FFT Monthly Summary: November 2024

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
74	11	5	0	4	1	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: 311

Responses: 95

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	74	11	5	0	4	1	**95**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**74**	**11**	**5**	**0**	**4**	**1**	**95**
Total (%)	***78%***	***12%***	***5%***	***0%***	***4%***	***1%***	***100%***

Summary Scores

89% 4% 7%

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:

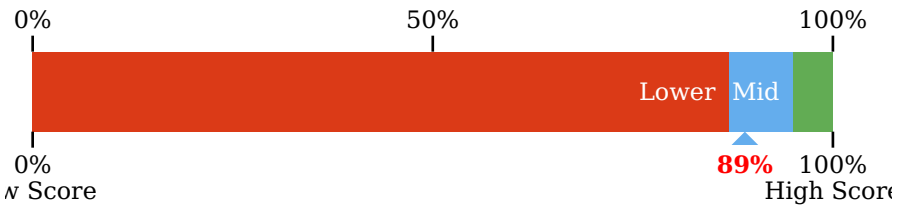
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

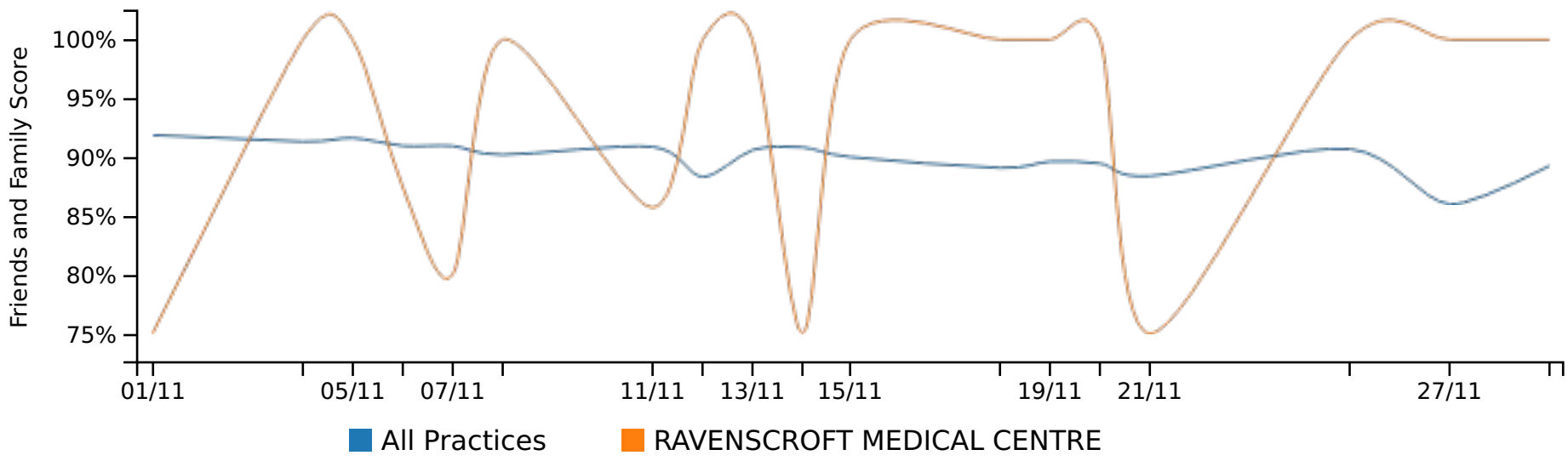
Your Score: **89%**

Percentile Rank: **35TH**



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 35th percentile means your practice scored above 35% 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	75%	93%	90%

Gender

All Practices

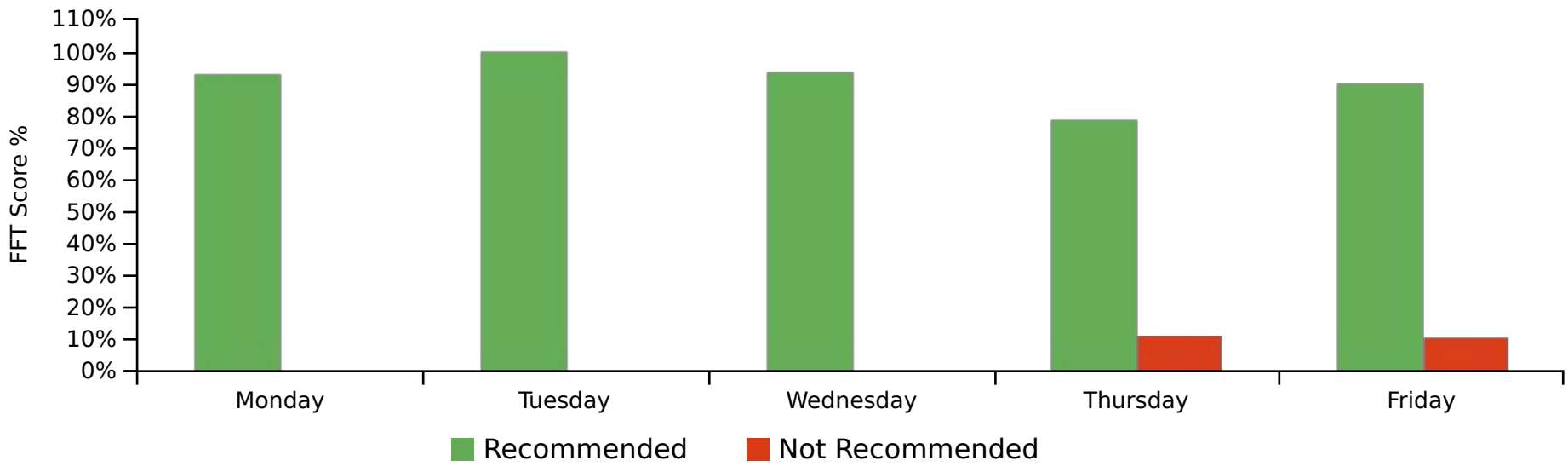
91% **91%**

RAVENSCROFT MEDICAL CENTRE

86% **91%**

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

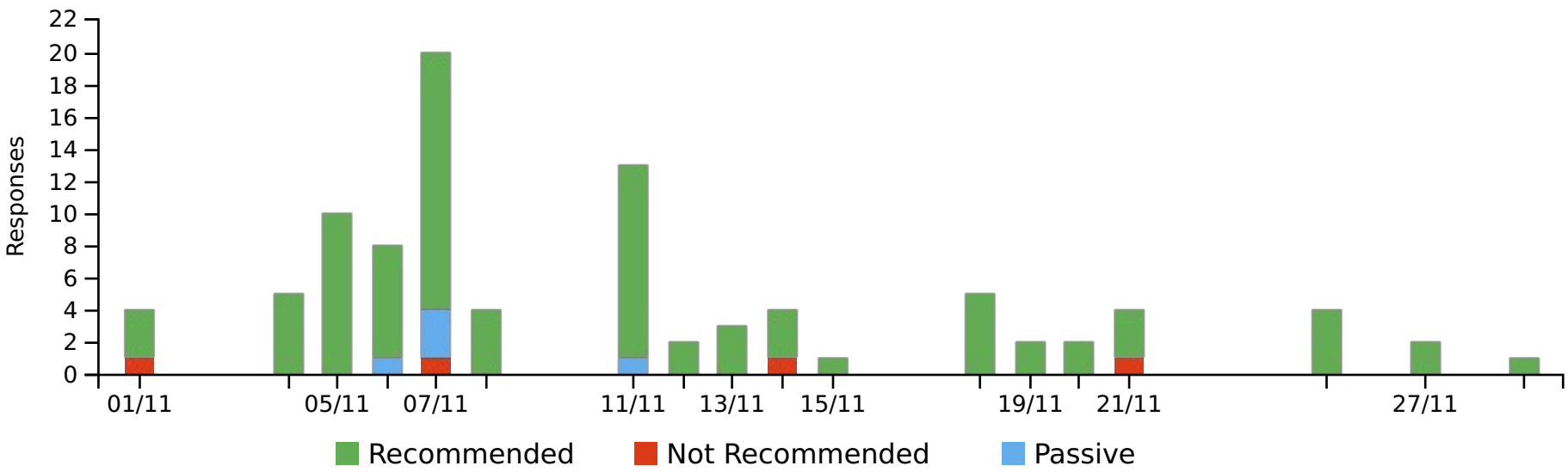
Practice Score: Day of the Week Analysis



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.

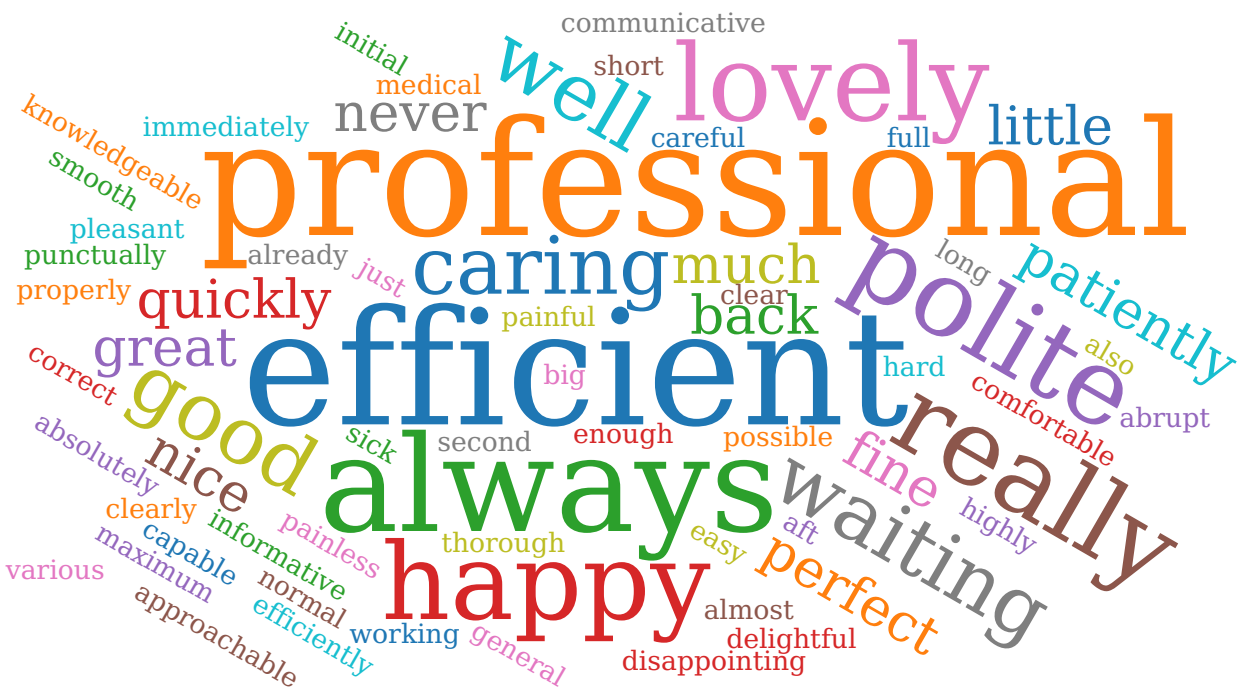
Section 5
Patient Free Text Comments: Summary

Thematic

Reception Experience	11
Arrangement of Appointment	12
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

✓Because you asked
✓*Because nobody is perfect and there is always space for improvements. For example it is possible to try reduce appointments' waiting time.*
✓Dr Holz,Dr Subal and ahmed the pharmacist were excellent
✓*Call back very efficient Pharmacist call very informative and provided advice I needed*
✓Your surgery cancelled my appointment for tomorrow your receptionist was good enough to fit me in
✓*Amazing amazing care*
✓The person who did the blood test was absolutely amazing. It was almost painless despite her having to prick my arm, she did it with care and it was done quickly too.
✓*I was happy to be served by this lady, and she told me what to do*
✓Grace, the nurse, is great and the girls in reception are helpful and kind.
✓*It was my first time at your practice. Receptionist friendly and helpful and the GP very nice and thorough*
✓Was fine
✓*I had 2 appointments and I was seen immediately for both*
✓The service was nice and polite
✓*The nurse is very patient and careful. Thank you*
✓The pharmacist who saw me was patient with me and explained my medications very clearly.
✓*I was seen by the doctor punctually. She was delightful highly professional and very caring. gave clear explanations that I understood.*
✓Just very satisfied as always
✓*Because I never have trouble in service from my GP surgery thanks*
✓Happy with the doctor visit!
✓*I find it efficient. The staff at reception are pleasant and every dr I see are caring professional and give you time to really see how they can help. They do not rush you out of the door*
✓Multi channel methods to communicate with the GP practice. Staff all professional, capable and knowledgeable.
✓*Because I was very sick I got seen quickly and the correct procedure was put in place to give me the patient the maximum benefit*
✓The nurse was so lovely.Waiting time was really short .And the big bonus which takes the stress out if every appointment is that I found parking right in front !
✓*Had a easy experience*
✓Everything was fine
✓*Dr.Subel and his team are the best. Kind to patients, very efficient and hard working. Thank u so much!*
✓Booking the appointment, reminders I received, my first GP appointment after more than 4 years- all were first rate. Dr Holz was excellent!!!
✓*I didn't have to wait, I felt the dr listened to me and at the end she suggested another appointment in 4 weeks time*
✓Very friendly staff and medical professionals, smooth service with booking, appointment on time, very lovely nurse that provided lots of information and made me feel very comfortable. Thankyou NHS xxx
✓*Very good*
✓Because u asked me???????
✓*Part of Survey*
✓Efficient and polite
✓*Dragana Zeric*
✓I gave a rating of 1 because Im really happy with the service. GP was helpful, friendly, and took the time to listen to my conns. I felt well looked aft
✓*I was pleased with my chat with the GP and the manner in which she assured me that I have nothing to worry as my blood test is normal in general.*
✓Excellent prompt and professional service
✓*Because Dr. Melissa Holz is always kind and always listens to me patiently and gives me the best prescription. I am very satisfied with her and I love her very much.*
✓Professional doctors that don't waste your time.
✓*Because the doctor was amazing staff was amazing I never had lik*
✓I spoke to the GP pharmacist, he listened to my reasons for my medication request and was very communicative. The consultation was also very efficient.
✓*Efficiently run, didn't have to wait*
✓My dr today did a full health check aswell as why I went for my appointment which I think every doctor should do and use this technique and ask how every patient is feeling it makes us feel like we are being looked after properly by our gp surgery and our doctors
✓*Because service was excellent -nurse Patal was very helpful*

✓I am satisfied with the service
✓*Although my initial phone call with the reception team was a little disappointing (answers were a little abrupt and not the most helpful), I appreciated the phone call back to help about booking an appt, and I was seen on time by the lovely nurse :)*
✓They are very approachable
✓*Dr Subel its best doctor .Very helpful,profesional great men*
✓Very coordinated which is good staff
✓*RAVENSCROFT has always been prompt and efficient with my concerns and inquiries and dr Melissa has been very helpful.*
✓Very caring and understanding GP
✓*Lovely nurse consultation*
✓Yes
✓*Had my flu jab and covid jab today, doctor was really polite and helpful, and didn't hurt at all,*
✓I am well followed up on the various issues I have. The appointment took place on time all the staff are friendly
✓*Professional, friendly, polite, explained patiently*

Not Recommended

✓We were already on our way there
✓*Dr Melissa service is excellent*
✓I took appointment at 2:40 I came at the time and they said my appointment at 2:30 which is not because I confirmed it before I come and then she wanted to give me another appointment after 2 weeks

Passive

✓Because any time i need to visit doctor you didnot make appointment
✓*Well it was ok*
✓Because I had an appointment with Dr Archna Mathur, I was not happy with her it was the second time happened with her. The reception was perfect but I don't like to arrange an appointment with Dr Archna Mathur at all.
✓*It was painful*
✓Too long waiting time