# FFT Monthly Summary: September 2025

**RAVENSCROFT MEDICAL CENTRE**
**Code: E83039**

## Section 1
## CQRS Reporting

### CQRS Reporting

| FFT001 | FFT002 | FFT003 | FFT004 | FFT005 | FFT006 | FFT007 | FFT008 | FFT009 | FFT010 | FFT011 | FFT012 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 84 | 6 | 0 | 2 | 4 | 1 | 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: 317**

**Responses: 97**

| | Very good | Good | Neither good nor poor | Poor | Very poor | Don't know | Total |
|---|---|---|---|---|---|---|---|
| SMS - Autopoll | 84 | 6 | 0 | 2 | 4 | 1 | **97** |
| SMS - User Initiated | | | | | | | |
| Tablet/App | | | | | | | |
| Web/E-mail | | | | | | | |
| Manual Upload | | | | | | | |
| **Total** | **84** | **6** | **0** | **2** | **4** | **1** | **97** |
| ***Total (%)*** | ***87%*** | ***6%*** | ***0%*** | ***2%*** | ***4%*** | ***1%*** | ***100%*** |

### Summary Scores

93% 6% 1%

## 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:

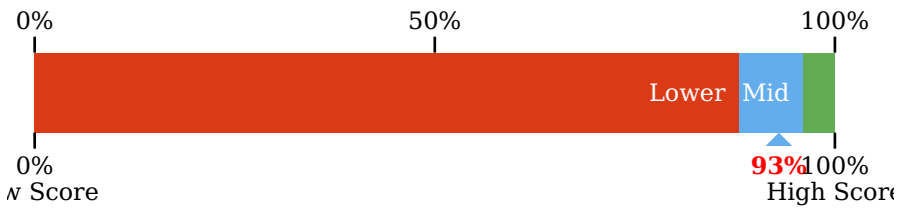
http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/

# Section 3
# Practice Scoring

## Practice Score: 'Recommended' Rank

**Your Score:** **93%**

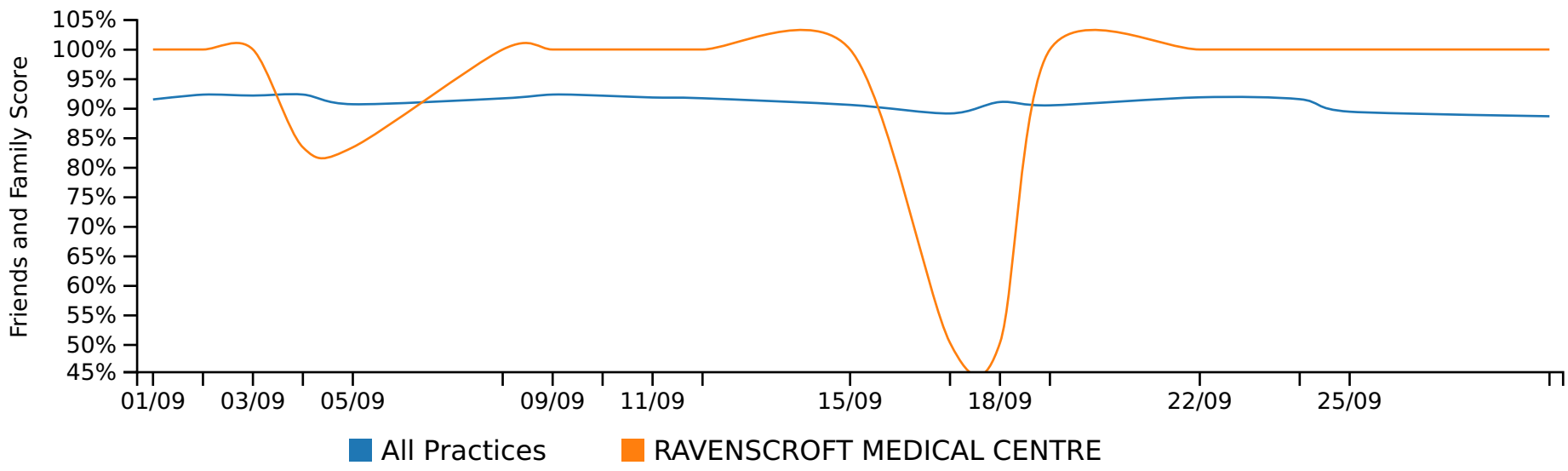
**Percentile Rank:** **55TH**




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 55th percentile means your practice scored above 55% of all practices.

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## Practice Score: 'Recommended' Comparison




Notes:
1. Practice score comparison of 'recommended' scores only.
2. Score calculated as per NHS requirements. See scoring guidance section.

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## Practice Score: 'Recommended' Demographic Analysis

### Age

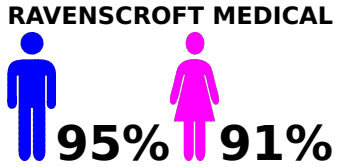
| | < 25 | 25 - 65 | 65+ |
|---|---|---|---|
| All Practices | 87% | 91% | 93% |
| RAVENSCROFT MEDICAL CENTRE | 89% | 88% | 100% |

### Gender

**All Practices**



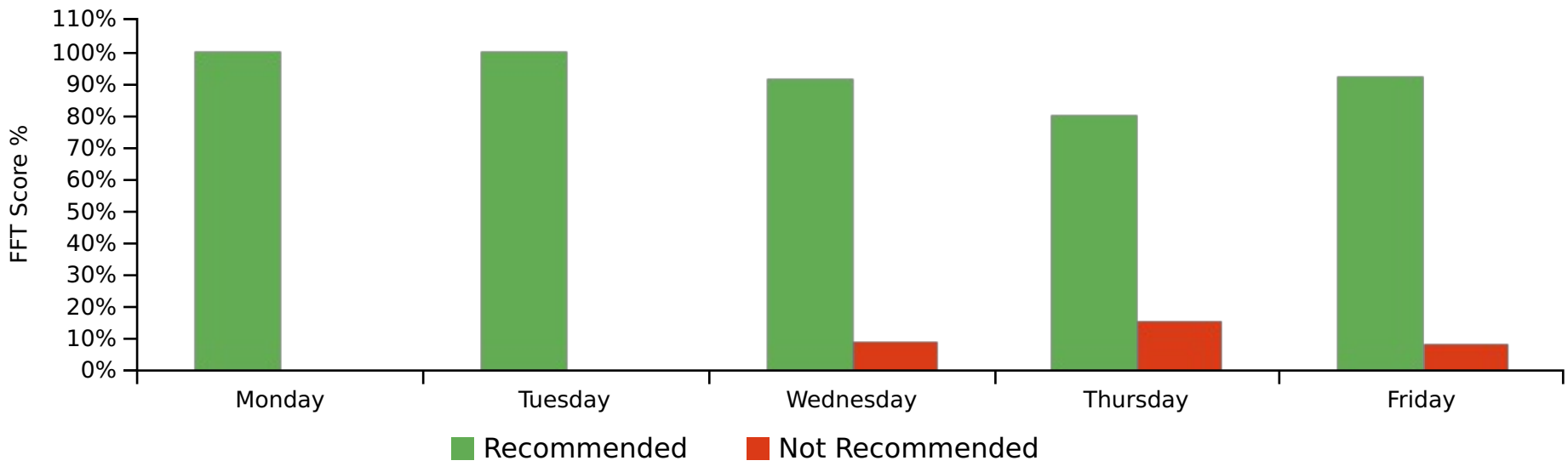

**RAVENSCROFT MEDICAL CENTRE**




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

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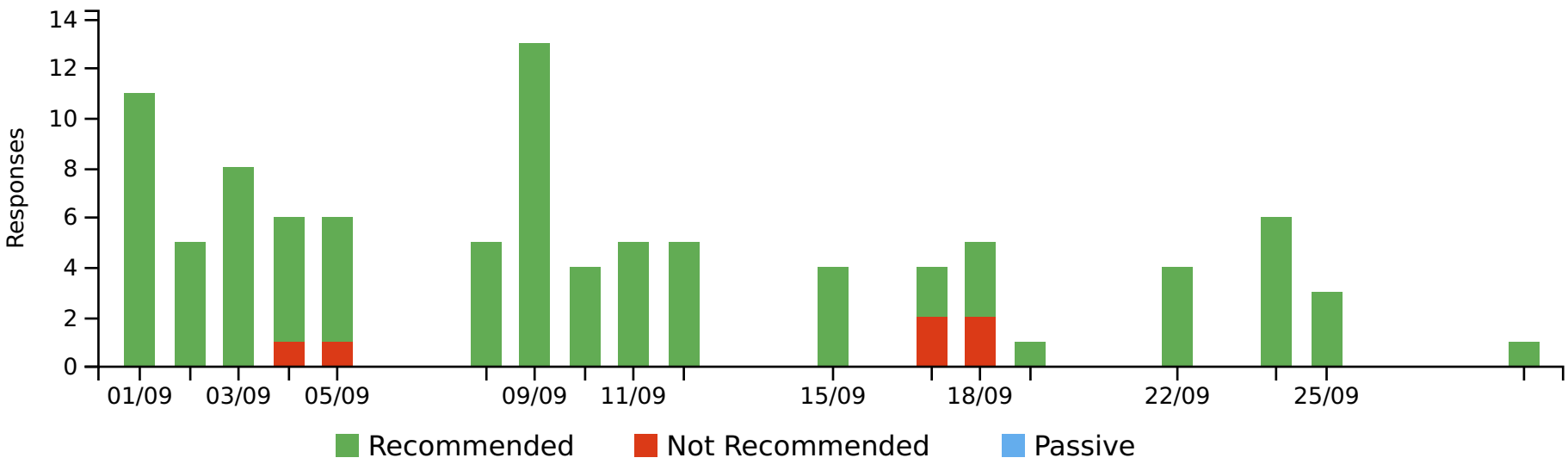
## Practice Score: Day of the Week Analysis




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.

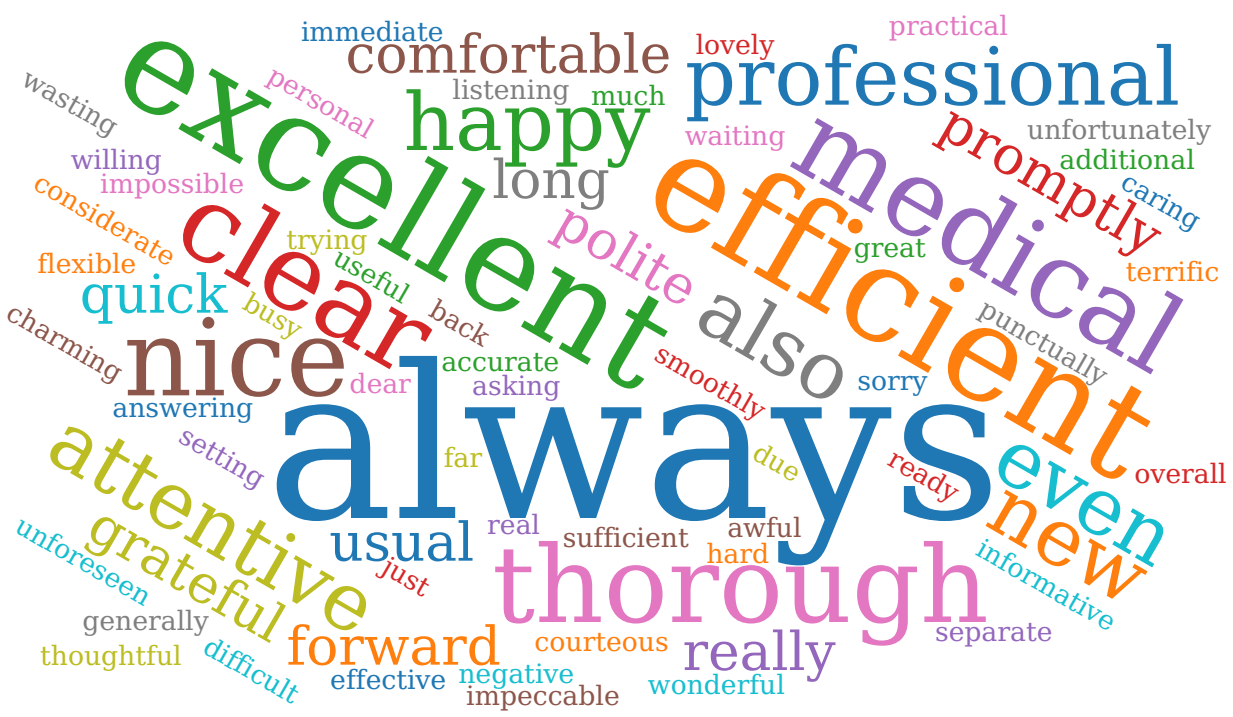
## Section 5
## Patient Free Text Comments: Summary

### Thematic

| | |
|---|---|
| Reception Experience | 11 |
| Arrangement of Appointment | 12 |
| Reference to Clinician | 36 |

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 efficient- communication about the appointment was clear and accurate, the appointment itself went smoothly
✓*I was seen promptly and the doctor spent time asking me questions about my health and I felt I was not being rushed. I was also referred to MKS as follow up. I was told that if I had any concerns to come back again.*
✓They are best doctors
✓*All the staff from admin to doctors are attentive and helpful.*
✓dr holz shows that she is really listening , and cares , tries her best to accommodate what im comfortable with re treatment plans , the secretaries ,even tho they too are very busy ,always show care and consideration to patients
✓*Good dr*
✓Nurse was polite a and efficient....
✓*Dr,James Lancaster was very kind and professional. Thanks Ravenscroft medical centre*
✓The staff have been friendly and informative
✓*The doctor I spoke to was very helpful*
✓I was seen very promptly by in-house pharmacist who took time to read my medical notes, explain long term medication, advised best time to take it. All info needed by myself as new patient on this medication
✓*She was very helpful*
✓We, when we have health issues, get the best attention, care and advice. Thanks to Doctor Subel diligence we found out a heart problem in an Alzheimer's patient, for which we are grateful.
✓*Prompt , attentive*
✓1 - Very good
✓*Good doctors, good staff,patients ,good surgery. Our needs are always metWill not change Ravenscroft medical center for any other surgery.*
✓Dr Leder takes a lot of interest and care. The reception caregivers are also v helpful.
✓*Excellent care on time appointments*
✓The doctors have taken care with me , answering my questions and reassuring me
✓*Always very helpful.*
✓Helpful, considerate, and nice staff.
✓*Great dr just a bit of a wait:(*
✓Setting up the appointment was good process and while I got to the meeting at some delay, the GP was good and provided clear answers
✓*I find everything meeting my requirements. And everything is sufficient. Doctors and Nurses are very kind and helpful.*
✓Because the doctor was nice and thorough
✓*Because Dr Holtz is always excellent. The best Dr since Dr Kauffman. Thanks,Lita*
✓I always get first class attention at the surgery
✓*The nurse was very courteous and friendly with useful advice*
✓It was quick thorough and helpful
✓*Seen on time Lovely Doctor*
✓The Dr I have spoken today was very helpful
✓*I felt real help*
✓My Dr was so so nice and understanding and patient
✓*I am very happy with your service and very grateful.*
✓Excellent service as per usual
✓*Prompt and helpful*
✓Very helpful, feel comfortable sent me all the reminders about my health and appointments.Excellent service
✓*I am happy what she said*
✓Because the nurse Sonia was very good
✓*Because of her behaviour*
✓Friendly staff. Always trying to help. Don't have anything really negative to say.
✓*Can always see a doctor (even if not the one you want!).*
✓Because I get good relationships with the doctors and nurses
✓*Excellent service and knowledgeable staff*
✓Friendly effective and flexible (I came for one condition and mentioned an additional one the nurse dealt with both and didn't tell me to book another appointment) thank you

✓ *Doctor was attentive and knowledgeable. Visit was quick and on time. Very happy with the surgery overall*
✓ Both Sonia the nurse and Dr Lancaster, at separate appointments were both charming, efficient and did the job required on time
✓ *Because they're very personal and nice*
✓ Polite and competant.
✓ *Generally good service, but long wait times. And it's far too difficult to get a face to face appointments for any immediate issues*
✓ Doctors, reception and all work hard to please patients at all times.Thank u so much.
✓ *Was on time , very helpful.*
✓ Although Dr did not have result he was very helpful in how to go forward. Very professional and knowledgeable
✓ *Staff are always ready and willing to help.*
✓ My experience was very good. Saw a nurse, new to the practice. Her bedside manner was impeccable. She was efficient and practical and made me feel at ease, I felt I could discuss any problems without feeling that I was wasting anyone's time. She was thoughtful and throughly wonderful.
✓ *She is very caring, thorough and efficient.*
✓ The doctor was very clear in explaining my test results and suggested the way forward.
✓ *i like them*
✓ Appointment on time and helpful responses.
✓ *Very good service as usual. Terrific practice.*
✓ I was given an appointment with the nurse on the same morning I called in. She was knowledgeable, professional, kind and put me at ease.
✓ *Dr Subel was patient and thorough in his answers to my questions and very reassuring.*
✓ All was very good
✓ *Clear answers from GP*

## Not Recommended

✓ Because i got that massage yesterday. Dear Mrs Pilo-Dafna,Subject: Appointment Cancellation -Unfortunately, due to unforeseen circumstances, we have had to cancel your appointment with Dr Syngal on Fri 05/09Someone from our reception team will call you today to rebook this appointment. If you'd prefer, you can also give us a call on 020 8455 9530 at your earliest convenience to arrange a new time that works for you.We're very sorry for any inconvenience this may cause and thank you for your understanding.Kind regards,Thanks, Tessa WarrenRavenscroft Medical Centre
✓ *Awful receptionist experience with Jackie this morning. Impossible to get appointments even when you call punctually*
✗ The waiting time was about 35 minutes Over the appointment time

## Passive