FFT Monthly Summary: September 2026

RAVENSCROFT MEDICAL CENTRE
Code: E83039

Section 1
CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
65	9	5	2	4	0	0	0	0	85	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: 320

Responses: 85

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	65	9	5	2	4	0	**85**
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	**65**	**9**	**5**	**2**	**4**	**0**	**85**
Total (%)	***76%***	***11%***	***6%***	***2%***	***5%***	***0%***	***100%***

Summary Scores

87% 7% 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:

$$\text{Recommended (\%)} = \frac{\textit{very good + good}}{\textit{very good + good + neither + poor + very poor + don't know}} \times 100$$

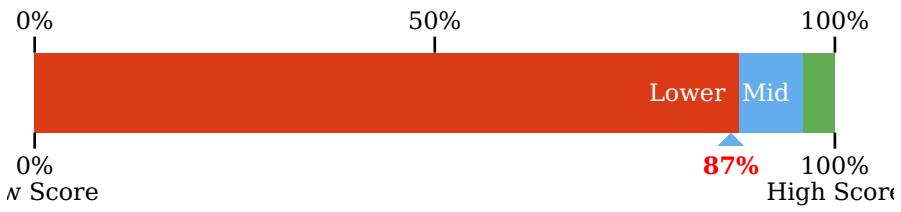
$$\text{Not Recommended (\%)} = \frac{\textit{very poor + poor}}{\textit{very good + good + neither + poor + very poor + don't know}} \times 100$$

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

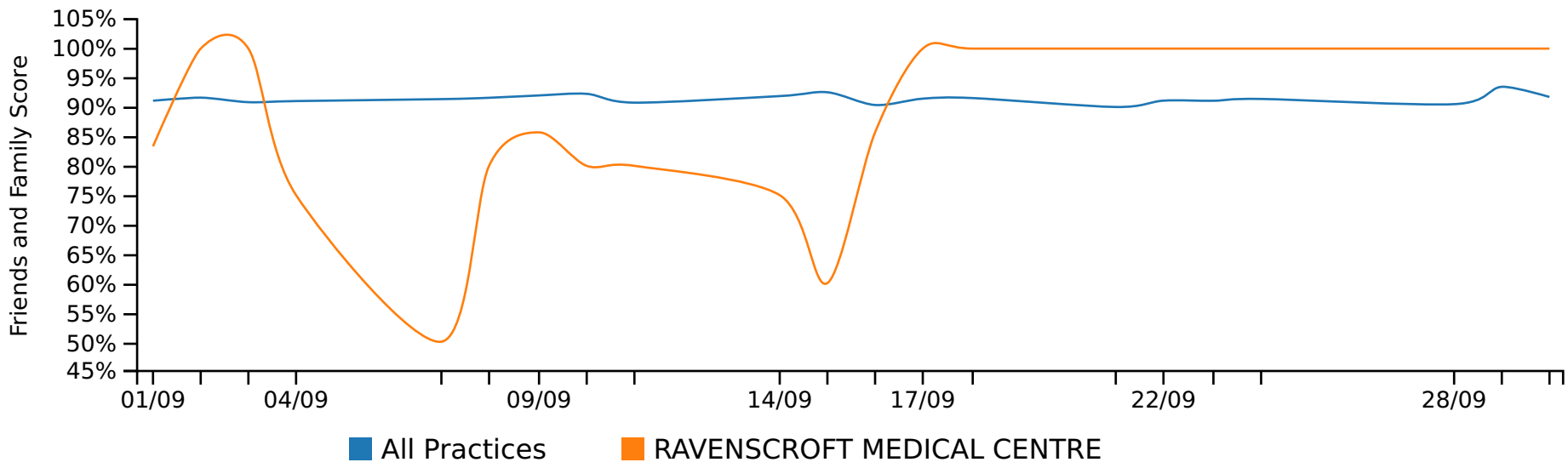


Your Score: **87%**

Percentile Rank: **25TH**

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 25th percentile means your practice scored above 25% 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	85%	90%	93%
RAVENSCROFT MEDICAL CENTRE	100%	86%	89%

Gender

All Practices

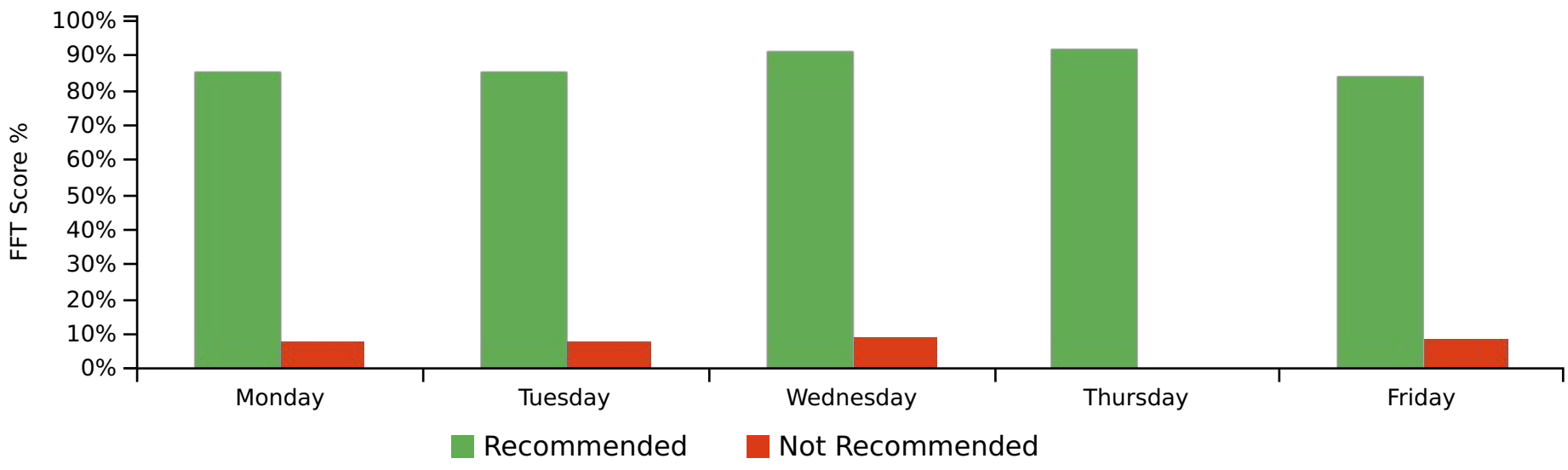
92% **91%**

RAVENSCROFT MEDICAL CENTRE

88% **86%**

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

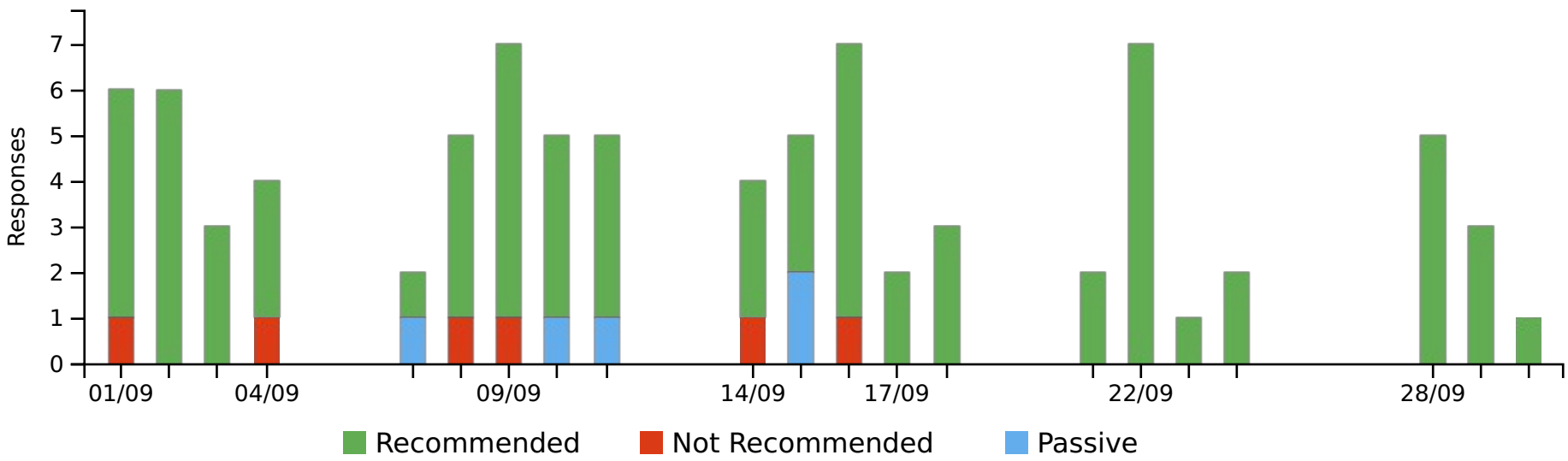
Practice Score: Day of the Week Analysis



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	5
Arrangement of Appointment	5
Reference to Clinician	26

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 staff is so nice it has got a lot of patience the can help you until you get to the bottom of your problem
✓*I was seen very promptly and efficiently*
✓Listened to me and understanding
✓*Staff wasTimelyFriendly Professional*
✓Thank you so much for caring me always. I appreciate there's doctors. Thank you.
✓*All good nothing to complain about*
✓I did already a 2
✓*I was seen on time. The procedure was done efficiently. The care navigator (at the desk) was helpful and polite*
✓It was on time and a very nice lady nurse took all the necessary tests with kindness and ease
✓*Exceptionally helpful team at the Practice*
✓Well dr Lancaster is a great doctor who listens to me and is not in a rush ...
✓*Politeness, and a very clear explanation of the result of my blood test ? ? ?*
✓She attended to all the relevant matters whilst at the same time she was very pleasant in receiving me and I must add very professional and ethical.i had given her my CV just in case she knew any one who could help me find a job.she explained she could not recieve my CV as she was not a partner at the practice. Well appreciated explanation so I realised I had commited something of a blunder.a great lesson.
✓*The nurse was warm kind and patient. Explaining the entire process as we went*
✓The 2 Nurses who attended to me during my recent visit to the Medical Centre were very nice and helpful. They were also very friendly and supportive.
✓*I am happy with your service*
✓Professional friendly service
✓*Very patient and professional.*
✓The doctor I saw went above and beyond to make sure I felt heard and to find a good solution to my problems. She's amazing I'm very grateful to have seen her today.
✓*There was no wait time, Verona was very polite through out the appointment and explained everything clearly*
✓It's very good
✓*Booking appt was efficient I got last minute cancellationI was seen very promptly GP is : attentive, listened to mv feedback on new long term medication. She understands my concerns, advises & will guide me in my consultations with hospital oncologist & clinical pharmscist. Has good overview of me as patient (this is value of primary care and continuity of same GP monitoring the patient)*
✓I joined the practice recently after being in a practice where I wasn't given the chance of seeing a doctor in 20 years. Since joining RAVENSCROFT I've been seen by 4 medical professionals who have all been wonderful. Thank you- you're an astonishing team!
✓*Coz never had any problems.*
✓Because your serving very useful
✓*The staff and service is good*
✓The care provided by the doctor was amazing
✓*I am very happy with my practice Surgery they are angel the people looking angel in the sky, but the angel is in there*
✓Doctor was helpfull and kindNot like gp beforeTfmg mocked abaut me mockd abaut my situation
✓*The service was good*
✓The GP's are always great
✓*Transfer from old practice was swift. Got an appt very quickly unlike previous gp*
✓I was seen quickly and the Dr was kind, clear and thorough.
✓*Dr Subel was very knowledgable and handled a very delicate current and former partner situation very well*
✓It was a very good service. Excellent doctor - Dr Frankel
✓*It was good but will need to make another appointment to follow up*
✓Check in process was easy and explanation by the Gp was very clear
✓*The nurse was very kind, and helpful! Thank you very much!*
✓Since I was diagnosed with a medical condition in 2011, I have developed several other medical conditions that have affected my life in many ways. Throughout this journey, my GP practice has consistently been there for me, caring for my medical needs and listening to my concerns. I truly appreciate the care, compassion and support I have received over the years, and I am very grateful to have such a caring GP practice. Danny
✓*Attentive and caring*
✓I got a face to face consultation easily and with only a brief delay. I was seen by a young GP who was very efficient getting me 2 referrals. For one of them, I got to see a health care professional the very next day although my condition was not urgent.

✓*Dr I saw today was attentive listened to me, examined me and I felt reassured with the outcome*
✓Because the doctor was so professional and kind.
✓*I was called right on time for my appointment and the nurse was very nice with my daughter*
✓My GP telephone appointment was very efficient and all .my questions were answered in a clear , professional and friendly way as always.

Not Recommended

✓I meant 1 because I am very satisfied with their service.
✓*I think she did not like me. I mean did not treat me well*
✓Because the receptionist are not very nice. Waiting times are crazy and until u get an appointment is crazy. Need a blood test now and next available appointment was in more than a week
✗*Rude, delays and lack of care for patients*

Passive

✓The today service is far lowers then years ago .
✗*Wait for usual GP appointm is 2weeks min, receptiion staff is unfriendly and do not want to listen or help. Terrible! 15yrs with this Practice and standards fell sharply and now they are very low.*