FFT Monthly Summary: May 2025

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
75	12	0	1	5	1	0	0	0	94	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: 313

Responses: 94

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	75	12	0	1	5	1	**94**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**75**	**12**	**0**	**1**	**5**	**1**	**94**
Total (%)	***80%***	***13%***	***0%***	***1%***	***5%***	***1%***	***100%***

Summary Scores

93% 6% 1%

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:

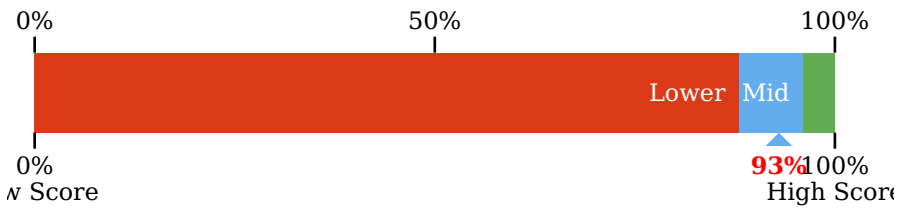
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

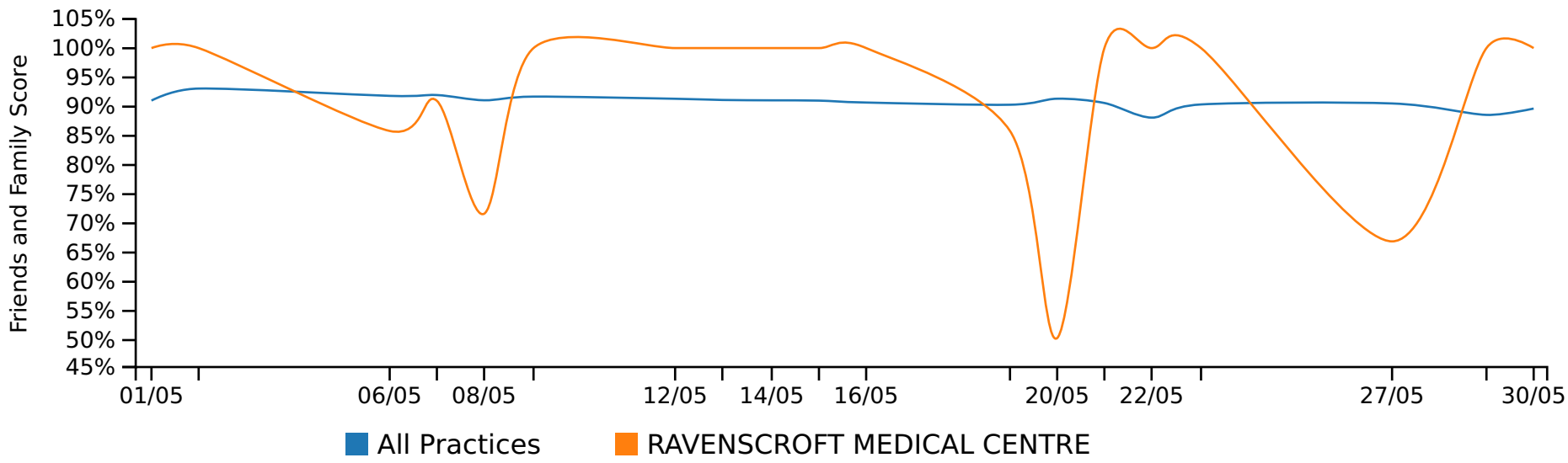
Your Score: **93%**

Percentile Rank: **55TH**



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 55th percentile means your practice scored above 55% 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%	90%	93%
RAVENSCROFT MEDICAL CENTRE	90%	92%	93%

Gender

All Practices

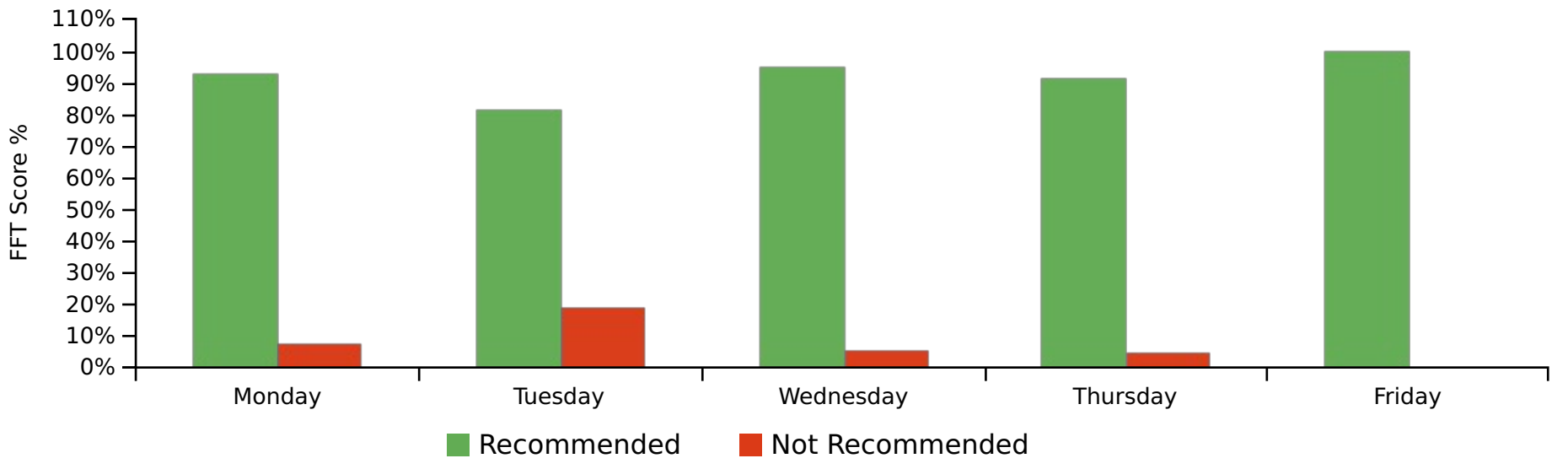
91% **91%**

RAVENSCROFT MEDICAL CENTRE

95% **90%**

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

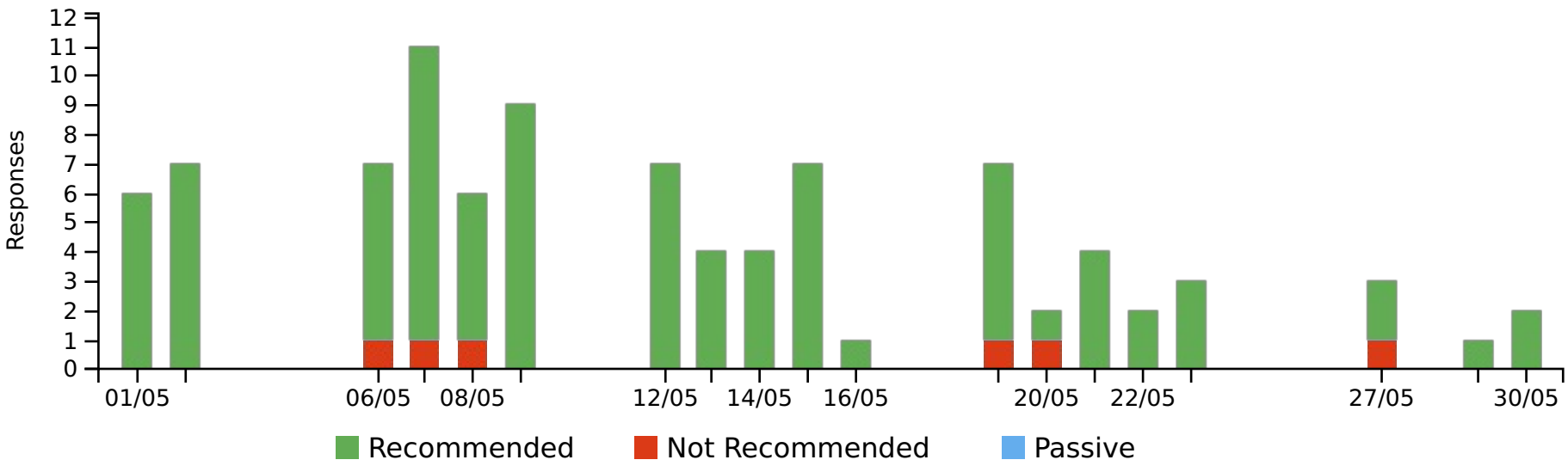
Practice Score: Day of the Week Analysis



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	9
Reference to Clinician	33

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'm very satisfied with the service I received from Grace, the nurse who handles my condition. She gave me more information about my UTI, and it helped me a lot.
✓*Because you where really into it and cared*
✓No long waiting time, attentive service
✓*Extremely helpful. Dr. Holz is an incredible doctor very empathetic and understanding. She covered all my concerns and was very thorough in examination.*
✓Doctor frankel was so nice! I felt heard and understood
✓*Because she was so professional and kind with me.*
✓Dr Andrew Frankl was very responsive, caring and empathetic to my situation which is amazing
✓*Professionalism & Politeness*
✓I found all I met with totally exellent and polite and the doctor was wonderfull to me.
✓*Very friendly and helpful*
✓GP was empathetic, kind, patient and understanding
✓*Doctor Porter done deep and full check.*
✓Because the doctor was so kind and she tried to help me for my pain and all reciption team cooperating
✓*Was seen on time. Doctor was great all round*
✓Dr Subel was very friendly and listened to my issues, helped me, and gave good advice.
✓*Good professional and caring service*
✓Efficient - ended up needing blood tests and managed to get them done immediately by in house nurse
✓*The lady doctor/nurse was very kind explaining all simply that I could understand the medical term. Thank you*
✓We were seen quickly and the nurse was friendly and professional
✓*Concerned and efficient*
✓Prompt response, short wait time for appointment, helpful appointment
✓*Because Dr Subel was very helpful and pleasant to talk to.*
✓I found my last two gps very sympathetic, and knowledgeable. They really listened and helped me!
✓*Because DrFrankl is very very good dr .*
✓The staff always show care and interest for their patients, and o away feeling cared for and that something is being done about health conce
✓*Mrs Calit and Dr Holz are always extremely lovely and helpful. Listen to my problems and help me. Reception are helpful fitting me in for appointments.*
✓The lady was lovely
✓*Good service. Very nice doctors*
✓My doctor is the best.The best there is.
✓*Thorough, Efficient and Very Caring*
✓Seen on time. Finished quickly
✓*I saw Dr Leader today. She was on time and very kind and helpful. Making an appointment is very difficult though*
✓Very friendly staff
✓*40min wait to see the dr*
✓The doctor had all the time for me
✓*Because the surgery is great*
✓Dr Suble was very caring and helpful because he explained everything patiently and kindly, as always.
✓*Good Dr Subel, quiet waiting room & effecient staff*
✓very caring great service
✓*Because Nurse Patel was extremely competent and swift (inserted the needle with minimal fuss) and very friendly. A nervous person would have been put very much at ease.*
✓The nurse who collects the blood is very professional, like always. Thank you.
✓*Easy access to app*
✓It was helpfull and was sorted straight away
✓*The G P request to ring the surgery to book an appointment with their inhouse pharmacist for a medication review which was in a same day as telephone appointment. They're updating with my current general health and continue with prescription.*
✓Excellent service by the nurse I saw but I had a negative first impression at how run down the practise is
✓*Staffs are accomodating, service is easy to access, serve for the best interest of patient.*

✓I seen the doctor and a nurse today, quick take too long. Thank you
✓*Because you asked my opinion*
✓From Ravenscroft
✓*Saw who I needed, and achieved what had to be done in the one appointment*
✓GP is addressing medical issues. On the negative side the constantly repeating video with sound in the waiting area is very irritating, MRSA swab has been lost. Thank you.
✓*Very nice caring lady doctor. Did not feel rushed at the appointment.*
✓good doctor
✓*Appointments were given straightaway & prescriptions sorted that were wrong.*
✓The doctor was very kind and understanding. Waiting time was over 20 minutes.
✓*It was really good*

Not Recommended

✓It took me 3 weeks to get an apt and then would have to wait another 4 weeks for blood test at surgery - and have to wait 2 weeks for blood test at RFH - awful service !! Dr was pleasant but receptionist was not so
✓*pointless appointment as achieved nothing*
✓Literally 0 empathy for anyone. The receptionist is so rude to everyone and has a very condescending tone even overhearing her talking to elderly people. I could not believe it! It's absolutely disgusting! I was in complete agony screaming and crying everyone could tell including other patients. I was crying my eyes out and no one helped or made me more comfortable apart from the lovely midwife upstairs who actually cared and said I could rest on the bed in her consultation room until I'm called in. I am truly disgusted!! Also Gulam was kind too and could see how bad I was. There is 0 humanity whatsoever! Absolutely sickening!
✓*My answer it's 1 very good*
✓Always kept waiting. Incompetent medical advice. Wrong dates for appointments

Passive