FFT Monthly Summary: January 2026

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
74	17	3	1	0	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: 345

Responses: 95

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	74	17	3	1	0	0	**95**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**74**	**17**	**3**	**1**	**0**	**0**	**95**
Total (%)	***78%***	***18%***	***3%***	***1%***	***0%***	***0%***	***100%***

Summary Scores

96% 1% 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:

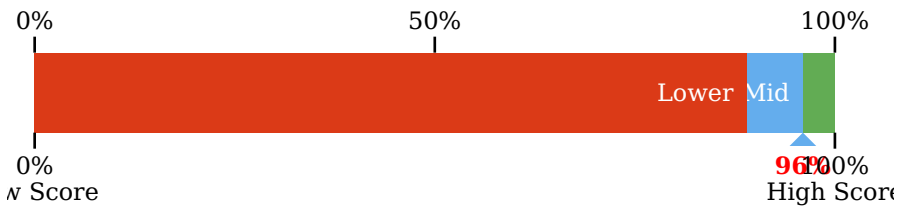
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

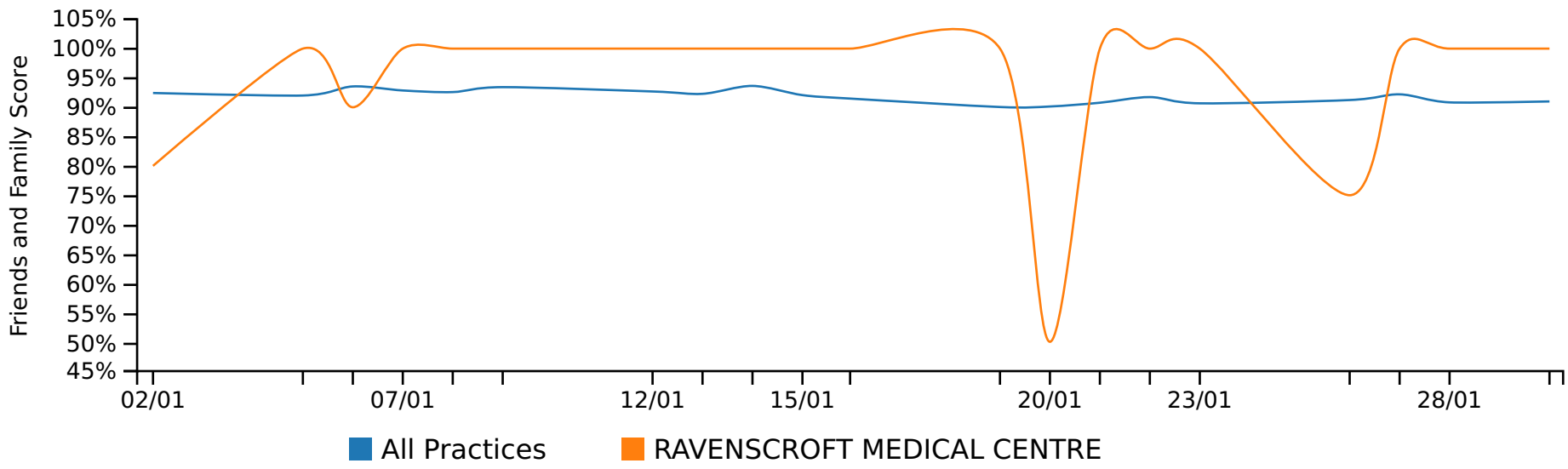
Your Score: **96%**

Percentile Rank: **80TH**



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 80th percentile means your practice scored above 80% 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	88%	91%	94%
RAVENSCROFT MEDICAL CENTRE	100%	93%	100%

Gender

All Practices

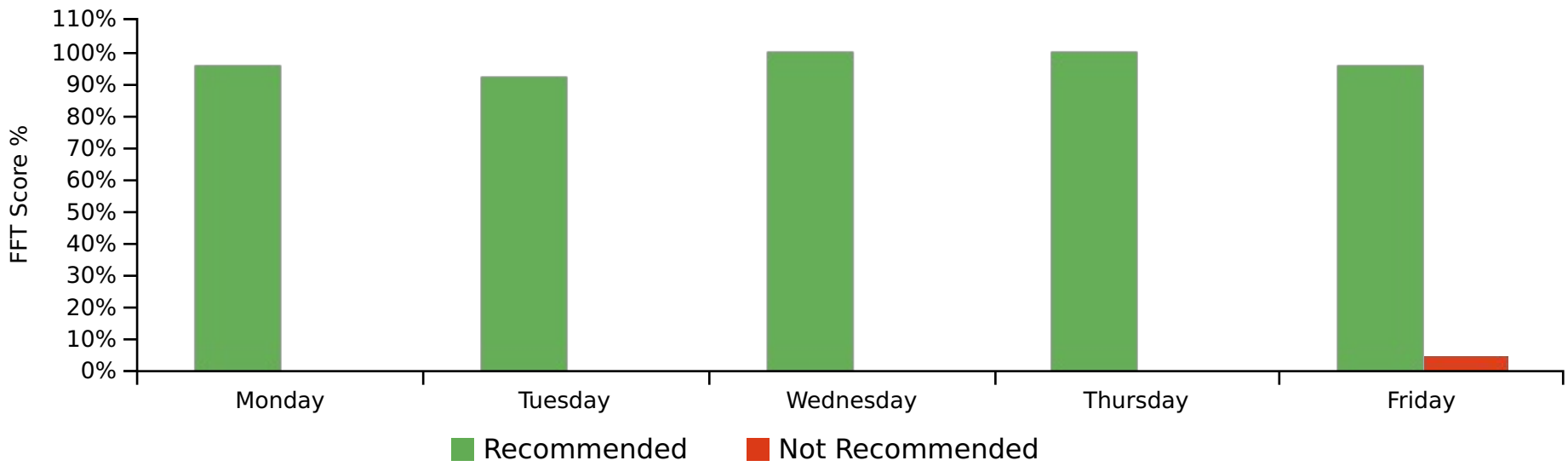
93% **92%**

RAVENSCROFT MEDICAL CENTRE

100% **93%**

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

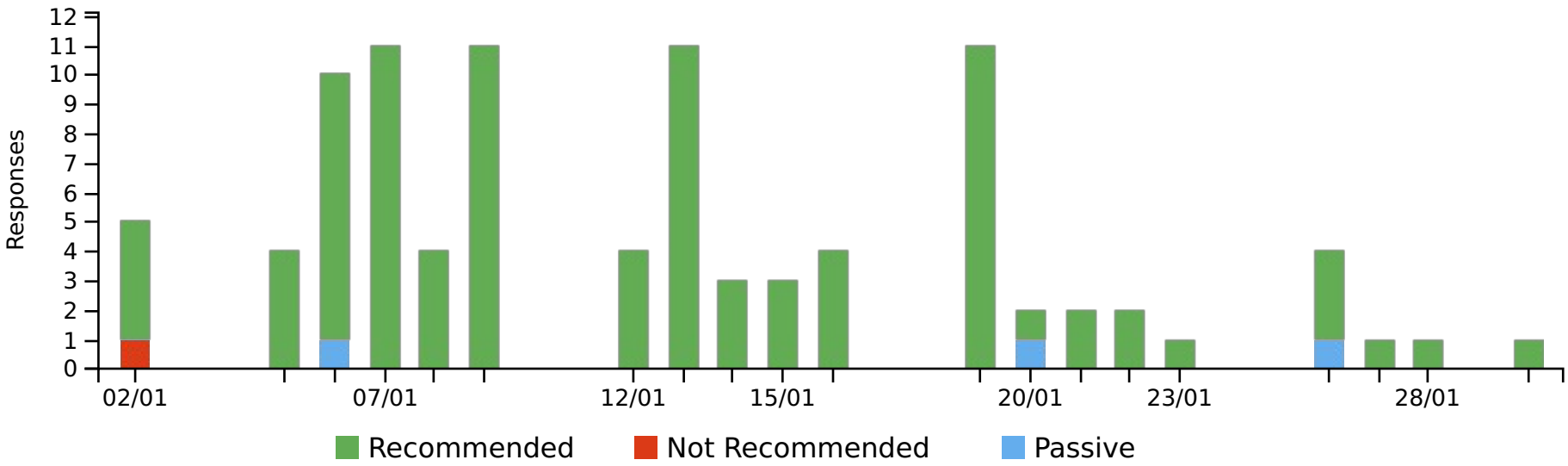
Practice Score: Day of the Week Analysis



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	12
Arrangement of Appointment	8
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

✓Dr Holtz was excellent. Friendly & very efficient.
✓*Doctor was excellent Waiting time was long*
✓Dr is very helpful and he is good
✓*Vera was very polite patient caring and professional*
✓Prompt, efficient, professional and pleasant.
✓*Polite and timid service*
✓Was on time.Helpful and service offerred to me.
✓*Yes the doctor phoned me on time explaining my problem in details hope his advice will be successful*
✓The appointment was on time, the doctor was kind, personable, dealt with the appointment efficiently and made further suggestions
✓*Dr Subel - fantastic duty of care fulfilment. Auxiliary staff polite, caring and efficient.*
✓Dr was nice. Gave good advice. Friendly.
✓*I gave you the answer that GP Melissa Holz does her job very well, and they are very committed to the patient's health*
✓the clinician Grace was very caring and helpful
✓*Doctor Holtz is the wonderful doctor, great in hers work*
✓I am very pleased with the service I receive
✓*Had a call with a Dr Lancaster this morning and he was courteous, informative and patient*
✓This doctor can help me diagnose my physical ailments and the causes of my pain, and can also help me solve problems when I encounter them. I am very grateful.
✓*Got appointment in the morning as I called. Wait time was 15 mins. The practise nurse was very good and understood the problem and sent medicine referral to the pharmacy for me to collect. Prescription price is expensive for one medicine*
✓There was a quick response from your Reception staff to arrange a quick call back from one of your doctors. This was much appreciated.
✓*Dr holz was both helpfull and considerate*
✓Because I been treated very good.
✓*First of all, the receptionist is always nice and helpful. Dr Leader is amazing. Thank you.*
✓Very accomodating and helpful
✓*I was able to do what I needed relatively easily*
✓That was my experience with past appointments
✓*Prompt and expert attention*
✓Easy check in, professional nurse, quick and east
✓*I dont want to travel to a hospital for a blood test*
✓Quick and highly efficient service
✓*Session started on time, nurse was friendly and explained everything clearly, clinic is clean, easy to check in*
✓They displayed qualities such as kindness, effective communication, professionalism and efficiency, making you to feel listened to well - cared for.
✓*Caring professional friendly.*
✓Good professional caring and empathetic service from Dr Holtz
✓*Very nice doctor, knowledgable and friendly.*
✓Because the staff are friendly and they go the extra mile for the patients. I have received excellent care over the last 10 years.
✓*Ravenscroft Medical Centre has consistently provided an excellent standard of care. The reception team are welcoming, patient, and genuinely helpful, even during busy periods. Appointments are wellorganised, and Ive always felt listened to rather than rushed.The doctors and nurses take the time to explain things clearly and show real compassion. They follow up when needed, offer practical advice, and make you feel supported throughout the process. Its clear that the whole team works hard to deliver a reliable and friendly service to the community.*
✓I was able to talk to him about my problem easy
✓*Miss Veronica Hue was fantastic, so so helpful and informative.*
✓On a telephone appointment the G P carefully explained the details of what I need to know as a carer , and answered all .my questions.
✓*Service was very good ,phone call was prompt and highlighted what I need to look at health wise*
✓Such a nice doctor and short wait time)
✓*Everything is fine and routine*
✓Dr Subel extremely kind and understanding
✓*Dr Holz always listen to me and shows concern for my health. She is always trying to find a solution to my problems and get me feeling as best as I can.*

✓Dr. was efficient and nice. Thank you :)
✓*Dr Holz has been super helpful! I really liked her approach and understanding*
✓Dr Frankel and the nice ladies from reception where very supportive and very nice with me
✓*I seen at the appointment time. And the staff there are always bright ,friendly and helpful*
✓Prompt appointment and good attention and care.
✓*Helpful, informative, professional*
✓Dr Leader was very helpful when discussing my mental health.
✓*I feel service is good Staff and Drs are very helpful and understanding*
✓I was satisfied with my GP practice.
✓*Almost zero waiting time but most of all the nurse is so so welcoming and pleasant with a wonderful manner .The staff are always very accommodating and helpful*
✓Because my doctor was informative and gave me time to discuss my treatment
✓*My query dealt with efficiently by Ravenscroft Med. Centre.Thanks*
✓The practice is well run and managed with helpful staff and good medical staff.
✓*The score reflects my overall experience. The reception team are always helpful and informative. Appointments run on mostly on time, and the nurses consistently explain everything clearly and professionally. The pharmacists are equally professional and helpful.*
✓I was seen on time The dr was very good and attentive and checked every detail !
✓*It was 25 min delayed, but service was good*
✓I love the Doctors and nurses in Ravenscroft! They are the best!!
✓*Very helpful receptionist. Medical service top notch*
✓Excellent
✗*Focus on route causes and not only symptoms*

Not Recommended

Passive

✓the stuff are lovely
✗*Not the most welcoming experience, and I was left to do everything on my own, but I was seen on time and the nurse was pleasant enough. Got the feeling I was expected to weight myself in the morning, but I had been given no instruction to do so.*