FFT Monthly Summary: July 2026

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
71	12	4	0	4	1	0	0	0	92	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: 335

Responses: 92

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	71	12	4	0	4	1	**92**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**71**	**12**	**4**	**0**	**4**	**1**	**92**
Total (%)	***77%***	***13%***	***4%***	***0%***	***4%***	***1%***	***100%***

Summary Scores

90% 4% 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:

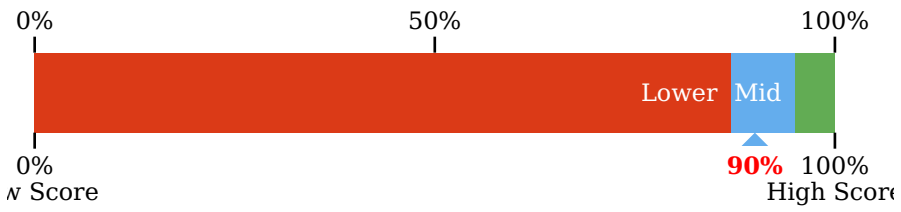
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

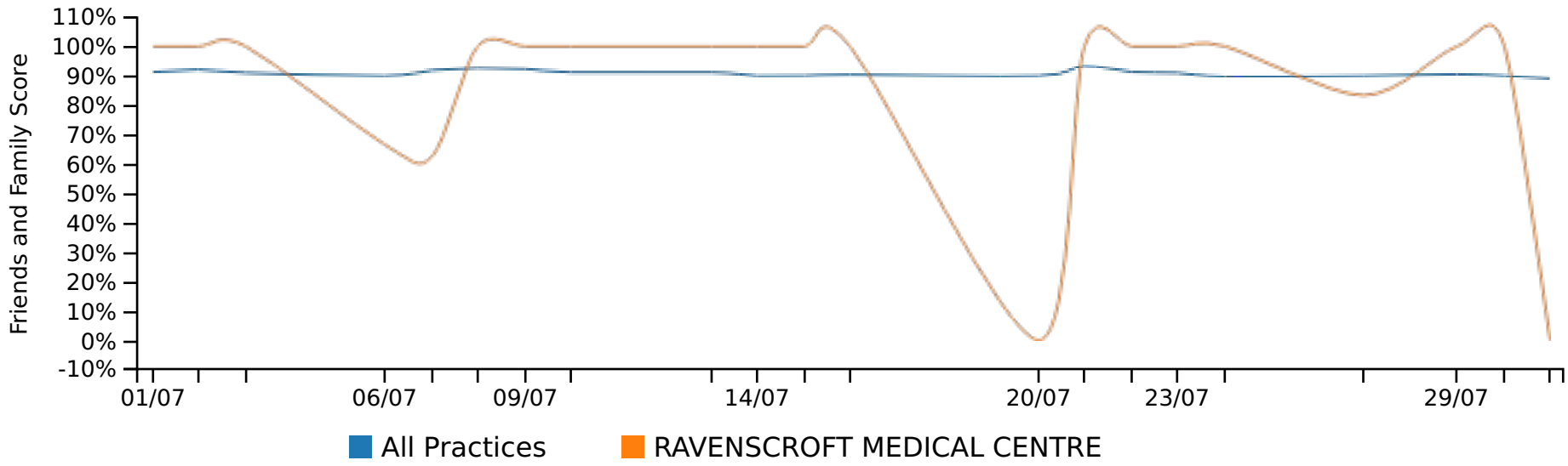
Your Score: **90%**

Percentile Rank: **45TH**



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 45th percentile means your practice scored above 45% 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.

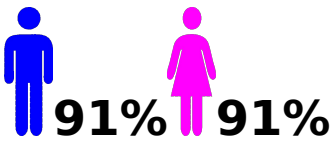
Practice Score: 'Recommended' Demographic Analysis

Age

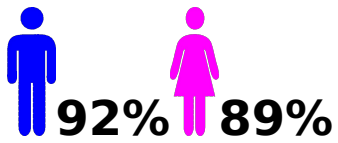
	< 25	25 - 65	65+
All Practices	85%	90%	94%
RAVENSCROFT MEDICAL CENTRE	100%	89%	91%

Gender

All Practices

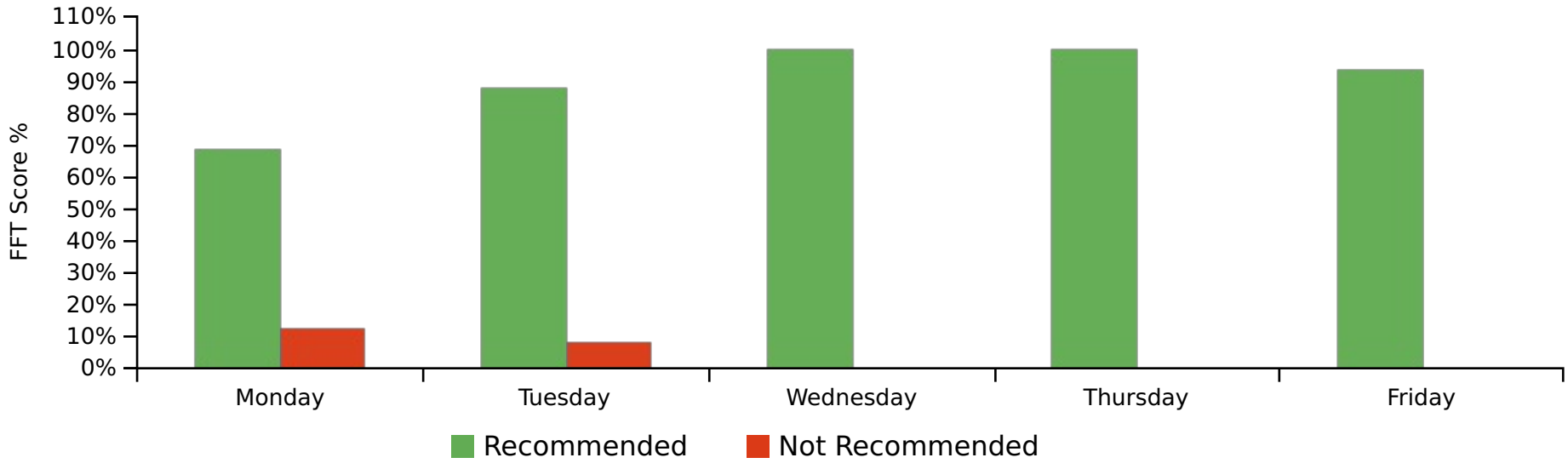


RAVENSCROFT MEDICAL CENTRE



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

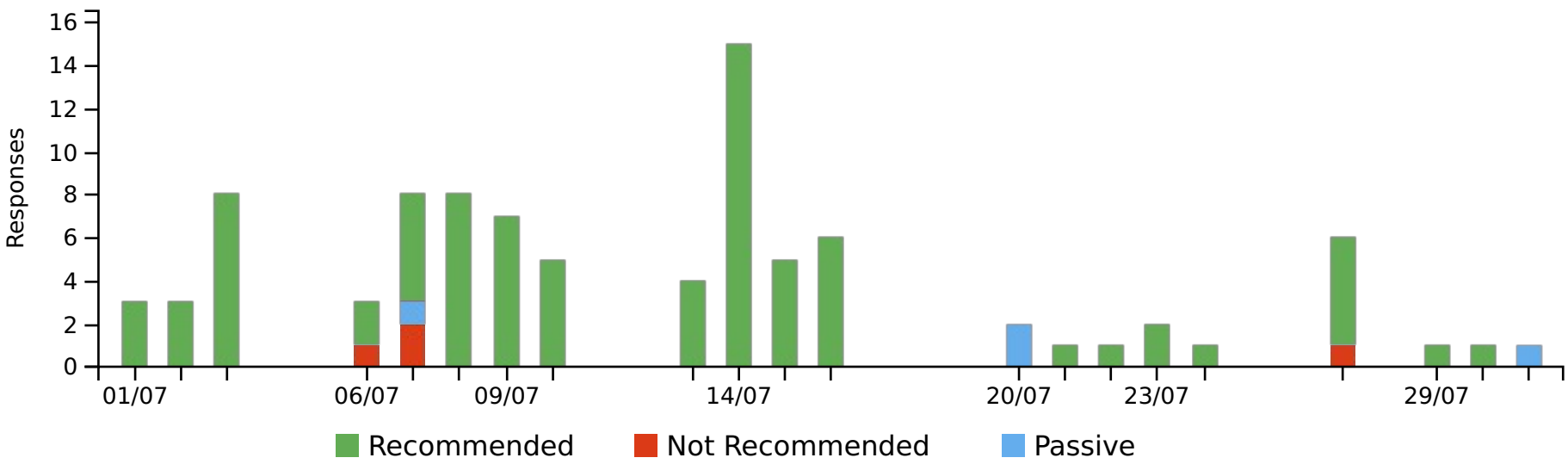
Practice Score: Day of the Week Analysis



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	16
Arrangement of Appointment	9
Reference to Clinician	28

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

✓The nurse was very nice and friendly
✓*Staff are very nice and polite and Dr Patel is wonderful, she explained everything ,she's very helpful, bless her.*
✓Very good 2 thanks
✓*Friendly helpful nurse and saw me on time*
✓Maya (pharmacist) was very knowledgeable, informative and kind regarding my query. She has referred me to one of your doctors. ?
✓*Was easy to book online. Nurse was very kind*
✓I am satisfied and the stuff are friendly
✓*In booking apptment its very easy , medical staff who attend to the apptment are very nice and friendly,makes you comfortable being look after*
✓All was done according procedures and in good timing
✓*Car park on site. Friendly and patient nurse. Seen relatively promptly*
✓Very nice friendly clinicians, clean practice, easy to navigate
✓*Because your waiting time is great, and the service is perfect and professional.*
✓The office team was helpfull and dr Lancaster was very good too
✓*Wonderful human contact*
✓Same day appointment with GP I asked for. Excellent reception team
✓*They are very professional*
✓Efficiency and friendly
✓*Nurse Verona was exceptionally professional courteous patient and informative a very kind person who made me feel very comfortable and relaxed and reassured also very efficient in all interactions and at resolving any challenges*
✓Efficiency, professionalism, caring
✓*Wonderful interaction with the medical practitioner that I met with! She's a wonderful person.*
✓Ever since we got to the practice, the staff have been responsive and caring. We are looking after my father, who has dementia and multiple medicational needs, and it always seems people are available on the telephone and at reception to help us. In this case, my dad had had an accident before he came, so we were five minutes late, and although we couldn't book in on the digital screen, we were quickly ushered into the nurse's office where his blood test was taken swiftly. The staff always seem to have a pleasant demeanour, and we appreciate the care we are being given by this practice.
✓*Because the nurse took her time and was very professional. No rush and good advice*
✓I was called within the scheduled time slot, the purpose of the call was described clearly and the information provided to me was comprehensible and concise.
✓*The people are very helpful from reception to the doctor.Could not ask for better service*
✓Caring concerned and responsive staff
✓*Polite professional nice*
✓Friendly professional staff
✓*The pharmacist was very nice, polite, and your hard job*
✓The clinic is very clean and well-maintained. I also didn't have to wait longI was called in after just 12 minutes.The staff member who assisted me, Veronica (if I remember her name correctly), was
✓*When confirming the appointment on the phones I was given an incorrect date so when I arrived there was no appointment but agreed a new one for the next day*
✓I wasn't at the surgery for long time first time with Dr Lancaster which he listened
✓*In March was so easy to book a blood test just through receptionist. Now it was complicated. Receptionist said she can't do it, asked me to pick the form first, then said nurse will call me and when nurse called she stated she needs to ask manager... 3 persons involved in a simple blood test to check my sugar level.*
✓Very good dr. Frankly
✓*An excellent experience. Dr. Holz is kind, thorough, and knowledgeable and listened carefully to my concerns following my recent health check. As a result my medication for blood pressure was altered and will be monitored following the change.*
✓I have no complaints.
✓*I needed help, got an appointment quickly and the Dr was compassionate, kind and caring and was able to help*
✓I called to book an appointment on the day and was able to see my GP that afternoon, was seen on time
✓*Regarding the text sent today at 14.48*
✓I have always been treated with respect....
✓*Dr. Lancaster very caring doctor..shame he's going away until September 7*

✓Because the doctor listened to what I said and reacted to helping me .
✓*Very efficiemt and kind receptionists and gp*
✓All the staff were very helpful, friendly and professional Thank you so much
✓*Lovely practioner. Punctual, efficient, kind and informative*
✓Grace was lovely and very sympathetic with my problems and gave me a solution
✓*Good, prompt service*
✓The Doctor was very helpful and kind
✓*The staff were friendly and helpful*
✓Very quick and efficient and I was seen early!
✓*The staff at Ravenscroft are all excellent*
✗Received an appointment quickly (on the day I called), GP aware of the issue, carried out follow up tests and provided reassurance, very professional throughout.
✗*Dr Subel was helpful and reassuring while discussing a potentially very scary medical diagnosis and reception were helpful in booking follow up appointments.*

Not Recommended

✓Sorry, I meant 1, very good, not 5
✓*I got 2 appts easily, nexto each other. Dr Lancaster dealt with us both very kindly and was most helpful*
✓I needed an appointment for my 92 year old mother to see the nurse, I got the appointment the same day. The staff are very friendly and nurse Grace who treated my mum is amazing she's very professional but always understanding and caring my mum has dementia but remembers Grace because she likes her so much.
✓*Because of the Dr, she askes me to give what kind of medicine ront care what is my problem or doesnt understand, and the GP reception in last few month either offers me paramedics or nurses and when gives a Dr appointment doesn't give with my regular Drs, I'm with this GP for 20 years, but the service diclines, i prefer to suffer and having pain instead of asking to see a Dr,*

Passive

✓Because I received 2 text messages this morning telling me that unfortunately my telephone appointment that was supposed to take place this morning would have to be with another doctor and someone would call me to rearrange it. However, instead, the new doctor tried to call me during the timeout agreed for today but because I'd received the text messages, I had rearranged my morning and was unable to answer the call.
✗*Pharmacist was quite repetitive, was confused about medications I am in, felt she didnt have uptodate records from the call*