FFT Monthly Summary: June 2026

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
80	8	4	3	0	1	0	0	0	96	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: 346

Responses: 96

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	80	8	4	3	0	1	**96**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**80**	**8**	**4**	**3**	**0**	**1**	**96**
Total (%)	***83%***	***8%***	***4%***	***3%***	***0%***	***1%***	***100%***

Summary Scores

92% 3% 5%

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:

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

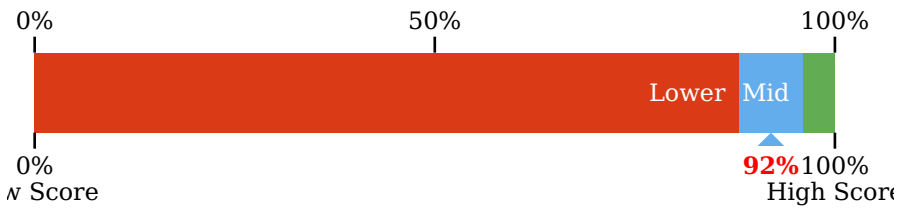
$$\text{Not Recommended (\%)} = \frac{\textit{very poor + poor}}{\textit{very good + good + neither + poor + very poor + don't know}} \times 100$$

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

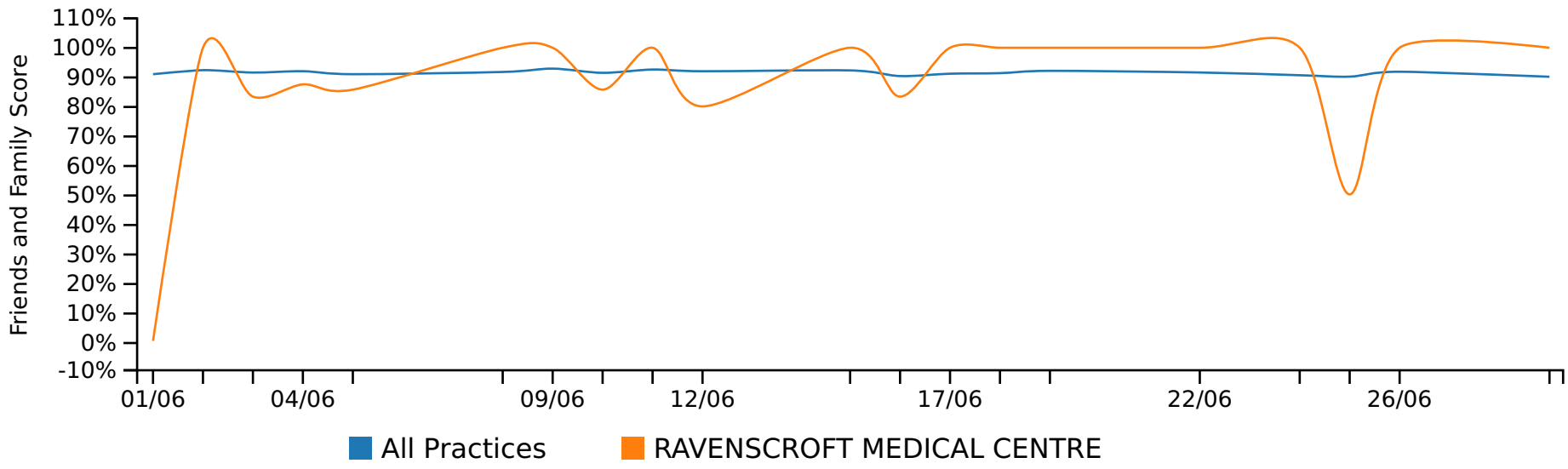


Your Score: **92%**

Percentile Rank: **50TH**

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 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



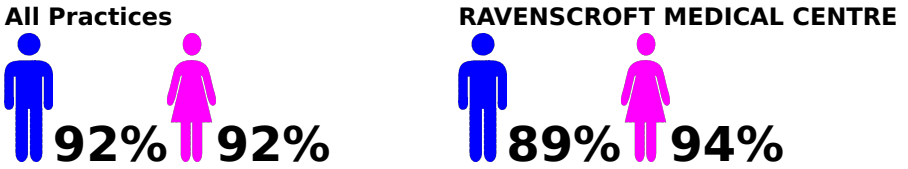
Notes:
1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

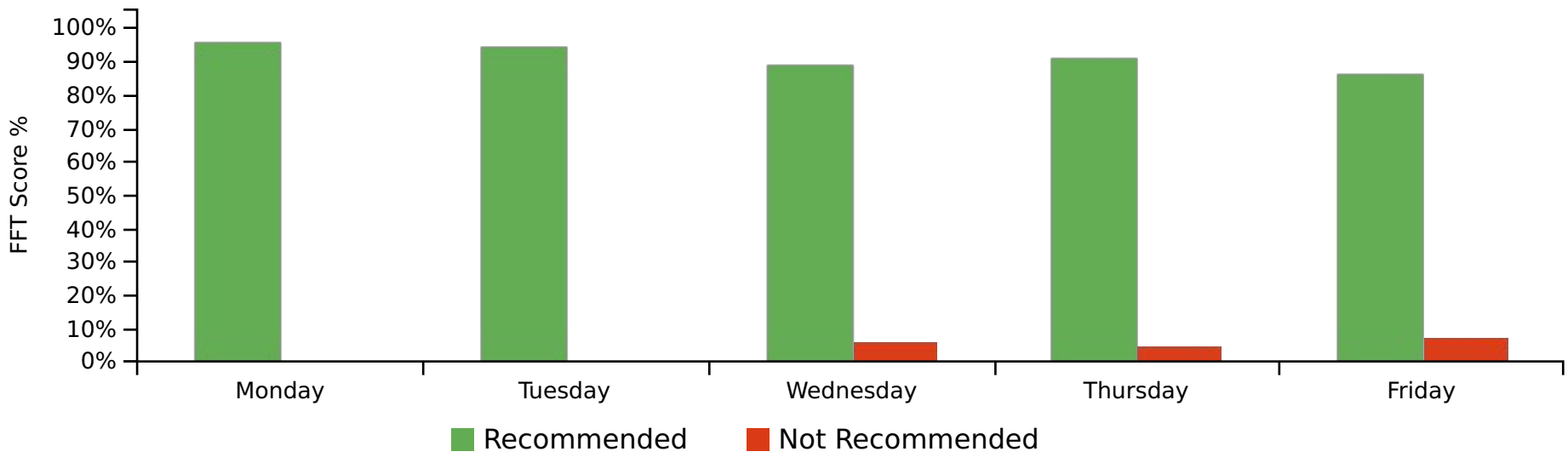
	< 25	25 - 65	65+
All Practices	85%	91%	94%
RAVENSCROFT MEDICAL CENTRE	82%	91%	95%

Gender



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

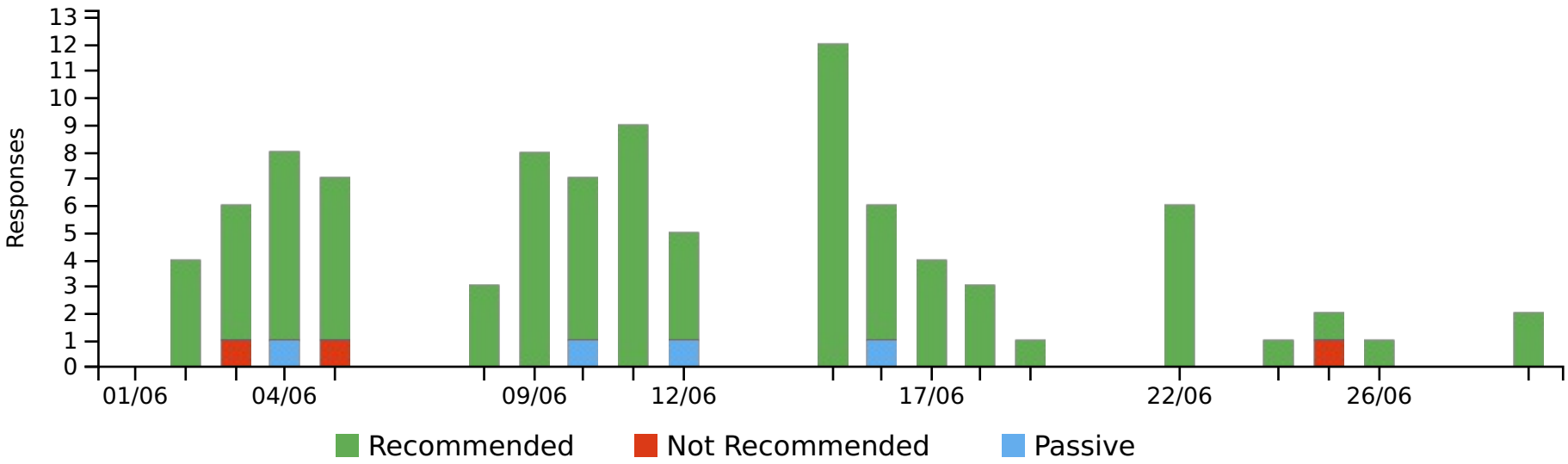
Practice Score: Day of the Week Analysis



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	6
Arrangement of Appointment	6
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

✓I got same day appointment. The team very supportive and helpful. The doctor very professional and helpful.
✓*I am awarding this rating because both the doctor and the interpreter treated me with great kindness and professionalism. I am very grateful for their care, attention, and support.*
✓Always very helpful and understanding.
✓*Dr Serena always listens carefully to my concerns, takes the time to understand my needs, and provides professional advice and guidance. I feel well supported, respected, and cared for whenever I need help.*
✓I arrived early for a blood test and was seen straight away.
✓*Good helpful doctors*
✓Friendly receptions, spacious & clean waiting area, professional patient centred care when offered by Dr Subel ??
✓*The nurse is my response, she was very understanding of my condition and made me feel comfortable been in a Doctors practice and dealt swiftly all over inside 10 minutes. Thank you very much.*
✓I came in with alarm bells ringing, and I left calm & hopeful. Thank you Dr
✓*Great service ??*
✓I have always had kindness and help from the staff. They always answered my calls and helped to alleviate any concerns. THANK YOU SO MUCH.
✓*This was my 2nd visit and I I was seen by a very helpful and understanding doctor.*
✓Dr Melissa Holz is great, and she is the reason for my very good experience
✓*The doctor's behavior with the patient is good and the reception is kind.*
✓I appreciate the nhs so much
✓*Timely efficient friendly service*
✓Easier to get an appointment than expected and a blood test was done straight away, without having to go to the Royal Free, as has previously been the case.
✓*Seen quicklyAndEfficient and staff wereFriendly*
✓Always excellent service
✓*They arranged a visit on the same day for our son and the doctor was very professional and helpful.*
✓Doctor Holz is a very good specialist, she tries to help always, a very clever and wonderful doctor
✓*No 1 was the best ?? Did I make a mistake ?*
✓This is my opinion
✓*All staff very helpful.*
✓I find them helpful and accommodating
✓*Very good service and the doctors are very helpful*
✓The doctor was very helpful.
✓*It's very good to & very efficient in their system*
✓Efficient polite helpful quick
✓*Diabetes checkup and it was good*
✓Doctor eg James Alexander very kind,try to understand my illness and prescribed medicationsHe also follow upHe always send messages
✓*Because service was prompt, Dr Holz is lovely and competent and by and large Ravenscroft is the best GP practice I have ever been with in this country*
✓Quick and efficient
✓*Dr James Lancaster always provides calmness to concerns and proper course to tackle them. Admin / support staff are very receptive as well.*
✓Printed my daughter a brave certificate today for coming to the doctor which made her feel very special The doctor was kind and patient with her
✓*As a long standing patient, I find the staff amazing. Today I needed an urgent appointment and they organised it for me*
✓Dr suble is efficient , empathic and always runs on time
✓*Friendly doctor who effectively engages the patient*
✓Very helpful and supportive
✓*She was thorough and got everything done that she needed to and listened*
✓The Dr was very thorough in his examination and was keen to help us find where the problem is.
✓*Ms. Grace Calit made the procedure comfortable. She was able to put me at ease because I was a bit scared of the cervical screening. She is nice to talk to as well.*
✓Tessa is a great nurse and found the vain of my mum from the first try... not many nurses are skilled like her
✓*Always excellent service at the practice which is much appreciated. Eveleen Habib*
✓The doctor was very helpful and he understood my problems! And I got the answers to my questions! Everything was very clear and correct!

✓ *Wait time wasn't long. Dr Holtz was amazing as always, so caring, supportive and thorough. She is great with my 11 year old daughter, she is super comfortable with her. She is a great Dr.*
✓ Because everyone there cares and treats everyone very well
✓ *I did*
✓ The time and care given is really wonderful
✓ *Just did. excellent help with booking appointments and excellent GP face to face*
✓ I was seen on time. Sonia was helpful friendly and efficient and explained what was involved clearly.
✓ *Happy with service*
✓ Willing
✓ *No waiting, prompt attention and very pleasant nurse.*
✓ I have been a patient at the surgery for many years and always receive excellent care from Dr Subell. My appointment never feels rushed so I get quality time to discuss any concerns I may have.
✓ *because they are really professional and kindly people aren't they are polite*
✓ Exceptional service through and through always.
✓ *Just because apoitment to see my doctor I got in 20 day time. But I don't have any complaints. Good is ?GOOD.*
✓ Timely phone call, explained the condition and gave the opportunity to discuss concerns
✓ *I've been attended punctual and the GP was kind and professional and very helpful*
✓ Doctor was really caring and remembered my baby from last time and was thorough and listened to our concerns and examined her
✓ *I got what I needed. I would prefer the NHS does actual medicine instead of triage and symptom relief but I understand that isnt what it can do anymore*
✓ Doctor cared and helped me
✓ *Because the lady was helpful. Everything i needed to know*
✓ 1 means very good and that is what my consultation was.
✗ *To our GP practice overall.*

Not Recommended

✓ Because I have to tell GP what to do.
✓ *Kept waiting 25 minutes for my appointment doctor didn't even bother to apologise. Was a waste of time anyway -my issue could easily have been sorted out on the phone*
✓ It took 2 weeks to give us a generic answer. I asked for the results to be emailed to me with no luck..

Passive

✓ 1- very good
✓ *Removed ? from 'Anonymous Survey From RAVENSCROFT MEDICAL CENTRE. Thinking about your GP practice overall, how was your experience of our service?1-Very good, 2-Good, 3-Neither good nor poor, 4-Poor, 5-Very poor, 6-Don't know'*