FFT Monthly Summary: January 2025

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
71	19	2	0	3	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: 331

Responses: 95

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	71	19	2	0	3	0	**95**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**71**	**19**	**2**	**0**	**3**	**0**	**95**
Total (%)	***75%***	***20%***	***2%***	***0%***	***3%***	***0%***	***100%***

Summary Scores

95% 3% 2%

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:

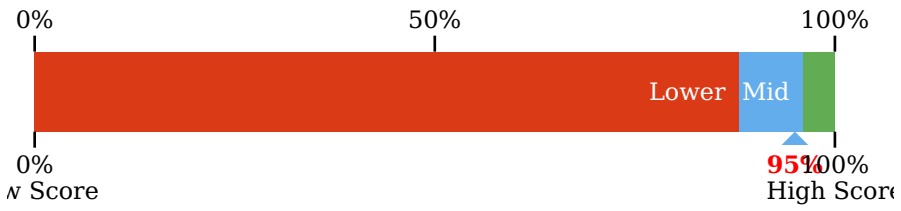
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

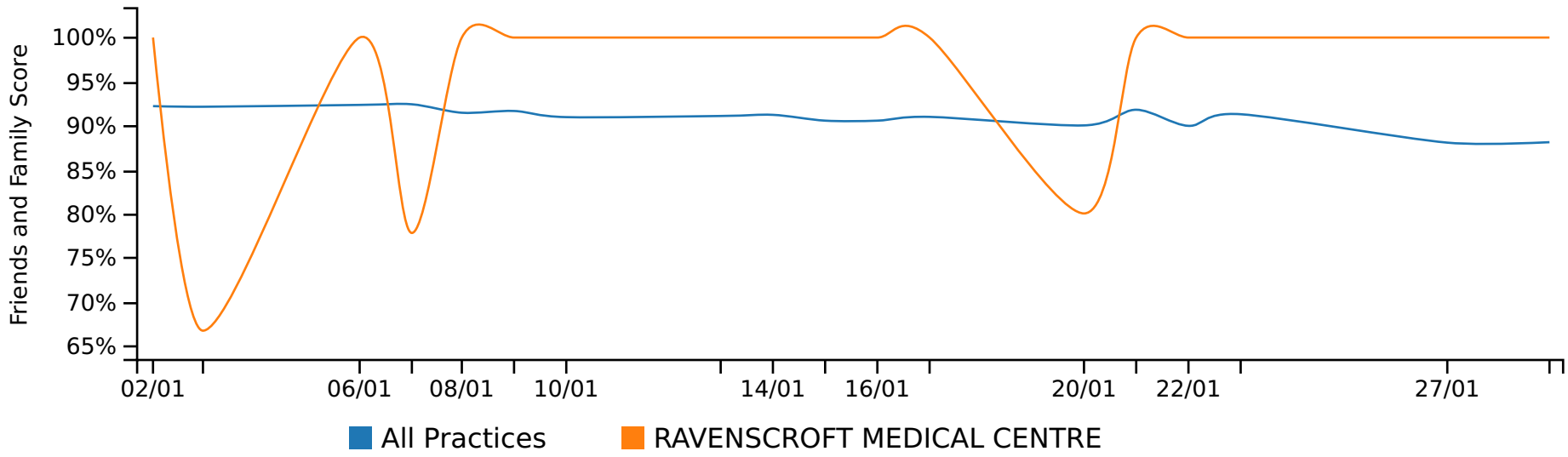
Your Score: **95%**

Percentile Rank: **65TH**



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 65th percentile means your practice scored above 65% of all practices.

Practice Score: 'Recommended' Comparison



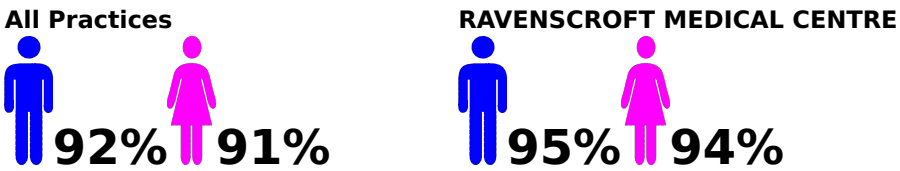
Notes:
1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

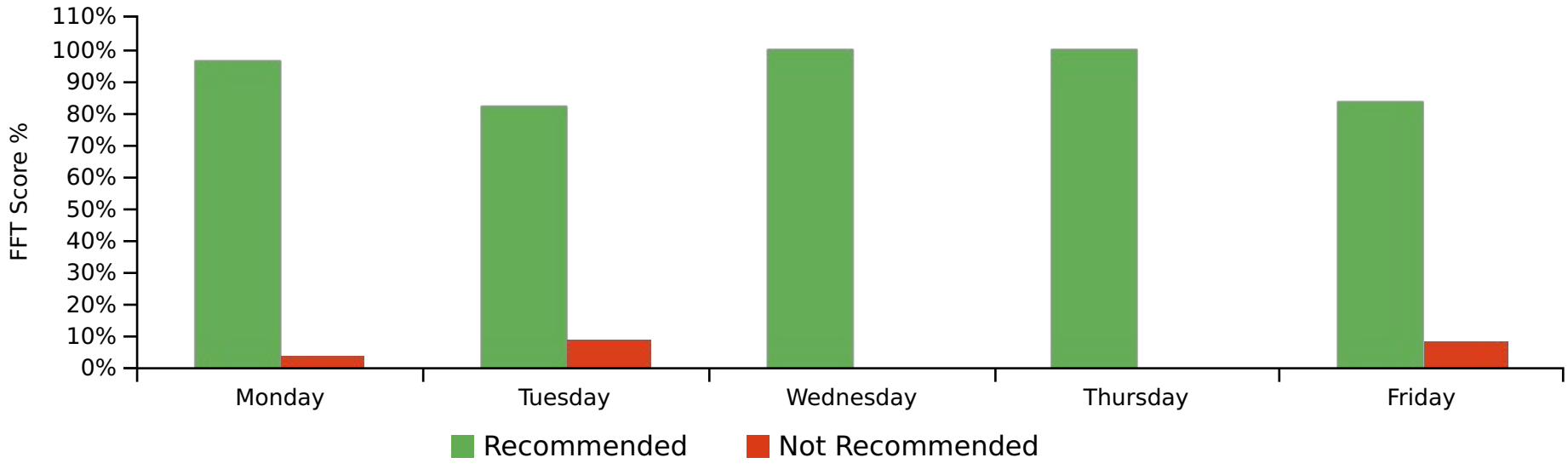
	< 25	25 - 65	65+
All Practices	86%	91%	94%
RAVENSCROFT MEDICAL CENTRE	100%	96%	92%

Gender



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

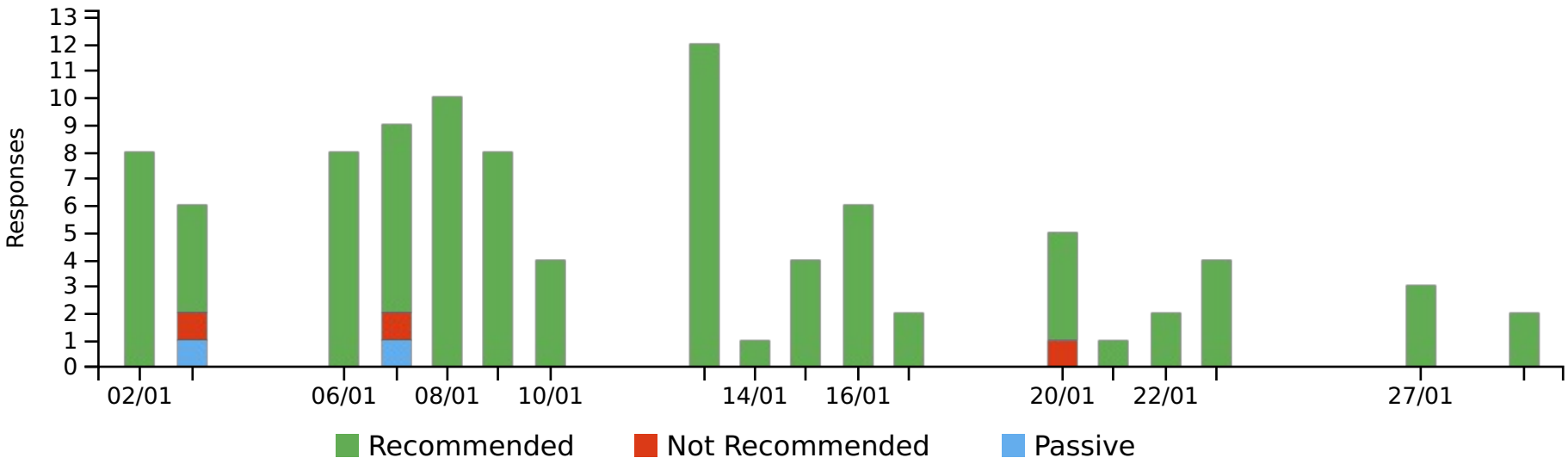
Practice Score: Day of the Week Analysis



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	18
Arrangement of Appointment	11
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

✓Score was based on todays visit Receptionists were helpful and informative .Was seen on time!Nurse explained everything in an understandable professional way.
✓*Good patient care from nurse Grace*
✓My blood test was excellent but the manner of the receptionist was very abrupt.
✓*Excellent telephone appointment. All problems sorted out by Dr Subel in an informative , professional and friendly conversation. Very satisfied.*
✓Dr Mire had time for me and understood meThe receptionists are helpful and understanding
✓*Every thing went as it was supposed to no delays*
✓Good service but not on time running late
✓*Reception staff and doctors are very attentive*
✓I am comfortable(Mr SHERMAN, Ahmed doctor explain me nicely
✓*Appointment- On TimeInformation provided answered my questions.Receptionist: Efficient Nurse : Helpful and Informative - Never rushed - Provided an immediate renewed requested prescription for Blood Pressure after having tests.Very Welcoming, all round*
✓The best Dr kind and understanding
✓*Sonia patel was caring, profesional, and very good at giving injections*
✓The service received is good
✓*Receptionist are very nice and helpful.Totally this GP is the best one in London*
✓I'm very satisfied with my appointment
✓*All of the staff - from reception to nurses, dietician, pharmacist and doctors - are always patient, prepared to listen, considerate and attend to detail.*
✓Dr was fantastic
✓*I was provided with helpful and useful information. The caller took time to discuss my medication and provided me with the opportunity to raise any concern I had relating to my medication.*
✓Really nice, helpful and informed GP who seemed to really care about her patients.
✓*Because I didn't see a doctor in my appointment*
✓Was seen in timely manner and staff managed to book me appointments in good time
✓*I was seen in a timely manner and Dr Holz took time and care to get everything taken care of*
✓Dr Melissa Holz is brilliant
✓*Overall quite happy*
✓Was able to book an emergency appointment on the day which was hugely appreciated but only negative was had to wait 20 min to be seen which is why I rated it 2 and not 1
✓*Dr.was polite and explained everything clearly*
✓Receptionist I think her name is Anne Marie was very helpful and also the doctor who visited me
✓*Because It was very good*
✓Lovely helpful receptionists, lovely helpful doctor
✓*Helpful Service*
✓It was excellent
✓*Good engagement with GP*
✓Saw nurse practioner. Kind efficient and helpful
✓*Always coming out happy.*
✓because whenever I needed it I was well attended to by all the professionals.
✓*Clear helpful advice*
✓I found the doctor and the secretary to be very understanding and helpful.
✓*They assist and help me very well thank you so much*
✓Appointment in time helpful, efficient and highly respectful reception and clinical staff.
✓*Very pleased with the service we receive*
✓Appointment given same day, seen on time and Doctor made an effort to be pleasant and helpful.
✓*Really helpful clinical and administrative team at RAVENSCROFT*
✓Dr came downstairs to meet and greet, I was treated very professionally and I am totally satisfied with my treatment
✓*Your Reception asked me to send an email to Dr Mathur with copy of my blood and urine tests which was done last Monday. However Dr Mathur had not read it*
✓The doctor is very patient and understanding. She explained test results clearly. It took me a while to get this appointment, but all the anxiety of not

knowing what's is happening with my body is gone.
✓*Re-Good ServiceNurse was polite and Efficient*
✓GP was very helpful in asking questions about my pain in my wrist, and recommended to have X ray at the Hospital.
✓*Because I'm so happy the way I got served deserve five star*
✓Helpful, on time not long wait, clean and staff helpful
✓*We are always greeted with respect by the front staff, Miss Sonia Patel gave our son his first year vaccines in such a professional and expert manner. All of the doctors we see at the practice are incredibly attentive and professional, everytime me my husband and my little baby visit the practice we know that the doctors truly care for our well being*
✓All The staff and doctors were very nice and i felt comfortable
✓*Because I was seen earlier than expected and the nurse Ms Patel was very thorough with my checkup and explained everything to me along with checking if I had enough medication.*
✓The care and attention provided by Dr Subel and the team is superb! Highly commendable!
✓*Yes you promptly followed up on a referral from the RF and your care is thorough .*
✓Excellent and on time services when required
✓*Dr Leader is a superb clinician who listens, cares and will treat/refer as needed*
✓Staff were very friendly and helpful
✓*The service they give is 2nd to none. They treat you with total respect. I personally feel in very safe hands with them. The receptionist are also brilliant*
✓Fast and helpful. Dr was lovely
✓*Excellent service from Dr Subel. He has always been kind, caring & mindful particularly with my mum who had dementia. Thankyou...*
✓Always helpful
✓*My recent appointments with nurse Sonia Patel and Dr. Serena Leader have been great experiences. My last consultation with Dr. Archna Mathur however was not. She came across as very impatient and not empathetic at all. I felt not like she took me and my concerns seriously and like she wanted me out the room asap. She also gave me false information about a SMEAR test. Reception staff is usually helpful but not very friendly.*
✓This appointment was quick, straight forward, flexible, easy to get the medication I needed with no fuss

Not Recommended

✓My doctor is not helping me
✓*Phone numbers and Internet ways of stopping me coming (and paying 12.60 for no reason at all),*
✓Sorry I meant 1

Passive

✓No. Not prepared to do that. Sorry
✓*Neither good nor poor 3*