FFT Monthly Summary: November 2025

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
77	10	2	2	5	0	0	0	0	96	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: 284

Responses: 96

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	77	10	2	2	5	0	**96**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**77**	**10**	**2**	**2**	**5**	**0**	**96**
Total (%)	***80%***	***10%***	***2%***	***2%***	***5%***	***0%***	***100%***

Summary Scores

91% 7% 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:

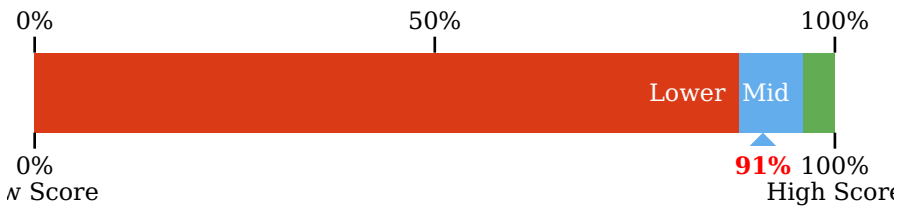
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

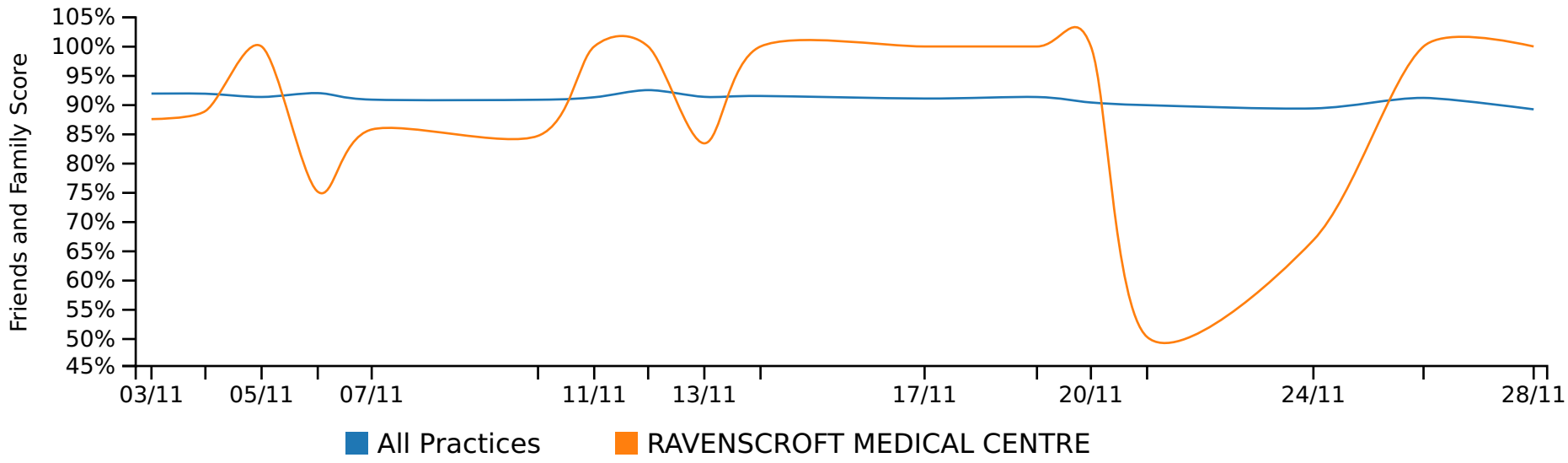
Your Score: **91%**

Percentile Rank: **40TH**



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 40th percentile means your practice scored above 40% 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%	93%
RAVENSCROFT MEDICAL CENTRE	80%	88%	95%

Gender

All Practices

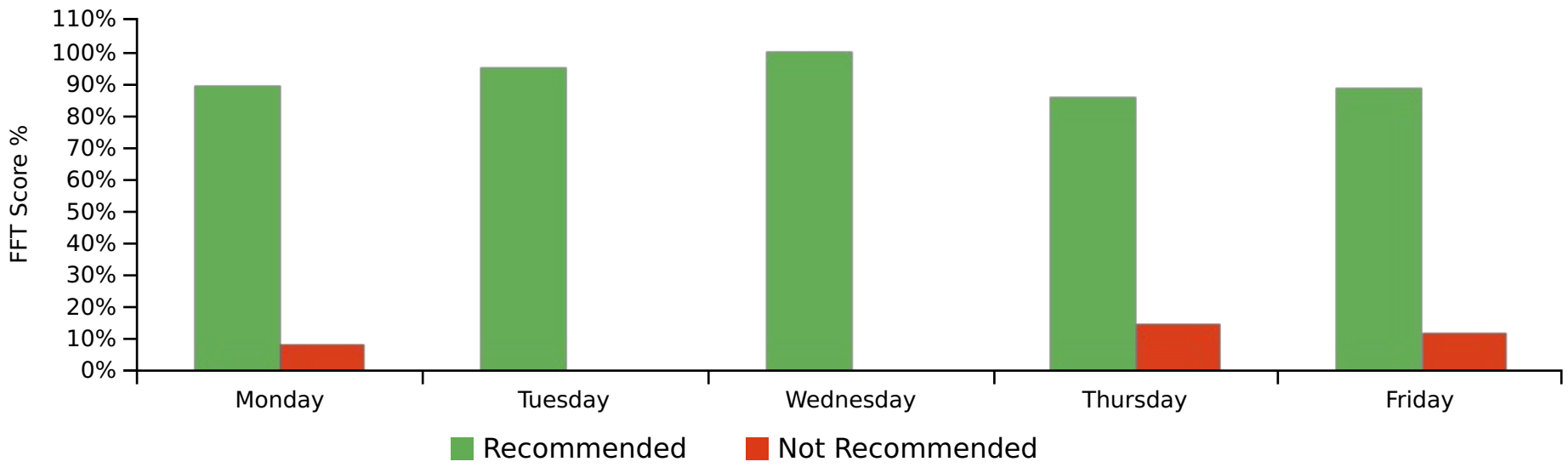
92% **91%**

RAVENSCROFT MEDICAL CENTRE

91% **90%**

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

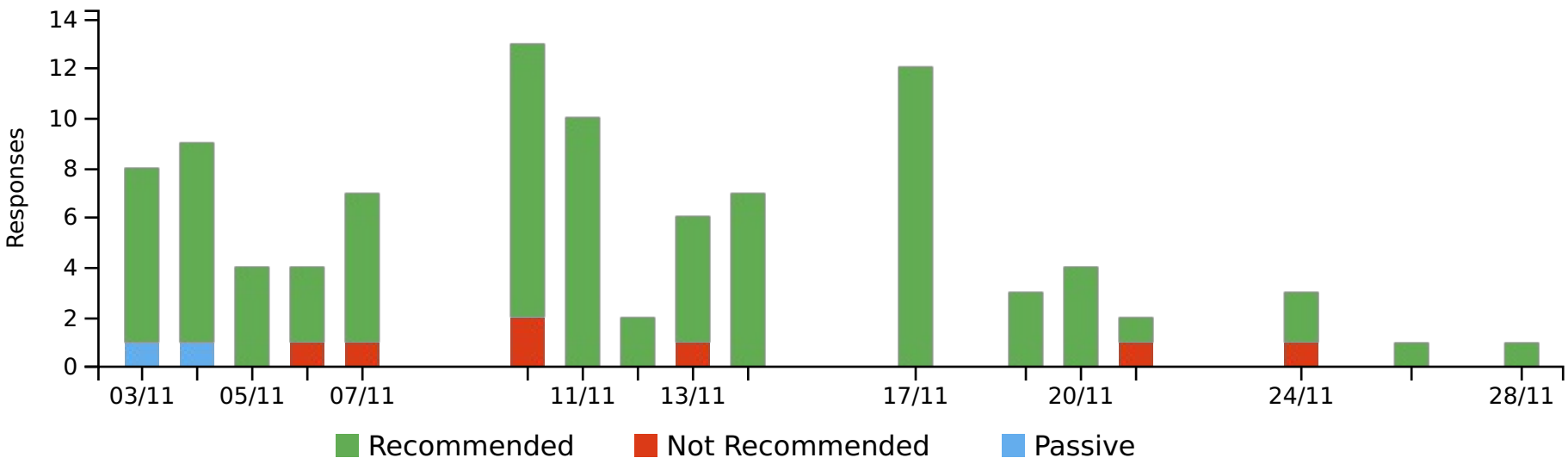
Practice Score: Day of the Week Analysis



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	14
Arrangement of Appointment	16
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

✓Dr Holz is the best GP I've ever had
✓*Every thing was good*
✓Very helpful health care assistant.
✓*I had a minimum wait & was given this appointment speedily*
✓The GP did what he needed to do.
✓*Because I have always found Dr 's in Ravenscroft are very helpful and get sorted my problem and staff too are happy to help .*
✓Appointment was on time and Tessa was excellent as always.
✓*I was promptly attended to in a most caring manner by the nurse*
✓Doctor phoned me he answer all my questions.
✓*Usual very helpful and appointment was on time*
✓Dr Holz dr frankl dr subal and dr Lancaster and dr Rutu are all simply excellent.
✓*It was all clear and ok*
✓Because I was satisfied with the doctor's work and her ethics today.
✓*I ve always found Ravenscroftvery friendly and efficient*
✓Easy and quick to get an appointment for what I need
✓*Good service*
✓Didn't have a long wait and she helped me to locate a travel clinic on my request.
✓*The nurse was so helpful and thoughtful. I felt much better when leaving the surgery*
✓Reception staff were friendly, very short waiting time, the doctor listened to everything we had to say. Very happy patients
✓*Making requests on patches was a waste of time*
✓The nurse was very nice
✓*Polite and helpful.*
✓This was the first time appointment with Dr. Serena. She was incredibly kind, supportive, and made me feel comfortable throughout. She told me I could reach out to her anytime from Tuesday to Friday if I had questions, and that I'm not alone, which meant a lot! She truly felt like someone I could trust almost like a friend. Im very grateful for her care!
✓*Ms Vera was very professional and caring during my visit*
✓The therapist advised me to postpone appointment also as to meet regulation of age
✓*Staff good & helpful Doctors caring*
✓I had an extremely good experience the doctor was extremely good caring and official
✓*Efficient and caring*
✓I've been seen quickly for emergency
✓*Verona was excellent.*
✓Tha nurse was so. Kind and understanding
✓*Because I am very satisfied with your staff and doctors.*
✓V prompt appointment and follow up
✓*Excellent service*
✓Because she's very nice to me and very professional and very patient.
✓*Very caring GP*
✓The staff was very polite and showed genuine concern and had a smile and a positive demeanour
✓*The receptionist booked me in quickly and my doctor was fantastic and very helpful. She helped me with my issue and spoke to me with respect and was friendly and attentive. Then, when I had issues at the pharmacy, the receptionist and doctor worked quickly to resolve the issue. I was very appreciate of the quick and efficient support*
✓I had text from RAVENSCROFT Medical Centre
✓*Professionalism especially from my GP*
✓I booked the appointment very quickly, staff are very polite
✓*The team is always on time, supportive, friendly, efficient and professional. Easy to book appointments or re-schedule if needed, timely communication (reminders, etc.). Thank you.*
✓Excellent and professional service.
✓*Receptionists are quite nice and understanding. Dr. Frankle is quite caring and listens to your issues with patience*

✓I was seen promptly and the nurse was very professional
✓*Main issues covered and helpful advice given.*
✓good time was good he answered all my query. He gave all the information I need he help with the medicine. He explained everything he gave me the blood result. He check my blood pressure and it was amazing. Very good. Appointment and I felt very confident confidence with the Dr that he that he is champion thank you
✓*Good communication & good that vaccination could be done at home*
✓Because I am happy with service,?just reception people have to be little mo kind ??
✓*The appointment ran on time, the GP was friendly, understanding and explained everything to me clearly.*
✓The practice is very caring and efficient
✓*Because dr Frankl is the best doctor*
✓Very ki nd efficient nurse
✓*Nice nurse nice receptionists*
✓Very helpful, responsive, compassionate and kind
✓*Dr Leader has a pleasant bedside manner , she also listens with patience at any concerns. I feel comfortable and confident that she gives correct attention to the presenting issues*
✓Convenient.
✓*The doctors are outstanding and even though they are very busy, they are always concerned about my health issues never rush my appointment. I believe it's way better than any of my friends practices.*
✓Dr Holtz has always helped me with any concerns I have. She is very caring and professional. The receptionist are also lovely and helpful.
✓*Verona was lovely, very caring and kind, like all the wonderful people at Ravenscroft. ?*
✓Everyone is really kind in the practice, the reception staff and Phlebotomist Tessa Warrens
✓*Clinician was kind, polite and professional during direct care*

Not Recommended

✓GP was dismissive and refused to hear health concerns. Told me to book another appointment. When I asked if a known lump on my lower back was potentially related to a fibroid that i was there to talk about she interrupted to tell me she didn't want to hear it, book another appointment. When she spoke with me, she seemed inattentive or hard of hearing so i couldn't simply say yes, I had to say "yes i have understood what you have said" or she'd ask me the question again. I wanted to quickly mention a verruca since i knew it was minor. Again interrupted and told me to book another appointment. I needed some information from my file. And when the document she printed didn't have the relevant info. She rushed me out the door. But thankfully the receptionists helped with that issue. I don't want to see this GP ever again. I hope my health doesnt depend on her
✓*My doctor was extremely condescending, kept talking over me, and was not helpful at all. I left the appointment feeling very angry*
✓The GP was rude, did not take the time to explain her findings, and looked visibly annoyed when I asked questions. It was a terrible experience overall
✓*I find the staff not so helpful and the waiting times can be very long and if I come 5 minutes late then I missed my appointment. Today I waited 45 minutes with my toddler!*
✓Today I had blood test.but the nurse was not good at inserting a needle.She did three times.and she tried fourth times.but I made her stop it.Because it was painful.Then I run away.
✓*I found the nursing assistant very helpful.However, I do feel your systems need to be addressed whereby you have to come back again for blood tests as they're only done in the morning. Why not combine everything in one appointment?*

Passive

✓Some doctors and secretaries just want to get out of their heads somehow.
✓*Long waiting times at the front desk*