FFT Monthly Summary: March 2026

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
83	7	3	1	3	0	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: 309

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	83	7	3	1	3	0	**97**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**83**	**7**	**3**	**1**	**3**	**0**	**97**
Total (%)	***86%***	***7%***	***3%***	***1%***	***3%***	***0%***	***100%***

Summary Scores

93% 4% 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:

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

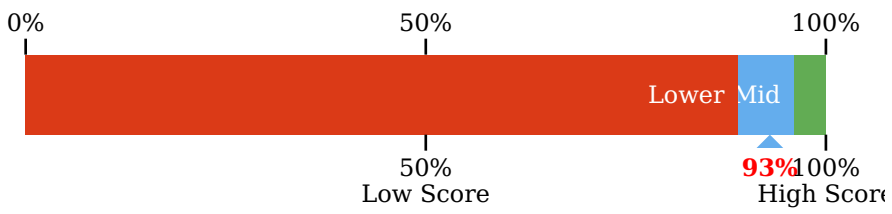
$$\text{Not Recommended (\%)} = \frac{\textit{very poor + poor}}{\textit{very good + good + neither + poor + very poor + don't know}} \times 100$$

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

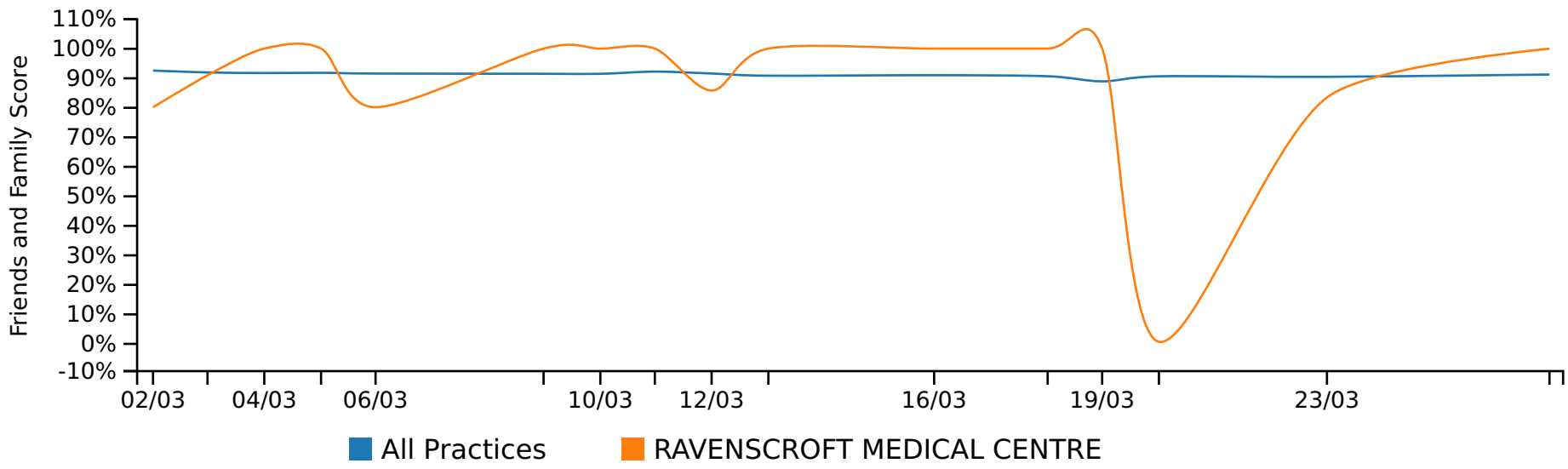


Your Score: **93%**

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%	91%	94%
RAVENSCROFT MEDICAL CENTRE	100%	92%	93%

Gender

All Practices

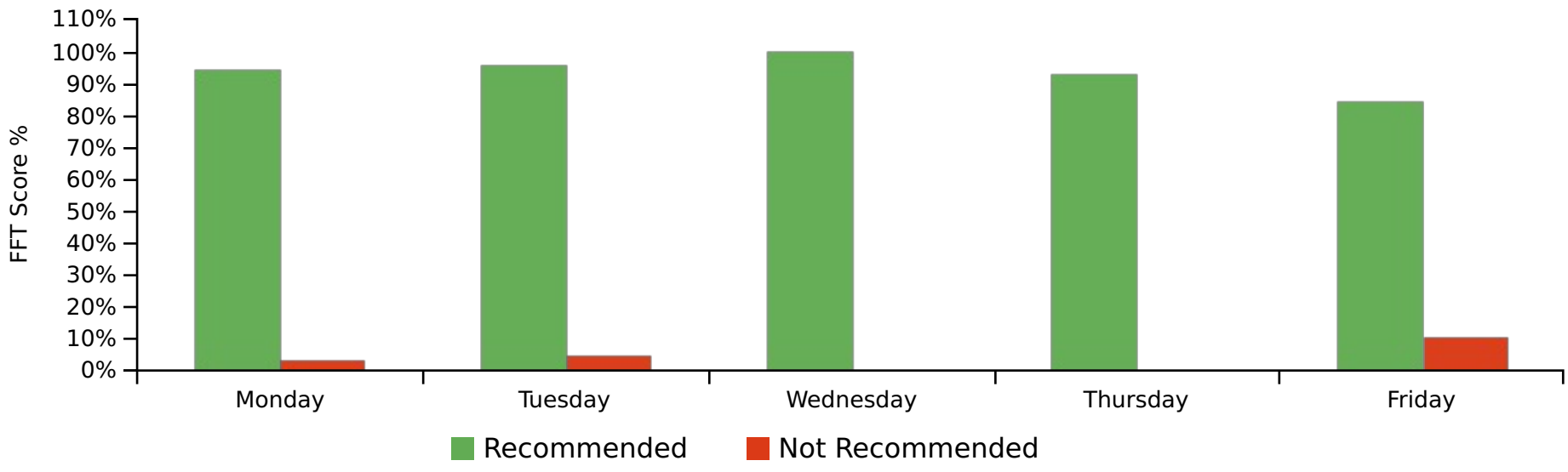
91% **91%**

RAVENSCROFT MEDICAL CENTRE

96% **89%**

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

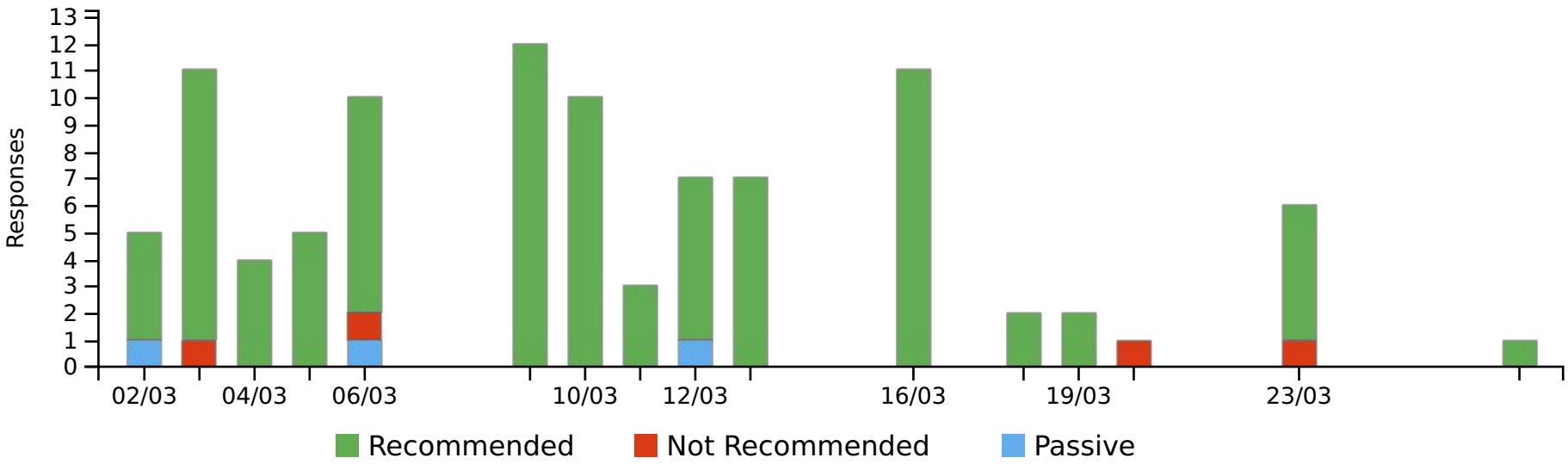
Practice Score: Day of the Week Analysis



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	10
Arrangement of Appointment	14
Reference to Clinician	24

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

✓Most staff members very good people skills.
✓*Was seen to promptly And discussed all relevant matters*
✓Lovely practioner. Very calm and reassuring
✓*Quick but executed well procedure and the nurse was confident and professional.*
✓I got message that my original appointment was cancelled and a new one was make the same day at later time we I phoned the surgery.
✓*Verona was very nice*
✓Professional and friendly
✓*Because I got a good service*
✓I have always had a very positive experience with the GP practice. Whenever I call, I receive the help I need. When I go for blood tests, I feel comfortable because the doctor who performs them is very skilled and professional. Overall, the service is very good and well organized. The results of the blood tests are provided quickly, and I also always receive a message reminding me when it is time to book or attend my Pap test. I really appreciate how attentive and efficient the practice is.
✓*I was a little late and the staff were v nice as was Dr Subell*
✓The service was good including the Dr
✓*Fast, efficient, professional. Dr Subel is the best, huge thank you to him, also to staff working at the reception. Thank you very much*
✓Very quick and good service
✓*Yes of course..basically if one knows how to play the system u can to see a doctor and then the doctor will get you and blood tests or referral etc and generally the doctors are good..and you have someone very special in doctor Lancaster..but I have heard ppl come to reception and look really grim to b told no appointments..also phone appointments are still used too often..so generally good but can't say very good*
✓They look after us very much
✓*Easy registration. Seen at appointment time. Consultation with HCA was relaxed and friendly with information about reasons for review. Blood tests ordered to be taken within 5 days. Good consultation*
✓I think dr Holz is amazing very caring and efficient
✓*The service is always excellent and this one was no different*
✓It is always easy to get an appointment.I feel valued and listened to. The staff are caring and professional. The staff team is well organized.All the GPs are through in their examinations and always discuss with me treatment options.I'm never afraid to voice what I would like to achieve from my appointments, of course, with the advice of the GPs
✓*Easy to make appointment on a date I wanted. No wait to ve seen*
✓Dr Holtz was amazing she made me feel at ease and she was easy to talk to
✓*Love Dr Melissa Holtz Great doctor who takes care of me and my daughter for a few years now. Thank you*
✓I just went in for a shingles vaccination and everything went smoothly.
✓*The doctor I visited today was understanding and listened to the patient.*
✓I really appreciated the GP's thorough approach, particularly the physical examination which gave me a clear diagnosis. The explanation of my treatment plan was concise and addressed all my concerns
✓*V helpful staff & practitioners. Usually able to get same day appointment.*
✓When I call to make appointment I didn't wait long. I am immediately receive appointment with the doctor. This is very sweet and swift help .my appointment with the doctor was prompt on time and the Dr gave me the right medicine to help me out. I believe the whole operation was smooth and deserve the mark 10 out of 10 thank you Dr Kelly Saltoun.
✓*Always pleasant staff, on time if not actually early seen*
✓Because you provide a very good health service
✓*Got appointment with GP on the same day. Only 7 minutes waiting time. Very satisfied with my interaction with GP*
✓All my needs are provided
✓*Had NHS healthcheck today 2:30 and had amazing experience.*
✓Because it was good
✓*Warmth welcome from the front desk and short waiting time.*
✓Grace is the most incredible nurse. She's extremely attentive, kind, thoughtful, and helped address all of my needs at my appointment. Not only is she incredibly knowledgeable, but her passion and care for her work shines through. Her empathy and support is so special, and I'm very grateful for her care.
✓*Quick efficient service provided*
✓Everyone in this medical centre is kind,caring, and professional.
✓*The nurse attended to me in a caring and kind manner.*

✓Swift appointment booking. Clinician was kind, polite and professional during direct care, my child was afraid before appointment, doesnt like going to see GP but felt very relaxed throughout the appointment. Amazing communication
✓*Because Ravenscroft medical centre is always very helpful. I've never had issues with anyone there. And always felt heard and seen. It's always possible to see a dr aswell which seems to be a rarity now adays*
✓Staff were friendly and helpful and the doctor made sure I was well taken care of.
✓*I was able to mentionAll problems*
✓I met Ms Veronica Hue who is pleasant and efficient. She is a great member of your team
✓*Very helpful reception staff. Usually able to get same day appointment. Drs we know and trust*
✓Because dr s went out me his way to make sure that i get my test done asap so if can get the results and then make am informed decision on my treatment
✓*Friendly, professional, knowledgeable Dr Leader. Didn't judge me and made me feel comfortable*
✓Very helpful
✓*The entire service from getting an early appointment on the day I called till the service Dr Shubel rendered, was simply great service. Like being back in the days of Drs Bloom, Wolfman, and nurse Rossitta surgery again.*
✓It was good service
✓*On time and friendly service*
✓Because every thing was perfect
✓*Very friendly all round.*
✓Service was prompt ,and staff welcoming and helpful
✓*Because the Doctor was kind & patient. She gave me more information about my problems thanks of Medical centre*
✓The whole process was easy. I was seen on time. The clinician was friendly and explained everything clearly to me.
✓*Everything was smooth and efficient, with very little waiting time.*
✓My appointment was on time and entirely satisfactory
✓*polite and efficent*
✓I get response on time People are helpful on phone and face to face appointments They are willing to help
✗*No waiting. Helpful doctor. Appropriate steps taken immediately.*

Not Recommended

✓The doctor who conducted the consultation lacked medical ethics. He was rude, shouted, and didn't take my medical needs into account. I filed a complaint about this.
✓*Sorry I meant 1 very good ?*

Passive