# FFT Monthly Summary: July 2023

RAVENSCROFT MEDICAL CENTRE Code: E83039



### SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
76	24	2	1	3	0	0	0	0	100	6	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:	106						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	73	21	2	1	3	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail	3	3	0	0	0	0	6
Manual Upload							
Total	76	24	2	1	3	0	106
Total (%)	<b>72%</b>	<b>23</b> %	2%	1%	3%	0%	100%

### **Summary Scores**

### **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.

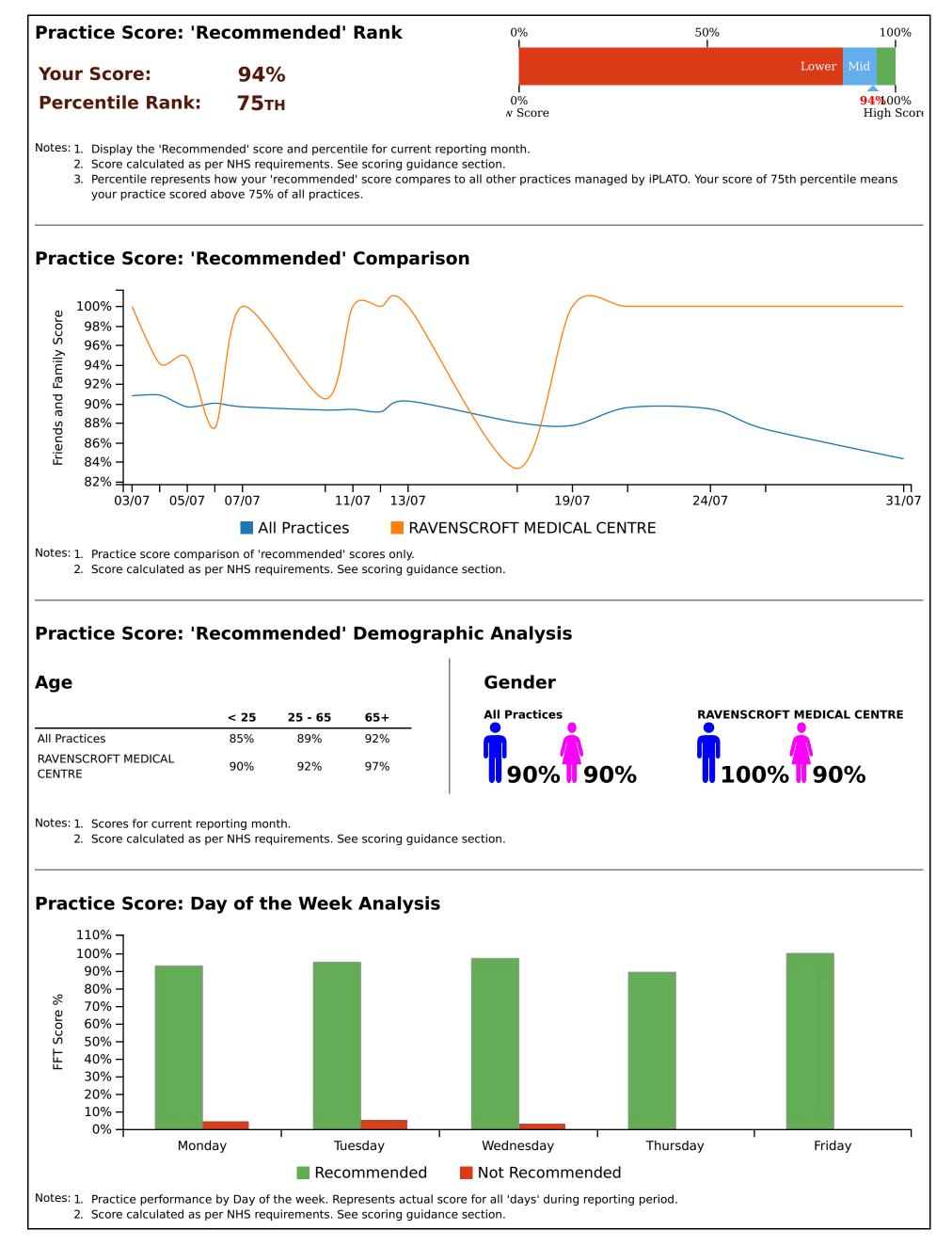
The percentage measures are calculated as follows:

Pacammandad(0/) -	very good + good x 100				
Recommended (%) =	ry good + good + neither + poor + very poor + don't know				
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

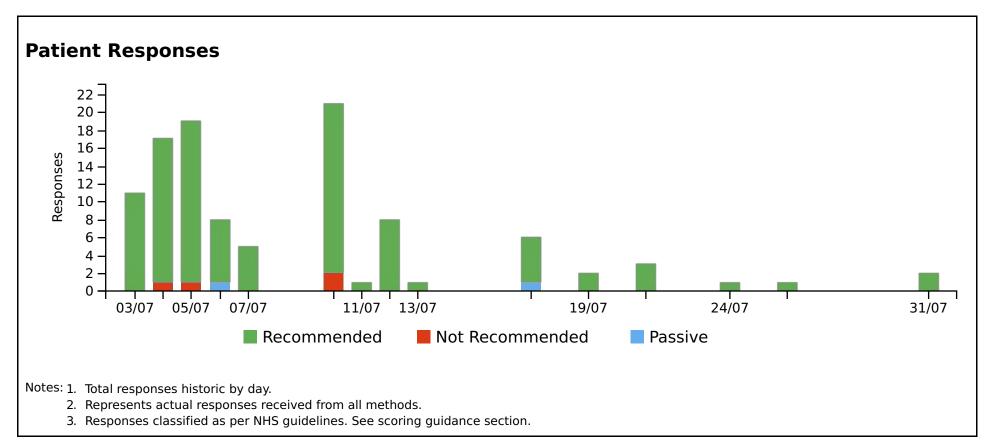
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

### SECTION 3 Practice Scoring



## SECTION 4 Patient Response Analysis



### **SECTION 5 Patient Free Text Comments: Summary**



### 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 / X No consent to publish comment

#### Recommended

✓ The nurse was helpful and she sorted out my problem very fast

✓ Just i Feeling

✓I am comfortable As I got a good results

- ✓ My appointment was delayed by approximately 10 minutes, but otherwise everything was fine.
- In Hotz took me through the test result and made suggestions around the medication. All done efficiently.

✓ Very positive help from the doctor.

They were helpful and reassuring

✓ I was seen on time, good an appointment fairly soon. Doctor was very helpful

- VMy family doctor, Dr Melissa Holz, is helpful, but I didn't get an interpreter. I find it important to have a precise, understandable and short dialogue, to resolve complaints and to provide information between the patient and the doctor.
- ✓ The doctors are kind, caring and extremely knowledgeable. Ive been a patient for 25 years and would never leave.

The receptionists (except Anne-Marie Tebb) arent very friendly but the doctors I've had encountered here are all great. A special thanks to Ms Roha Alam for taking care of me these last few weeks. She was so responsive and also made sure to do a check-in appointment to see if I was okay at the end of my round of antibiotics.

✓ The phone call to reception and the same day appointment and the consultation with the doctor, were all excellent

✓It's

- ✓ Because of the advice and treatment I received today.
- ✓ Because the doctor was very attentive and the reception staff were gentle and kind
- ✓ I was asked the right questions and the treatment has started working well
- ✓ Fantastic and efficient service. Very caring with a personal touch. Very rare for todays world
- ✓ Great care was taken in listening to me.
- ✓ Quick, efficient, helpful and kind
- ✓ Good care
- ✓I felt that I was really listened to and help and advice given for my various problems.
- Because that what I think
- ✓ The Dr was very informative. Met all my required needs. Took the time to listen to what I had to say
- ✓ Service on the time.
- ✓ Grace Calit was fantastic and extremely helpful! Unfortunately the front reception staff were disappointing.
- ✓ Efficient, listening response and easy to understand.
- Every one is very helpful and Kind.

✓ Appointments booked without any hassle, inhouse check-in is brilliant and patient care from doctors and nurses were very supportive, friendly and helpful ✓ Very helpful doctor! Thank you

✓ I was promptly attended to having been notified of my appointment and was treated on schedule immediately.

✓ Dok, Barry subell

✓ Today was seen straight away and dr holtz is really lovely gentle patient and thorough

✓ Dr Subel is fantastic and the reception this morning were very nice and helpful

✓ Doctor was very efficient and competent and very importantly extremely kind.

✓ Because it's true

✓ I'm satisfied with Ravenscroft!

I want to help in survey

✓ I like the service

✓ Quick helpKind people

✓ The Doctor, nurses and front desk staff are very helpful and made me feel welcomed.

✓ Reception was very helpful and GP was very understanding and very helpful.

✓ Receptionist and the nurse were excellent

✓ All at the surgery are working hard They try their best to fit you in

✓ Very helpful and Dr Holz sympathetic and supportive

✓ It's because when I call the one who answer is polite & helpful. Overall the service is very good & guick.

Things were dealt with quite fast, and with urgency, bearing in mind, my uncontrolled sugars and blood pressure and genuine emphasis was laid on a

#### regular intake of medication and some lifestyle changes

- $\checkmark$  Attentive and given me time to discuss my problems.
- ✓ The doctor was efficient and confident in her diagnosis and made us feel comfortable
- The Doctor was thorough and explained to me very in a detailed manner the results of my test. He took time and was very very mindful. The staff at the reception are very helpful and courteous.
- ✓ Because you asked me to give a grade from 1 to 6.
- ✓ Same day appointment obtained Thorough approach taken by Dr Frankel
- ✓ Dr Frankle is amazing and takes a lot of time to care and consider his patients.
- ✓ The G p cared completely
- I saw Tessa and Sonia today they are both very friendly and made me feel at easy when treating me. I was seen on time and Sonia gave me time to discuss my concerns
- ✓ The Dr. answered my questions
- ✓ The doctor was very helpful.
- The Nurse , Sonia was professional and knowledgeable. The questions asked were relevant as were the answers, A credit to the practise .
- First of all Gp was very nice to me and explained everything about my problems to me even she printed two pages about my problems and gave it to me I really appreciate what she did for me Regards Jahanbakhsh Bagheri
- $\checkmark$  Dr Korman was very professional and helped me a lot
- ✓ Fast appt, concerns dealt with seriously and Tess incredibly helpful.
- ✓ Dr Holz was friendly and attentive.
- ✓ Generally responsive, keep patient informed, although little delayed in giving appointments but overall a better experience with them,
- 🗡 It's okay
- XI trust & amp; have respect for my GP
- XShe is always very kind and easy to talk to

#### **Not Recommended**

- I don't feel like the doctors take me and my symptoms seriously.
- ✓ The Dr was concise and clear with her discs with us
- Because I don't think doctors are thorough and they don't take patients seriously
- Confusion by receptionist about whether or not travel vaccines were in stock so we all attended for vaccines, only to be told that instead they still needed to be ordered. So need to go again (3rd time). The 1st time we attended there was a mistake about my youngest daughter needing vaccine boosters (not until October). The nurse is now aware of all this but it's unfortunate time wasting not just for us but for the nurse as well

#### Passive

Sometimes the care is very good and for certain issues eg pregnancy I seem to get a GP appointment very quickly on the day I call. However, whilst some of the GPs seem to be empathic, others are less so and give you 5 minutes or less before they say thru have other patients to see. I think every person needs 10mins to explain their issue and get advice and shouldn't be rushed as it is distressing for the patient.