foot at Ravenscroft given how uncomfortable they are being made to feel.*

Passive

✓ Always helped whenever I attend or by phone - keep up the good work!
✓ *I have undergone major surgery (privately) and was requesting a sick note - that was given to me. I gave a chronological account of what I went through in terms of procedures and complications. I would have hoped for some personal touch to the phone call. Enquiring how I am doing. Given info of the kind of follow up and support available to me if any...*