FFT Monthly Summary: May 2026

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
72	12	5	3	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: 297

Responses: 95

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	72	12	5	3	3	0	**95**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**72**	**12**	**5**	**3**	**3**	**0**	**95**
Total (%)	***76%***	***13%***	***5%***	***3%***	***3%***	***0%***	***100%***

Summary Scores

88% 6% 6%

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:

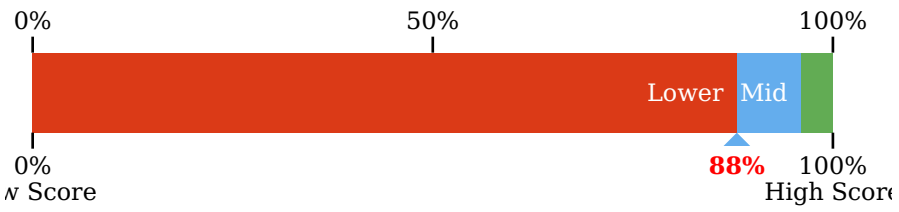
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

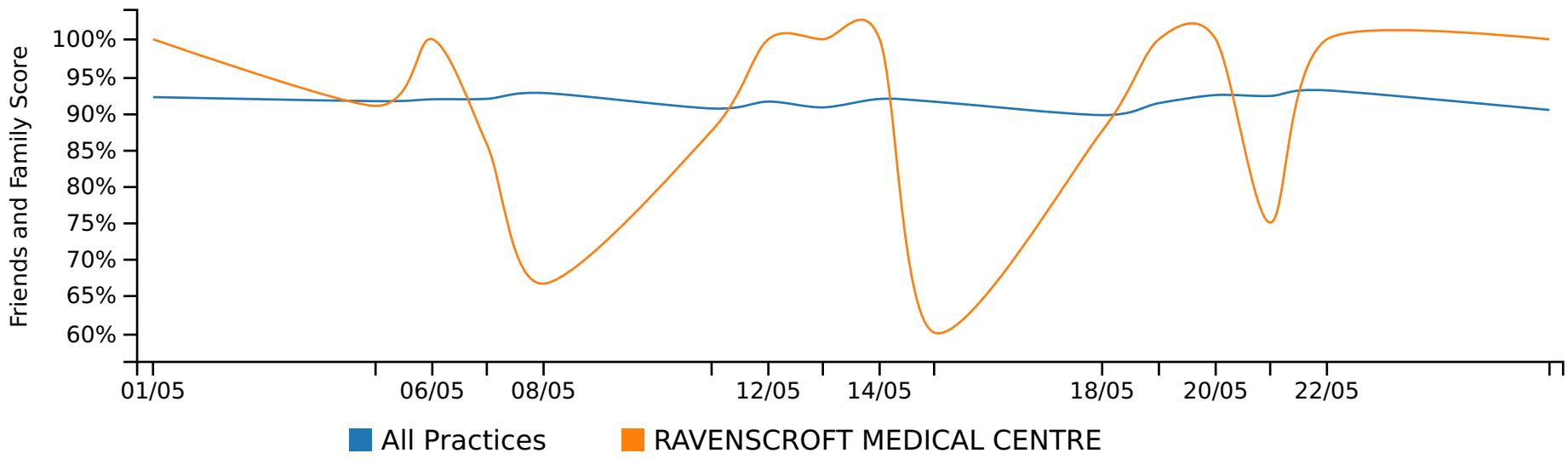
Your Score: **88%**

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

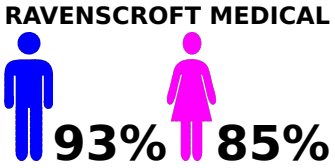
	< 25	25 - 65	65+
All Practices	86%	91%	94%
RAVENSCROFT MEDICAL CENTRE	67%	88%	92%

Gender

All Practices

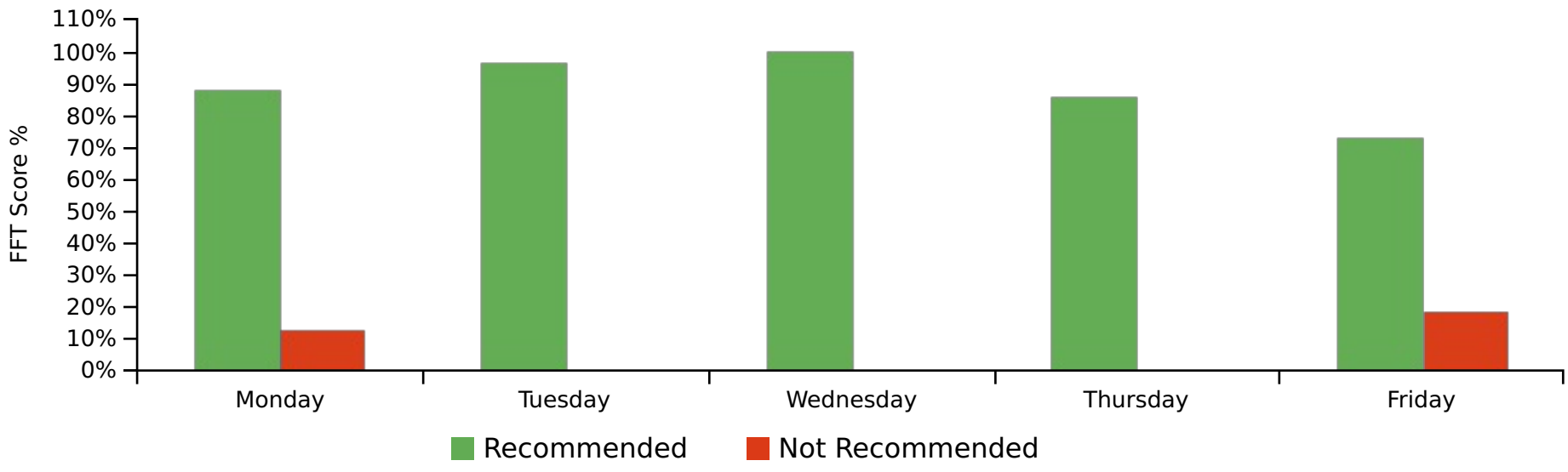


RAVENSCROFT MEDICAL CENTRE



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

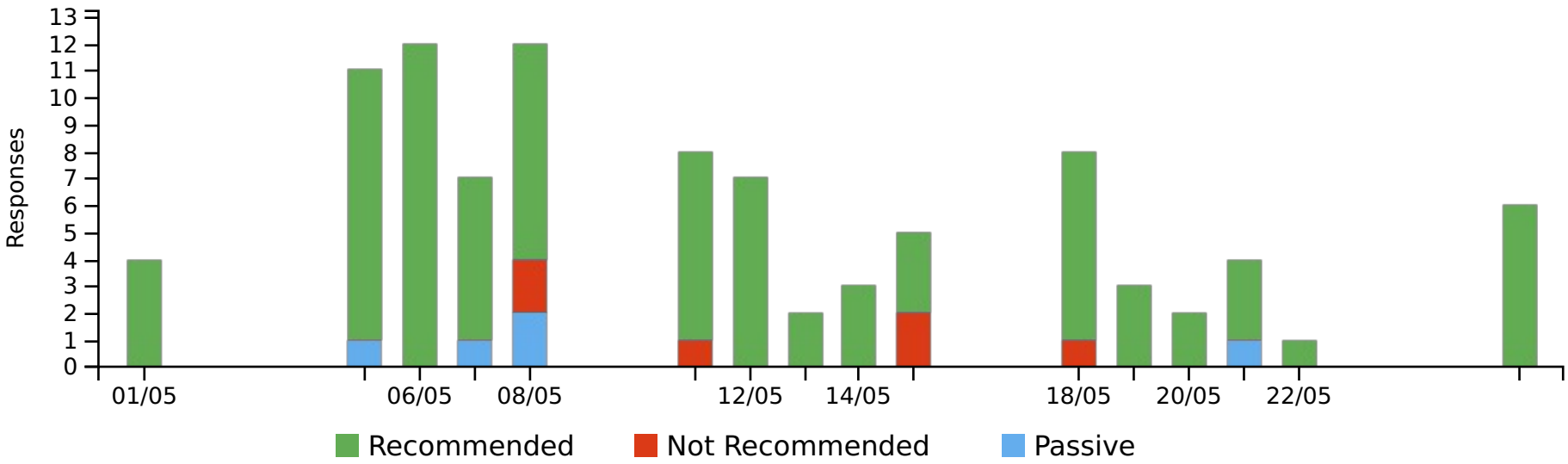
Practice Score: Day of the Week Analysis



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	10
Reference to Clinician	35

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

✓The nurse was good understood my problems gave me good advice and remedy
✓*Grace, the nurse is a great listener very compassionate understanding a new exactly what should be done. A kind lady. Thank you.*
✓Dr Lancaster. Listen to my condition carefully proceed examination with total respect and carried out further assessment.Thanks
✓*Because you deserve it*
✓The Doctor was amazing always helping and giving great advice
✓*I was running late and the receptionist was really nice and allowed me to park my car where not officially allowed. GP was great*
✓She knows her job
✓*staff are accomodating very friendly*
✓A very organized system, check in system, very friendly and helpful staff, make things easier for patients, have the facility of blood tests within practice which is very convenient.
✓*The ladies at the reception desk were extremely helpful, professional, and respectful.*
✓Got on the day appointment and nurse prescribed antibiotics
✓*They were very helpful to me*
✓Consultation excellent. Dr Subel is knowledgeable and empathetic. Had all my questions answered and learned more about my condition.
✓*Your new screen sign in & waiting room screen info are much improved but I was not told which room number upstairs to see the nurse*
✓Because waiting time was short and the doctor, unfortunately i can't remember his name, it's been very effective and helpful about different situations.
✓*Receptionist scheduled same day appointment for my baby and Dr who saw my baby was outstanding, he was thorough, attentive, empathetic and I'm very pleased with the service*
✓I had a good service today
✓*To be helpful to NHS based on decades of good / bad experience. I find it sad that a service provider like NHS, really excellent one at that, is now being highjacked by seemingly quick - fix IT-LED solutions being imposed on many who are not so au-fait with these. Some are useful of course but many are left behind. Plse don't take it as criticism but often experts lack ability to implement change, often consultants' led focusing on monetary issues and bureaucratic procedures. Sorry about all this but only because so I feel how much wastage is there.*
✓Lovely doctor!
✓*Very caring and helpful doctors and nurses*
✓Dr Leader understood my health issues and was very helpful
✓*Think that Dr Subel is fantastic.The whole surgery building needs an upgrade and modernisation*
✓Very accomodating, place is clean.
✓*Kind, efficient reception, tried to accommodate even when appointments for the day already fully booked up. Doctor was understanding, reassuring and reliable*
✓Quick appointment and very good appointment.
✓*Quick, efficient, friendly nurse*
✓Cause the doctor was very good with my son and provided the services I was expecting and was the stuff there is always positive and polite!
✓*Verona was lovely and effective*
✓I bought my elderly parents to the surgery today and everyone was kind and helpful. The nurse was really nice with them both & very patient.
✓*I am satisfied with the service and the way the staff really treated me*
✓The nurse was very professional. Had good listening skills and was very kind and responsive.
✓*My GP has been very supportive with my long-term health condition. They take time to listen, provide clear and practical advice, and have arranged appropriate referrals when needed. I feel my concerns are taken seriously and that Im receiving consistent, well-managed care.*
✓I have been today at ravencroff I saw the doctor
✓*The doctor gave me time to talk about whatever I needed to and to discuss a course of action with a follow up.*
✓Seen to quickly and thorough examination
✓*Everyone I came into contact was professional and courteous.*
✓I appreciate that this service is provided by NHS, even if the appointment was running late I did not have to wait very long, it is also another time that Ms Patel was really helpful, I am very pleased with her attitude and knowledge, thank you
✓*The lady was very friendly, nice, and thorough, and my appointment was on time.She knew my history, we did the tests, and discussed results. I was at ease. She was a very professional lady called Grace.*
✓Visit was quick and on time. Doctor was welcoming and knowledgeable. Felt in good hands. Excellent service at this surgery overall.
✓*Because the way my treatment was carried an every thing what got done was explained and it was no a rush so I feel they deserve no 1 thanks*
✓Very good service

✓*The doctor was calm patient and she listened to all I said and attended to Me calmly*
✓Very caring and efficient practice
✓*I had a text from Ravenscroft Medical Centre .*
✓I was seeing on time. Dr Holz was attentive and explained pros cons of posdible options. I managed to get appointment booked for follow-up and bloods for this week. Excellent service.
✓*I saw Ms Calit and she was so patient and helpful. Got appointment with her same day.*
✓Dr Subel & Dr Leader excellent. Some receptionists put you off making appointment though even the Dr had asked me to make appointment the last time I saw her. The receptionist said my results were ok otherwise she would have called me. However I wanted to see her regarding other query regarding my health...I have some medical knowledge because of my background...
✓*I had a vaccination done by Verona, who is a lovely, warm person. I always enjoy my visits with her. Very professional.*
✓Happy with the service. Very polite.
✓*We love Dr Frankle. Helpful advice as always. Thank you.*
✓Dr Leader was very good and nice and polite. She is doing her best to help me
✓*Good service and fast response*
✓Tessa is lovely. On time. Not a painful blood draw and pleasant and kind.
✓*Very hard to phone you but everybody is always helpful and kind when one manages to get patches to work*
✓Dr Lancaster listened to me and gave me good advice.
✓*It was good to have a friendly doctor review my blood test results and discuss them with me.*
✓Did feel rushed in anyway was allowed to express myself and negotiate medication to my satisfaction. Many thanks.
✓*The service is Excellent and staff helpful*
✓Check up done and pneumonia vaccine done straightaway
✓*clear explanations from a patient and efficient doctor, thank you!*

Not Recommended

✓There's room for improvement.
✓*She was very nice and helpful*
✓I didn't get the care I expect at my visit. I felt the Dr was ill informed and didn't have answers
✗*The doctor was useless and clueless. Both about the reason for the call and also during the appointment.*

Passive

✓Because I would have liked to continue small sessions at ravenscroft Medical Centre. It would be nice to talk longer and have a conversation with the therapist doctor.
✓*Reception ladies were receptive but the nurse who took my pap smear was not!*