FFT Monthly Summary: June 2025

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
72	13	1	3	6	2	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: 320

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	72	13	1	3	6	2	**97**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**72**	**13**	**1**	**3**	**6**	**2**	**97**
Total (%)	***74%***	***13%***	***1%***	***3%***	***6%***	***2%***	***100%***

Summary Scores

88% 9% 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:

$$\text{Recommended (\%)} = \frac{\textit{very good + good}}{\textit{very good + good + neither + poor + very poor + don't know}} \times 100$$

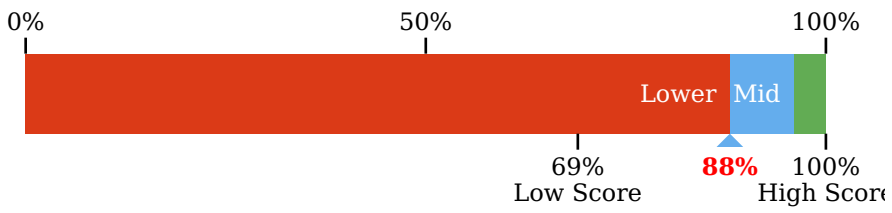
$$\text{Not Recommended (\%)} = \frac{\textit{very poor + poor}}{\textit{very good + good + neither + poor + very poor + don't know}} \times 100$$

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

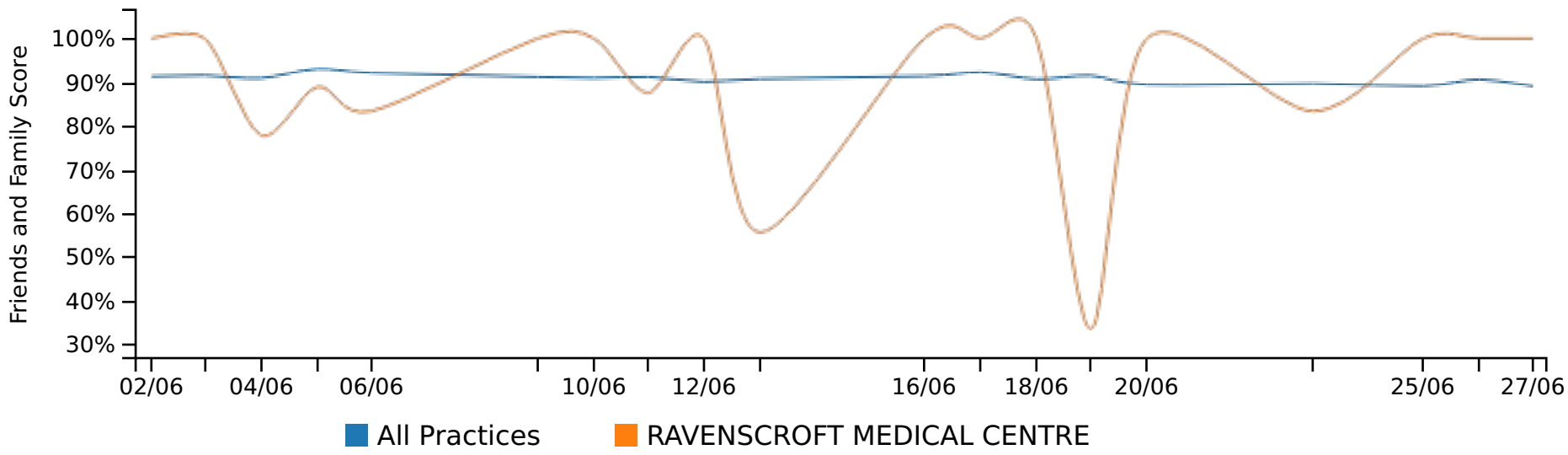


Your Score: 88%

Percentile Rank: 30TH

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 30th percentile means your practice scored above 30% 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%	91%	93%
RAVENSCROFT MEDICAL CENTRE	67%	85%	100%

Gender

All Practices

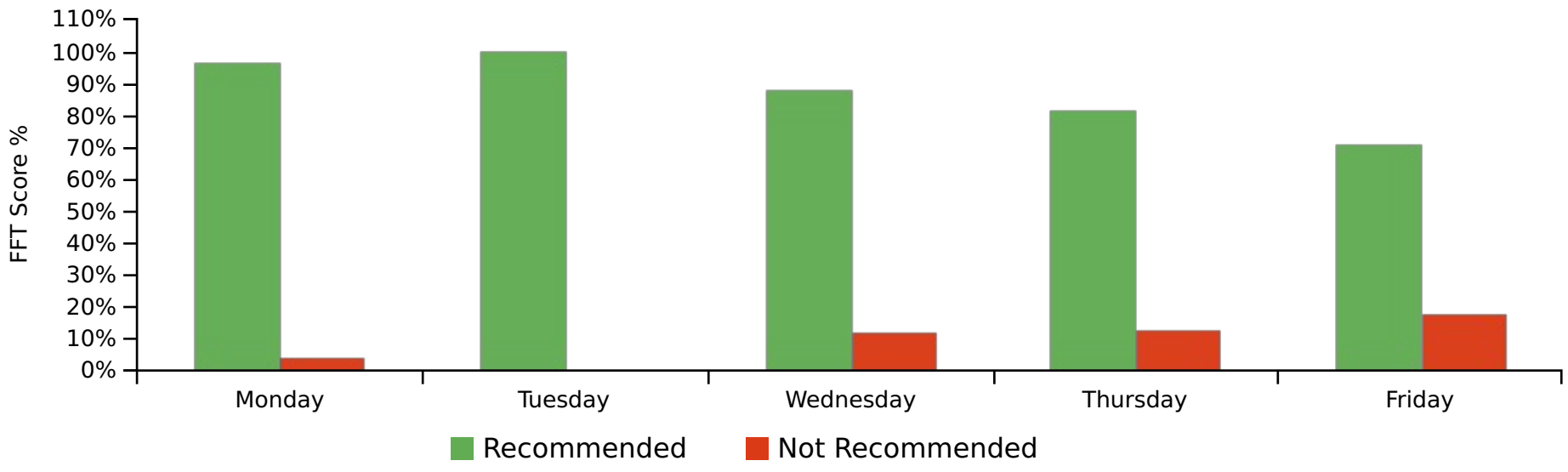
91% 91%

RAVENSCROFT MEDICAL CENTRE

87% 88%

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

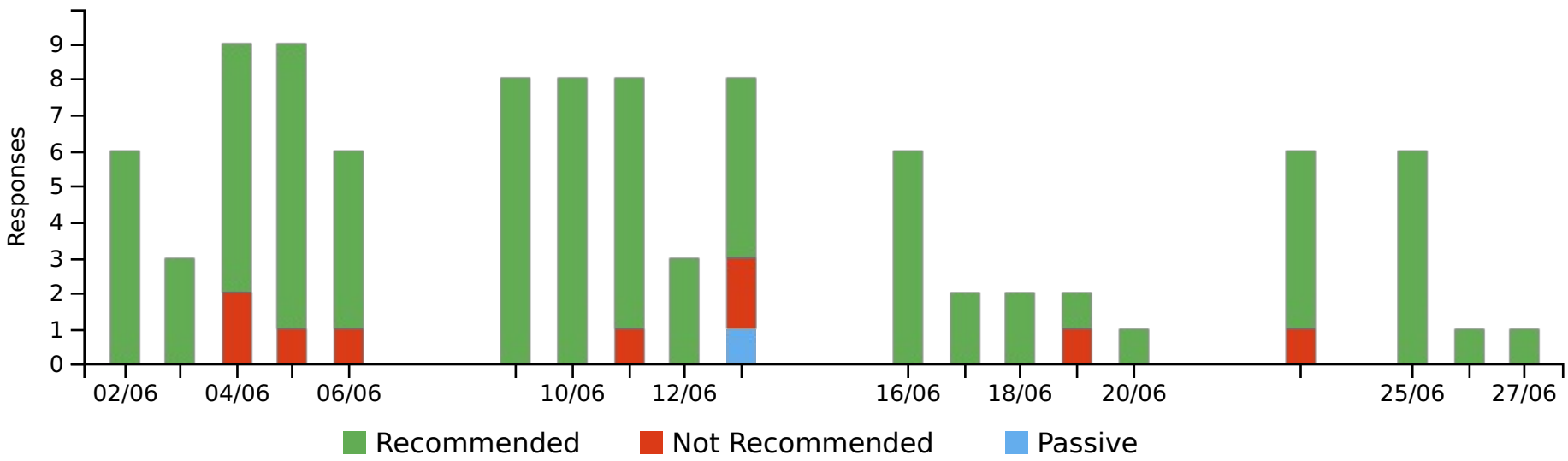
Practice Score: Day of the Week Analysis



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	8
Arrangement of Appointment	11
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

✓Was seen very quickly. The nurse was friendly and explained everything I needed to know.
✓*Helpful and friendly staff, and short waiting time*
✓Kind doctor
✓*The pharmacist was polite professional and kind a very very nice person. I'm very happy that I met him today Mrs. Saltoun .*
✓The staffs are very caring and helpful.
✓*Because you have been so responsive and considerate and carrying*
✓Everyone was polite and helpful
✓*Doctor was attentive and knowledgeable. Visit was quick and on time. Very happy with the surgery overall*
✓I got seen on time , the doctor was very help full , it was indeed very good
✓*Immediate appointment*
✓Why not
✓*Usual service*
✓I called and got an appointment, was seen by the practice nurse , examined kindly and management started. I am happy with the service and grateful
✓*All doctors, nurses, reception team in the practice are very knowledgeable,helpful and kind to patients. Thank you for all of your hard work. Very much appreciated always.*
✓The doctor is really helpful!
✓*Text reminders about my appointment and the phone consultation was at the beginning, 8:30, of the time slot I was given (8:30-11)*
✓Timely friendly Service.
✓*Didn't wait for the appointment Everything went very smooth Staff was very kind*
✓She was very understanding and sympathetic to my situation
✓*Efficient, kind and friendly*
✓Great doctor
✓*Because the Dr was very helpful but it's still not easy to get an appointment face to face*
✓I was happy with my appointment.The doctor was very nice and helpful for my concerns.
✓*Was polite and swiftly executed*
✓The doctor was patient and understanding. The receptionists as normal helpful, polite and patient
✓*Good listening to my needs and thorough check-up*
✓Survey form from RAVENSCROFT Medical Centre was sent to me.
✓*It was efficient*
✓Very polite and professional at the front desk, the Docter was very reassuring extremely patient and seemed very experienced which eased my worries and concern. Thank you very much appreciated
✓*Clear,efficient,sympathetic and a good listener.*
✓Doctor was very helpful, very supportive and made me feel seen for issues that have been ongoing for years.
✓*easant to deal with.*
✓Because I told them before about the pain I have in my chest and they did not hesitate to refer me to do an x-ray and the result was good and now I know that there is no danger to my lung and my psychological state is good because of the result 2 We did a blood test to reassure. 3 Dr. Holz is good and whatever I am suffering from she checked and did the crisis. Thank you all, the GP is great.
✓*Response to my health challenges is very fast and well attended to. Thanks*
✓No problems
✓*So is was very thorugh and helpful with my review*
✓The person was helpfull and arranged blood tests.
✓*I'm happy that I could get appointments quickly when I really unwell. Was misdiagnosed once though. Today my doctor was really nice*
✓She was very informative, professional yet warm & did the examination well
✓*My son was seen same day ,dr waiting time was minimal and hopefully correct advice was given*
✓Friendly, supportive and professional service
✓*All perfect service*
✓I received a very efficient and professional service from the GP I saw today and left feeling relieved that my issue was solved
✓*Got seen very quickly and nurse was very helpful and friendly*
✓Dr Holz listens and responds to all your questions.

✓*I am very satisfied with the service I receive*
✓I always speak very highly about my GP practice. Staff are very helpful and if I ring at the correct times I will always get an appointment if i need to be seen by a doctor. It is also very much appreciated to be able to get a blood test at the surgery. Thank you to all the efficient staff/doctors at Ravenscroft.
✓*Good*
✓Friday 27/06/2025 at 06.40pm
✓*It is a busy practice. The reception team is very friendly. In house pharmacist Ahmed is very polite and concerned about patients wellbeing.*
✓Very happy with the appointment. The nurse explained everything clearly and left zero room for misunderstanding
✓*They are friendly and helpful and I had no waiting*
✓Great service- excellent staff from desk to medical
✓*Very organised, not too difficult for booking, very friendly and caring GPs*
✓Because it was perfect
✓*Able to give appt next day, seen on time, dealt with all issues in a proper and serious manner*
✓Almost on time a very listening doctor and very professional service. The lady at reception was very friendly
✓*The appointment was on time the doctor explained my problem in detail*
✓She is experienced and polite
✓*Very friendly and helpful service*
✓Fitted in at short notice, prompt prescription
✓*The Doctor was nice and trying to be helpful, however it felt a bit weird that she was checking in Google if she can prescribe a medication.*
✓Explained well

Not Recommended

✓I was made to feel comfortable while doing my test. Bedside manner could have been kinder.
✓*I had a telephone consultation with the GP this morning, which wunprepared and unhelpful the doctor couldnt access my test rets, so the conversation was not meaningful. I was later informebout a 40 charge for a letter the doctor wrote, which was neverntioned during the call. I found this quite shocking and disappti*
✓From what happened
✓*Sorry meant 2. Was helpful. Gave the the I formation and where to get more help*
✓Very unhelpful and rude
✓*I had a very good visit. The doctors took in depth examination of my situation and made me feel very comfortable and satisfied i didn't have to wait for my turn, i was taken in at the time of my appointment*

Passive