FFT Monthly Summary: March 2025

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
81	13	2	0	1	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: 299

Responses: 97

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	81	13	2	0	1	0	**97**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**81**	**13**	**2**	**0**	**1**	**0**	**97**
Total (%)	***84%***	***13%***	***2%***	***0%***	***1%***	***0%***	***100%***

Summary Scores

97% 1% 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:

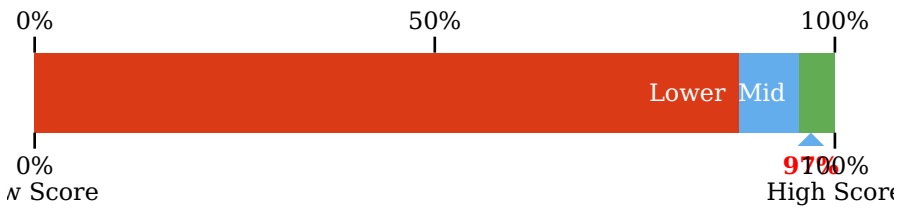
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

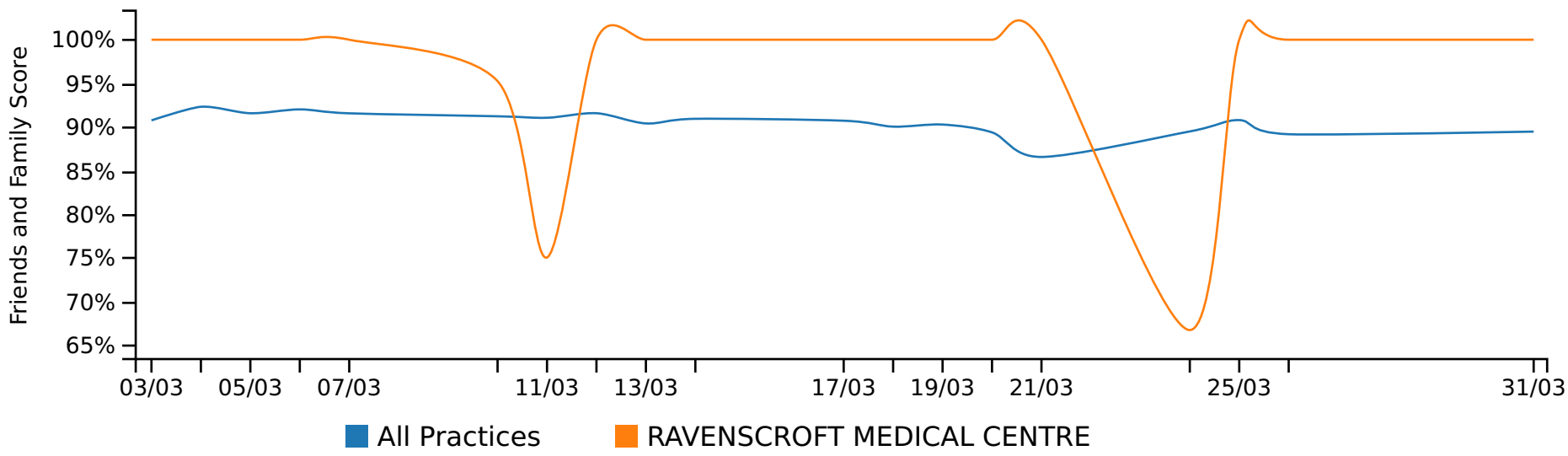
Your Score: **97%**

Percentile Rank: **85TH**



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 85th percentile means your practice scored above 85% 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

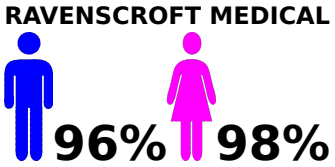
	< 25	25 - 65	65+
All Practices	86%	90%	93%
RAVENSCROFT MEDICAL CENTRE	100%	95%	98%

Gender

All Practices

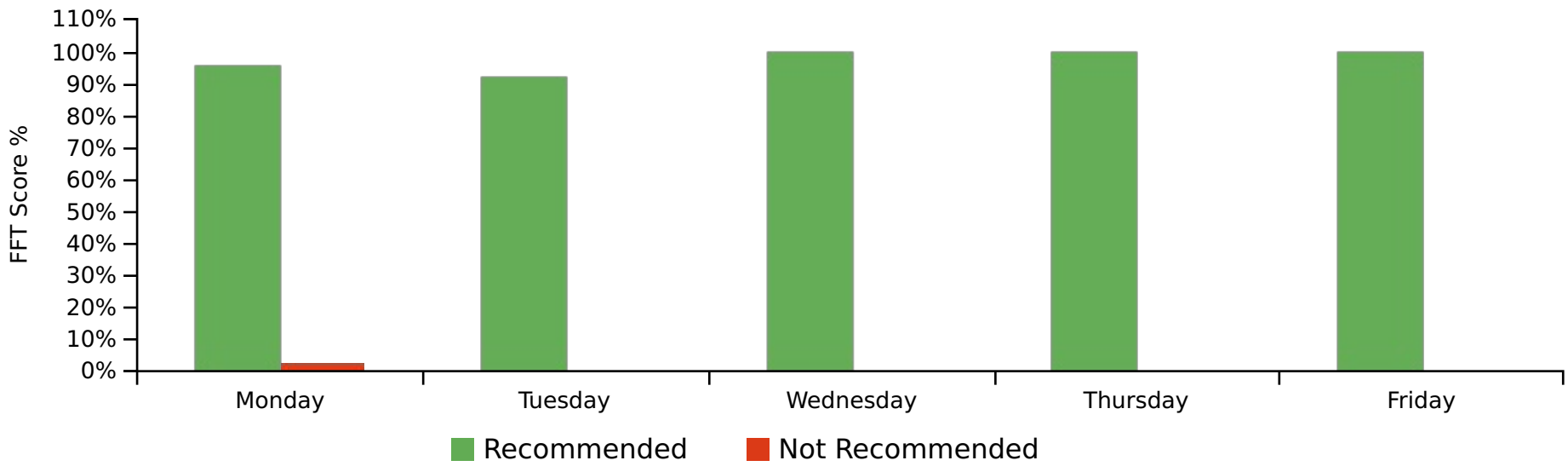


RAVENSCROFT MEDICAL CENTRE



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

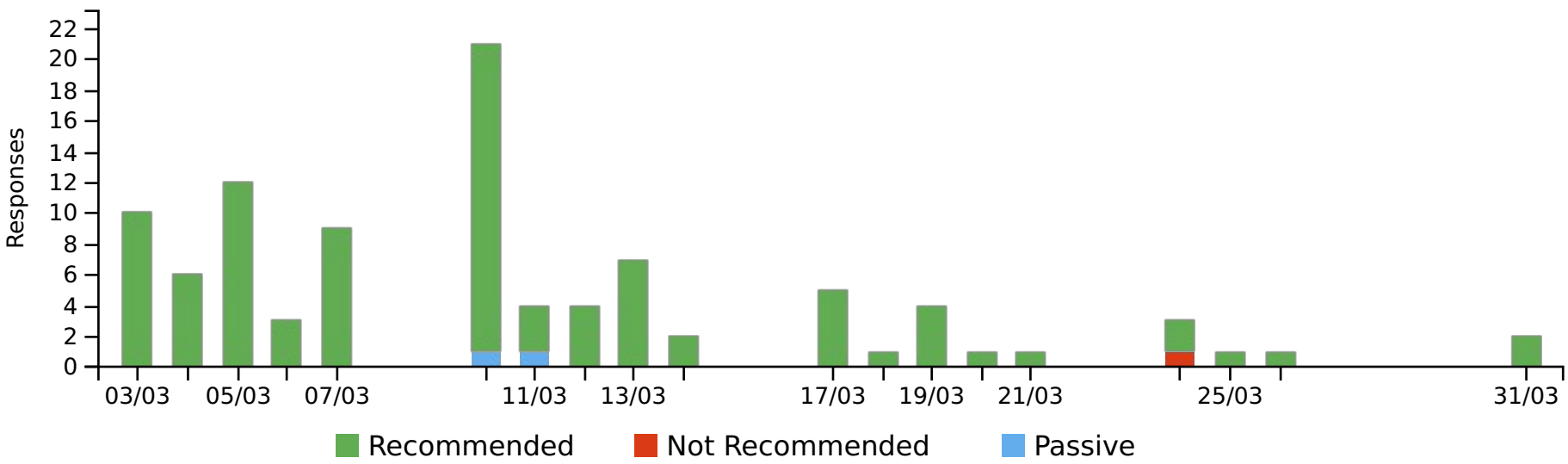
Practice Score: Day of the Week Analysis



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	15
Arrangement of Appointment	9
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 very clear in explaining my blood test results and offered practical solutions.
✓*Responsive friendly doctors and staff*
✓The service was, as always, extremely efficient and friendly.
✓*Very good service*
✓Very friendly and helpful
✓*because the staff and doctor are kind and attentive*
✓Swift appointment and great care and advice from the nurse
✓*Everyone so kind*
✓Great doctor. Great bed side manner.
✓*It was good enough*
✓The nurse that I saw today Ms Grace Calit, she was professional, friendly, warm and caring. She took the time to listen and gave practical advice in relation to my condition.
✓*Outstanding service*
✓As always, Dr Suble was very kind and took a great deal of trouble to listen to my issues. Tessa at Reception too was very helpful and accommodated me for an urgent appointment.
✓*Because the doctors and reception were both helpful*
✓The reception staff were really helpful and assisted me with my elderly fathers' needs. We even managed to get a Drs appt later on in the day for him which was amazing.
✓*Because the service was very good, very professional and very friendly*
✓Professional, responsive and I was look after in caring manner esp Dr Melissa holtz and lady who does smear test. Also dr franklin and the ladies in reception area but i forgot their names.
✓*Dr Subel is an excellent doctor and the consultation was reassuring.*
✓I was very satisfied with the service I received
✓*I was served on time. The doctor is a polite and pleasant woman.*
✓Prompt efficient friendly service
✓*I am very pleased with the service*
✓The appointment is quick. The process and procedure are done promptly. The doctor is friendly and professional.
✓*Answered the call quickly, gave my baby an appointment the same day and there was no delay when the appointment time came.*
✓Good efficient service
✓*Because good care .*
✓Everything good and smooth. Reception and Dr. Thanks.
✓*I was able to see a member of the team on the same day I called in*
✓Very nice and kind but unable to get a quicker appointment today
✓*Always the staff are so helpful and friendly*
✓Very professional. Welcoming knowledgeable and friendly reception staff. Dr's listening and knowledgeable about my personal medical history and caring.
✓*My doctor is a wonderful clinician. He deals with medical issues before they become chronic and costly.*
✓Because we were happy with her service. Thank you.
✓*The doctor was reassuring, polite, and helpful*
✓Friendly and efficient service.
✓*seen quickly as an emergency. Staff very professional*
✓Brilliant professionalism and time keeping!
✓*My doctor is excellent. Clear considered advice and very understanding.*
✓Not happy with the way my prescription was handed.
✓*Was seen on time and found Dr Holz excellent*
✓Because I wanted to see myGP. And that's was all .
✓*Ahmed was very helpful.*
✓Because in the 7 years I've lived here, I've never been treated by a truly competent doctor. I would give Dr. Subel 1000 stars.
✓*Didn't have to wait and asked about the vaccine, possible reactions and if I reacted what to take.*
✓All straight forward, very pleasant staff, nothing to complain about

✓ *On time, friendly, no fuss.*
✓ Survey from RAVENSCROFT send me this
✓ *Very helpful friendly professional Lady, also very good advice*
✓ Received an appointment quickly, thorough discussion of reason for visit, GP was very professional and explained reason for further investigations.
✓ *The doctor was charming confident and I trusted his recommendation*
✓ Receptionists were helpful and kind, as was the doctor
✓ *Nurse Patel was prompt, kind and listened*
✓ Dr Holz is really good and cares for people who goes to the GP who seek advice or help. Hoping more doctors will be like her.
✓ *Just a brilliant doctor patient relationship*
✓ Dr Frankel was patient and responsive
✓ *Dr. Subol was attentive, taking the time to listen to my concerns and explain my treatment clearly. The clinic receptionist was friendly and efficient, making the visit pleasant.*
✓ Dr Holz and the rest of the doctors and nurses are simply excellent
✓ *Super efficient from telephone to seeing practice nurse*
✓ Easy to navigate, got seen quickly, friendly and helpful staff everywhere
✓ *I received the care that I needed, the Dr was very knowledgeable and I didn't have to wait for long to be seen*
✓ I got everything I wanted from my consultation.
✓ *I felt the service was excellent*
✓ I received a text from RAVENSCROFT Medical Centre. P
✓ *Excellent doctor. But 30 minutes wait*
✓ Although running a bit late, actual appt was quick and efficient
✓ *Because I think it is a really surgery*
✓ The GP was brilliant, she was very understanding and assuring of what I was going through. She had reassured me a number of times and made the whole experience a lot more easier. I never really like to use the GP unless it's an emergency as I can understand the backlog and waiting hours however she assured me on the help is always available.
✓ *I had a last-minute appointment today, and the receptionist went above and beyond to find me a slot. My GP was very considerate, listened attentively, and conducted a risk assessment to ensure my well-being. I felt genuinely heard and supported by the surgery. Thank you for the excellent care.*
✓ Looking at various options and futher appointments

Not Recommended

✓ I arranged a telephone appointment 3 weeks ago.Today I was waiting for the call but had to go to the loo and when I got out found that the doctor had called. So I immediately called the surgery only to be told he MAY call back but with no commitment to do so.He hasn't called back and now I have to go through the process of booking another appointment.This seems a very poor arrangement. How is a patient expected to stay by their phone for 3 hours with no opportunity to go to the loo or do anything else?An absolute farce.

Passive

✓ Unsatisfied