FFT Monthly Summary: October 2026

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
70	10	3	2	2	1	0	0	0	88	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: 370

Responses: 88

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	70	10	3	2	2	1	**88**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**70**	**10**	**3**	**2**	**2**	**1**	**88**
Total (%)	***80%***	***11%***	***3%***	***2%***	***2%***	***1%***	***100%***

Summary Scores

91% 5% 4%

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:

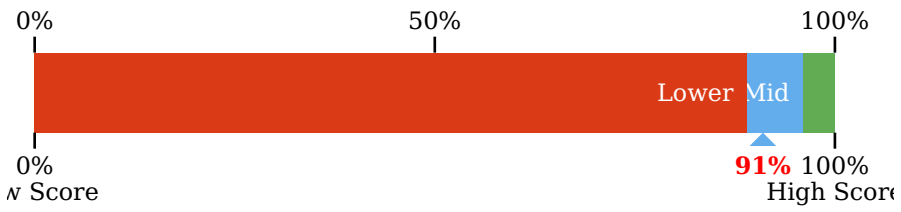
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

Section 3
Practice Scoring

Practice Score: 'Recommended' Rank

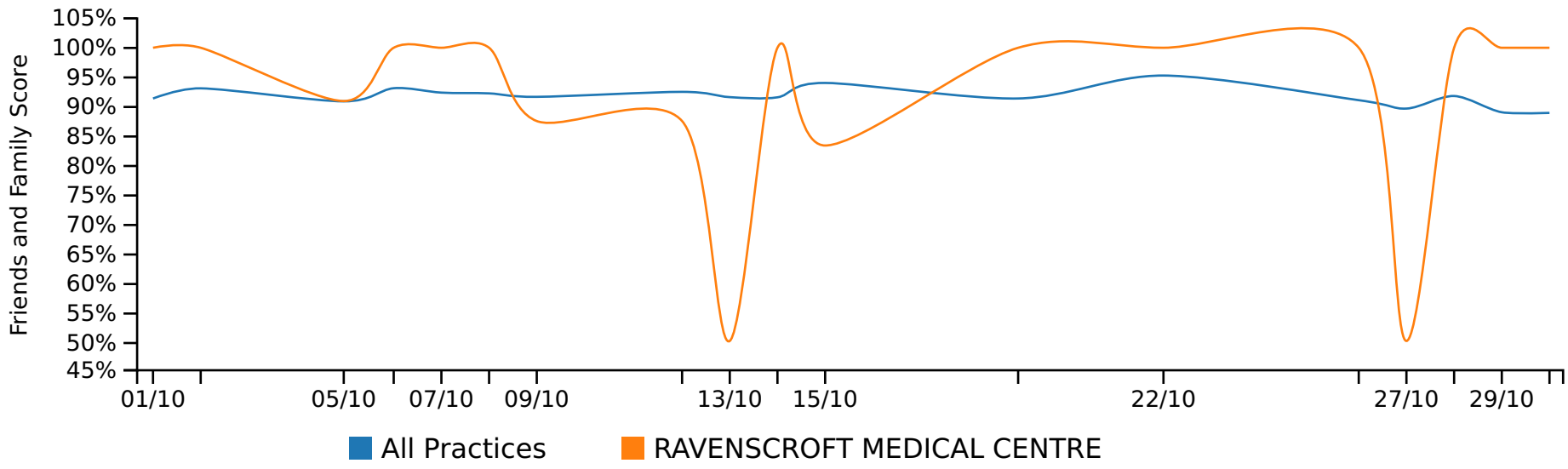
Your Score: **91%**

Percentile Rank: **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%	91%	94%
RAVENSCROFT MEDICAL CENTRE	100%	90%	91%

Gender

All Practices

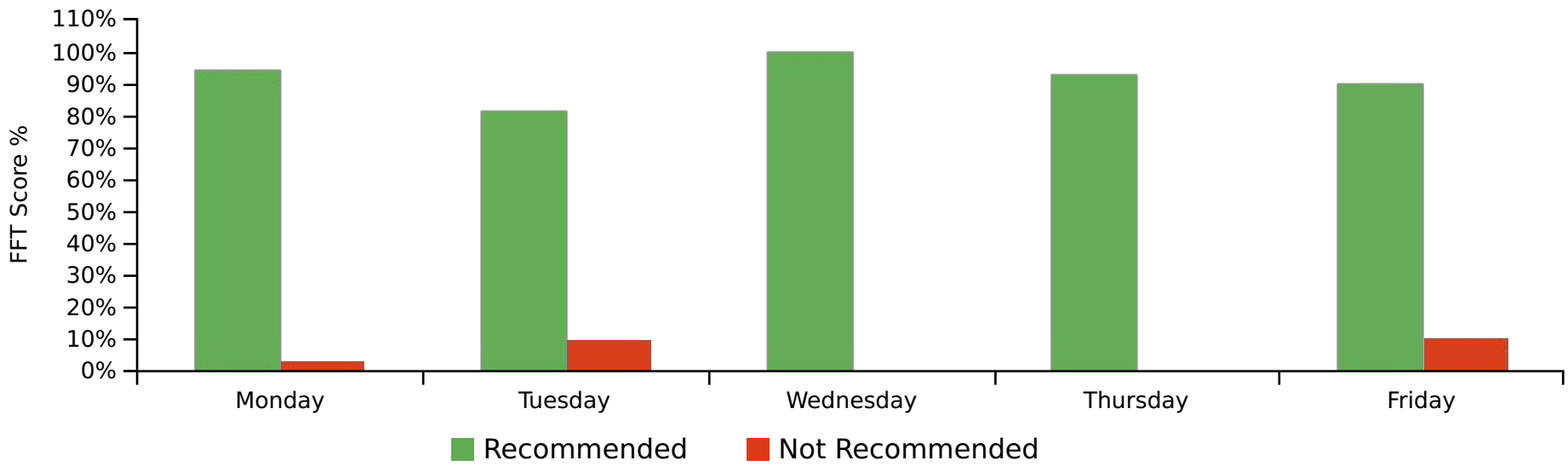
92% **92%**

RAVENSCROFT MEDICAL CENTRE

95% **88%**

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

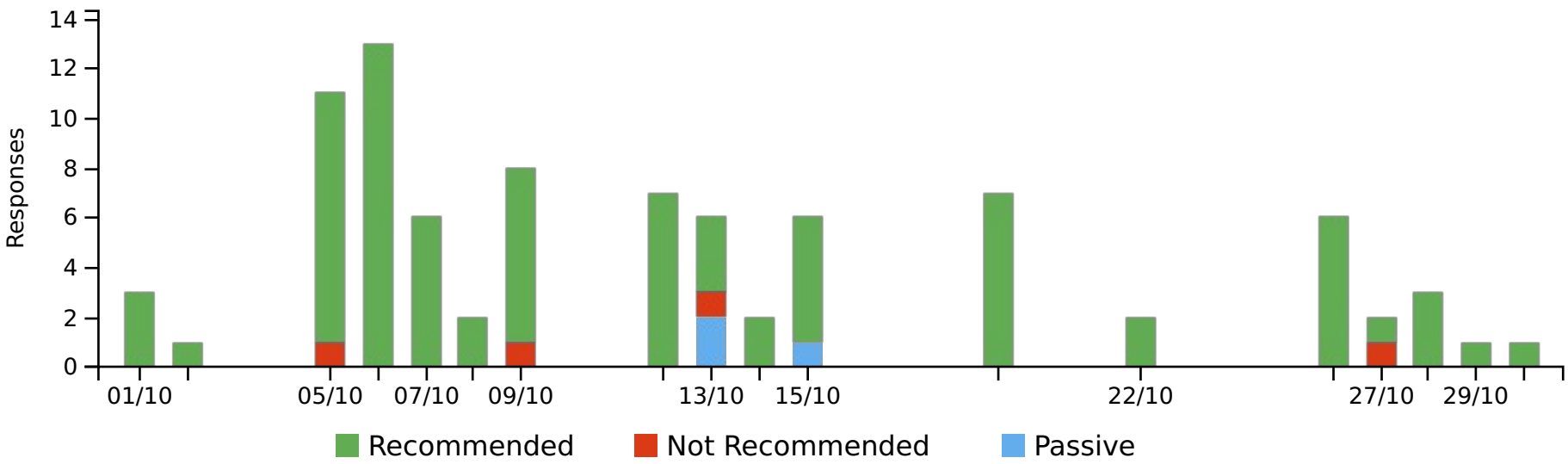
Practice Score: Day of the Week Analysis



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	23

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

✓Very quick in getting a reply and helpful
✓*Great service appointment om day good doctor*
✓Prompt, efficient service, parking available.
✓*Good polite service*
✓I finally saw Dr Subel who dealt with my issue efficiently. He is tops
✓*Efficient Quick to dealFriendly Thanks*
✓On this occasion the person at the desk was engaging, helpful and understood the urgency of the appointment. The medial practitioner that I saw was very nice, caring and pro-active. There's 1 individual at the reception who is single-handedly capable of tipping the balance in the opposite direction and thankfully she was not at the reception today
✓*I was phoned to tell me that the covid vaccine was available and I could make an appointment straight away. The person I dealt with was very friendly and professional.*
✓Because the Doctor's are so attentive to your ailments and make you feel confident of everything also the nurses and receptionists are very helpful.
✓*Friendly and attentive*
✓1 - very good
✓*Perfect communication and reactive.*
✓I was given the help I needed
✓*All went well except had to wait long for reception*
✓Can generally get an appointment and the drs are very good
✓*She is such a caring and attentive doctor. She always examines the children very thoroughly and takes every concern seriously. Three years ago, my child had a very serious problem. When I took him to see her, she examined him very carefully and, on the same day, referred us to the eye clinic. When we arrived at the eye clinic, they gave us a letter and told us to go immediately to the Royal Free Hospital. They carried out an MRI scan and found a blood clot in his head.I am so incredibly grateful that we met her. I truly believe she saved my childs life. God bless her. I am always happy whenever we have an appointment with her.*
✓Tessa is a super efficient phlebotomist and very gentle
✓*Very good nurse, kind and attentive*
✓Staff friendly professional
✓*Appointment happened on time. Claire on reception was very efficient and pleasant.*
✓Everything was fantastic to be honest, I think 1 is better in my opinion. This way I change my for 1. Thank you.
✓*I was seen within a couple of minutes and had the nicest nurse*
✓The surgery practitioners are always helpful and effective.
✓*Verona was very kind yet professional.*
✓Doctors, receptionists, nurses and pharmacist make Ravenscroft an exceptional practice.
✓*Very nice*
✓Because you asked
✓*Dr Holtz is so knowledgeable and super helpful*
✓Excellent, caring, good, and professional service.
✓*Ravenscroft is the best GP that I saw in my life.They care about you and they lessen to you and until they sort out your problems they will not leave you alone.They are the best and I appreciate all of them. From receptionist and doctors*
✓Very kind and responsible.Thanks RAVENSCROFT MEDICAL CENTRE
✓*Everything went quickly and smoothly*
✓My appointment was to discuss results of a follow up scan on a kidney cyst. The doctor explained all aspects of the results very clearly and set out what would happen next.
✓*On time and a delightful competent nurse*
✓Excellent medical support, helpful reception staff
✓*Professional and kindly*
✓I have no complaints about the service I receive from Ravencroft
✓*Prompt and helpful advice and action*
✓For the politeness of the personnel and doing their best to serve the people
✓*The doctor was reassuring , informative and took her time with me which was greatly appreciated*
✓The service is good.

✓ *It was a very pleasant experience and I was seen on time, thank you*
✓ I didn't wait long. The nurse was very pleasant and I was out fairly quickly
✓ *Superb doctor who listened. I was prioritised for an appointment today too and so was v easy to see the Dr at short notice*
✓ Dr. Subel is so knowledgeable and helpful
✓ *Got an appointment for my issue reported on call thought had a waiting of 9 callers before me. Got a call back. Appt fixed on the day and doctor was quick to give diagnosis and suggested next steps. Efficient and responsive*
✓ Kind and sensitive.
✓ *Because they are very efficient and helpful, in arranging care for my 95yr old friend for whom I liaise with his Doctors & arrange Hospital visit etc for.*
✓ Excellent service as usual
✓ *Nurse was kind, friendly & efficient*
✓ Short waiting time. Helpful doctor.
✗ *After entering the practice this afternoon I was feeling very anxious before discussing a very personal issue. I was extremely impressed with the care I received from Dr Lancaster. They showed excellent patient care throughout the appointment and were incredibly kind, calm, and understanding of my anxiety, putting my mind at ease. In addition, the reception staff were helpful and available and I was seen very promptly after signing in for my appointment.*
✗ I would have said very good but there have been errors made
✗ *Polite and professional, kind and listening.*
✗ Always professional medical advice.
✗ *It's how I feel*

Not Recommended

✓ Very good
✓ *I was happy with the doctor was very helpful.*
✗ I found the doctor was somewhat dismissive and her information was not entirely accurate

Passive

✗ All fine but I am alwayd late to be seen by a doctor, despite always arriving early.
✗ *I find the drs very helpful but some of the admin staff can be quite abrasive*