FFT Monthly Summary: July 2025

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
73	17	5	1	0	1	0	0	0	97	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: 319

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	73	17	5	1	0	1	**97**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**73**	**17**	**5**	**1**	**0**	**1**	**97**
Total (%)	***75%***	***18%***	***5%***	***1%***	***0%***	***1%***	***100%***

Summary Scores

93% 1% 6%

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:

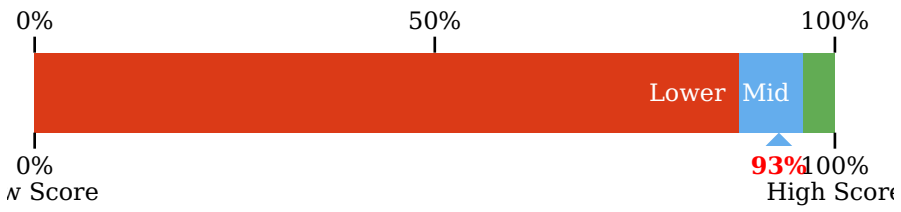
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

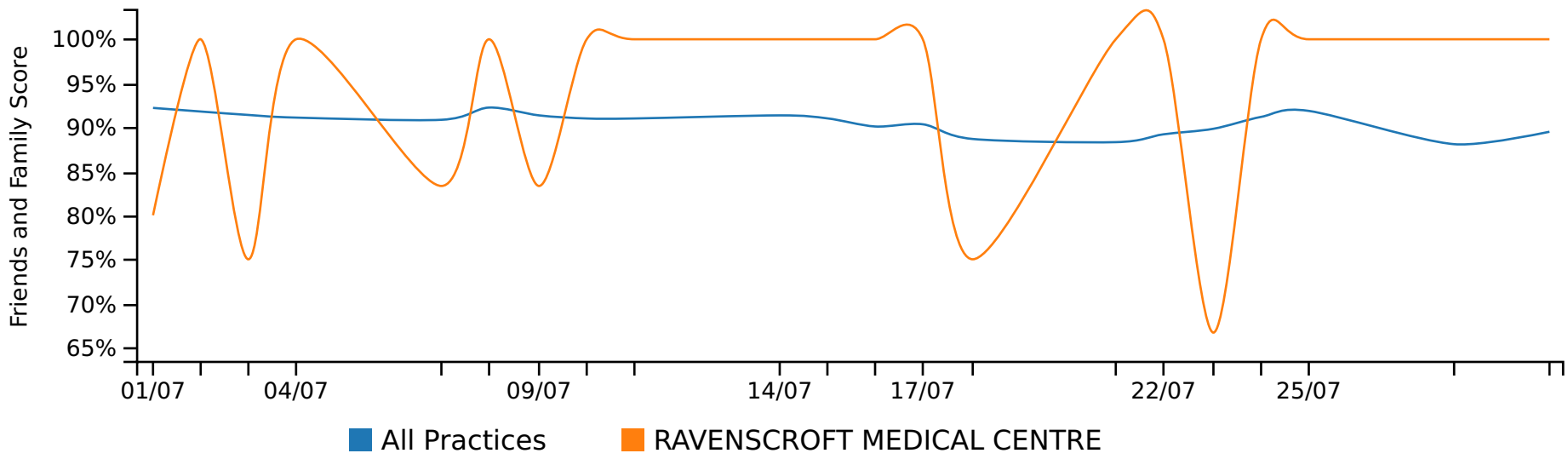
Your Score: **93%**

Percentile Rank: **60TH**



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 60th percentile means your practice scored above 60% 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	86%	90%	93%
RAVENSCROFT MEDICAL CENTRE	100%	92%	93%

Gender

All Practices

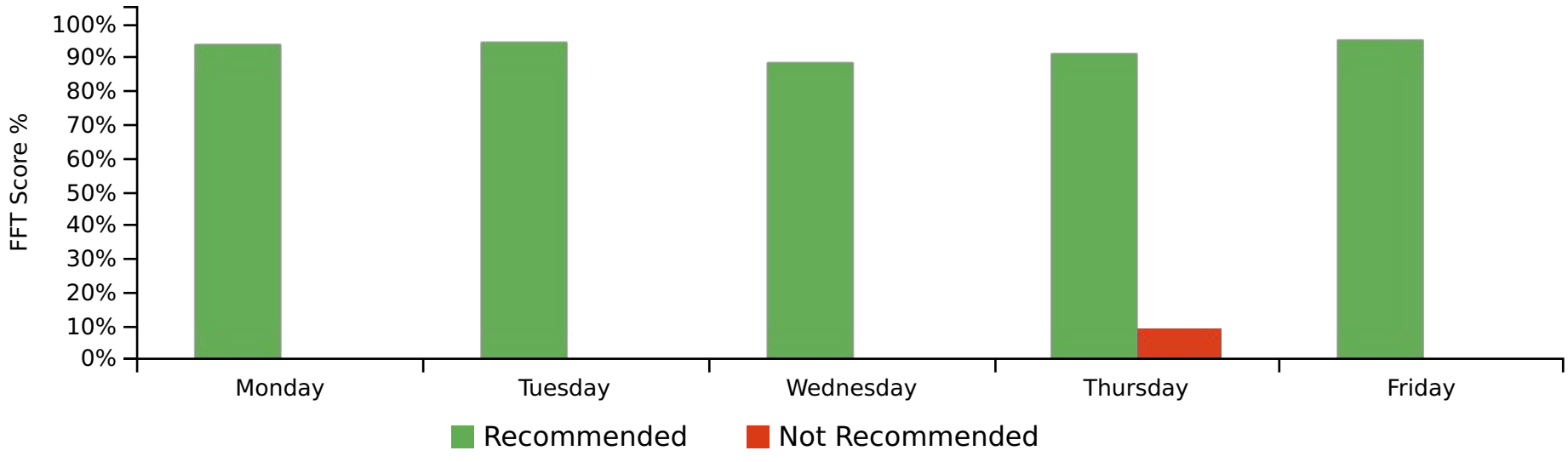
91% **91%**

RAVENSCROFT MEDICAL CENTRE

96% **90%**

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

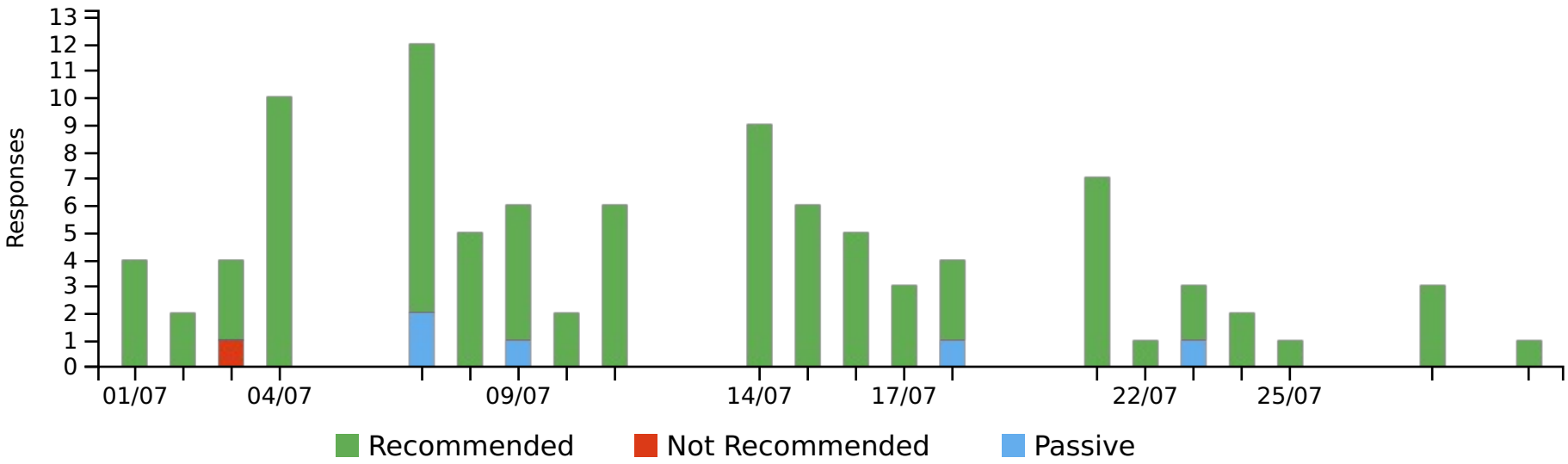
Practice Score: Day of the Week Analysis



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	19
Arrangement of Appointment	10
Reference to Clinician	30

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

✓Because Dr. Carolyn porter was very kind and gentle and understood me completely.
✓*Simple if anything that is & appropriated deserves a answer*
✓The nurse Grace has grace. She matches up to her name. A good listener taking time to consider options extremely kind and gave the right help that I needed. Thank you.
✓*I gave my answer because Im very happy with my doctor. She is ays kind, caring, and takes the time to really listen. I feel comtable and well looked after during every visit. I truly appreciaher dedication and compassio*
✓I was given results but there was not courtesy to explore root cause. One idea was presented as fact and we went with that. Due to that, only medication was offered. The holistic approach is missing a little bit. Otherwise, I felt compassion and reassurance though
✓*Prompt and very efficient*
✓Because the booking, parking , reception staff, waiting time and the GP consultation were all very good.
✓*The staff were approachable and a good service. Thank you*
✓Today went to do my regular blood test, the person who I dealt with was lovely
✓*Great help from pharmacist*
✓The doctor was very helpful
✓*Efficient quick and polite*
✓It was a full appointment to cover what I needed to discuss
✓*The service is fast, the staff nurses and doctors are kind and attentive. It's easy to ask for help.*
✓I love Tessa always pleasant and helpful
✓*The receptionist tessa answered in a friendly manner and I got to be seen very quick and on time. And the doctor diagnosed the problem quickly and came up with resolution this was very reassuring to me. I was later contacted to follow up appointment. I felt totally lifted after this experience*
✓It's easy to book an appointment and the staff is nice. Doctors as well are always helpful
✓*Friendly reception, all points covered in unrushed consultation*
✓Was pleased with the results
✓*I was relieved to explain it*
✓All the staff are very helpful they go out of their way to assist me and my mother who is 91 and has dementia. The doctors and nurses are amazing. So far I've not had too much trouble with getting appointments. I needed to see a Doctor urgently few months ago and I was seen the same day.
✓*Monisa was very good with me and the Doctors are so wonderful. They look after me well.*
✓I got an appointment with the practice pharmacist for the same day. He called in time slot given, was helpful and got everything covered I needed. A very pleasant experience.
✓*Fixed my long term skin issue. Dealt with blood test & flu jab quickly.*
✓The nurse was quick, efficient and clear
✓*The doctor was very pleasant, helpful reassuring to my 94 yr old friend answering any questions or concerns my friend or I had.*
✓Very helpful and considerate
✓*Dr Holtz is patient Listens and then advises and helps her patients.This means a tremendous amount especially to pensioners.We appreciate her .*
✓Always very fast, efficient, professional team at Ravenscroft medical center. All the staff from the reception to doctors without exception . Friendly, supportive and understanding. Thank you so much for all your hard work. I absolutely appreciate it.
✓*Dr Subil is an excellent doctor. And, overall the practice is well run and efficient.*
✓Doctor was so good
✓*Very helpful reception staff, and though I had missed my appointment, the nurse did her best to fit me in*
✓On time, warm and friendly doctor, great solutions, understanding of my daughters neurodivergence, through and reassuring. Reception staff are a bit unfriendly and unhelpful though
✓*It was quick and good service*
✓Friendly efficient helpful kind
✓*Respectful staff and professional specialists*
✓Mostly happy
✓*My Patchs requests have always been fulfilled as requested, and the doctors and receptionist staff have been very helpful and prudent with all the help and referrals I've needed. Thank you*
✓Quick to answer the phone and arrange an appointment as soon as possible quick turn around. Helpful staff. Slight delay to start time. Nurse had Friendly warm manner Thank you
✓*It was actually very good but I didn't give it a 1 being cautious that it was a fluke having previously had poor experiences . The Dr was great, as usual, and*

the ladies in Reception were efficient and polite unlike my previous experience.
✓They are very attentive and try ti be as helpful as possible
✓*Firstly, your receptionist was wonderful in slotting me in this morning to see Dr. Holz ((I think her name was Lisa). Also Dr. Holz is anazing - she has great empathy, understands the problems and is a very good clinician. She was so very kind in fitting me in for a follow up appointment, and for arranging an immediate blood test with Sonia, who was also very good.*
✓Dr Subel was very helpful, he listen to me and provided medical advice needed.
✓*Quick response and follow up*
✓Dr Holz and all the doctors at Ravenscroft are brilliant we are lucky to have them all
✓*Care, sympathy & expertise. All my questions answered.*
✓Seen on time. Bloods were taken quicker than ever and I was back in the car minutes later!
✓*Very polite and helpful Receptionist lessening to you and they do their best to help plus when I call for emergency definitely they find a space for me to see a doctor*
✓Because the information provided answered my questions
✓*Doctor excellent - waiting too long*
✓Dr Souble has vast experience.
✓*Because my experience was very helpful*
✓Very responsive, quick appointment. So helpful
✓*Sorry mistake*
✓The staff and Doctors are in general very good and helpful
✓*Because the receptionist was very kind and the Doctor was very attentive and helpful.*
✓I am a new patient at this surgery. My Asthma Review was very thorough. I was weighed, my blood pressure & oxygen levels were checked along with my lung @lung

Not Recommended

Passive

✓Because she didn't listen and seemed more anxious to tell me she was about to go on holiday
✓*Apart from appointment, which I would rate as very good, I didn't have any interaction with any other staff so don't feel I can comment one way or the other*