# **FFT Monthly Summary: October 2023**

**RAVENSCROFT MEDICAL CENTRE** 

Code: E83039



# SECTION 1 **CQRS Reporting**

#### **CQRS Reporting** FFT001 FFT002 FFT003 FFT004 FFT005 FFT006 FFT007 FFT008 FFT009 FFT010 FFT011 FFT012

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: Responses:	301 99						
•	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	69	19	3	3	5	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	69	19	3	3	5	0	99
Total (%)	<b>70</b> %	19%	<i>3</i> %	<b>3</b> %	5%	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:

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

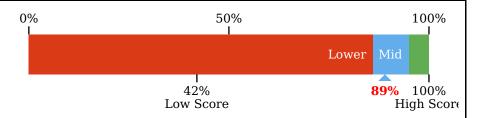
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# **SECTION 3 Practice Scoring**

#### **Practice Score: 'Recommended' Rank**

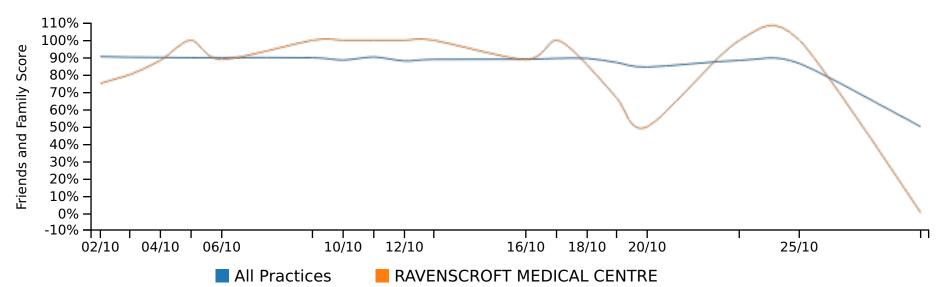
Your Score: 89%
Percentile Rank: 40TH



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	85%	89%	92%
RAVENSCROFT MEDICAL CENTRE	85%	86%	93%

#### Gender

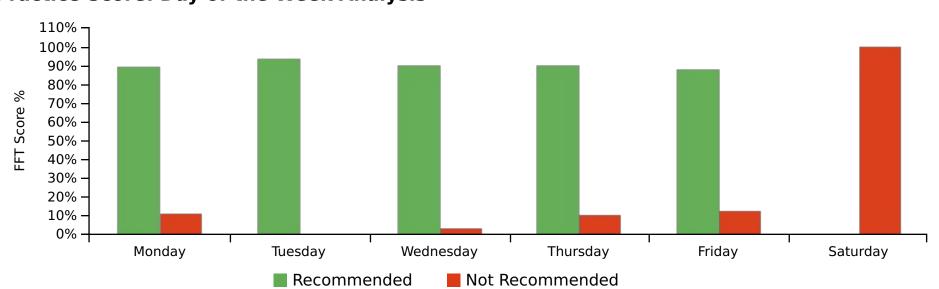




Notes: 1. Scores for current reporting month.

2. Score calculated as per NHS requirements. See scoring guidance section.

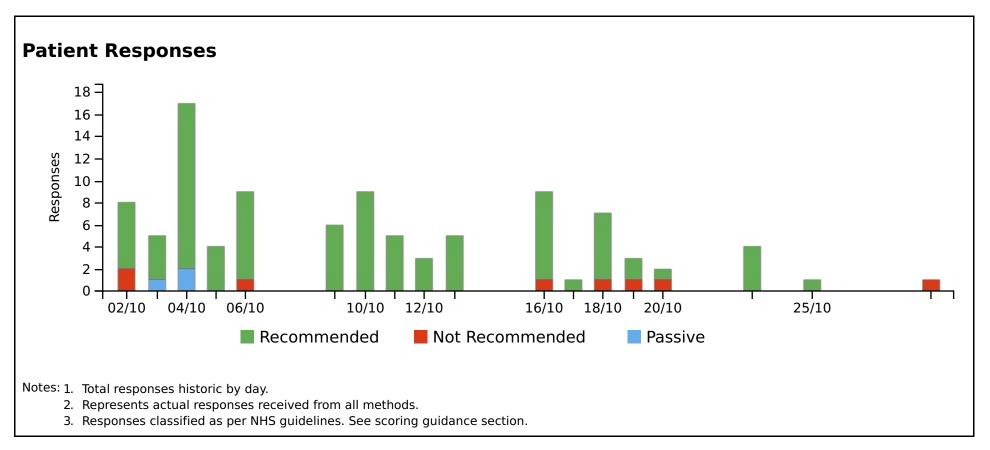
# **Practice Score: Day of the Week Analysis**



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 Free Text Comments: Summary**

#### **Thematic** Tag Cloud Reception Experience 14 outstanding Arrangement of Appointment 7 excellent 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 serious aware attentive 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. compassionate

#### **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

- ✓ Staff were friendly
- ✓ It was difficult to secure an appointment
- ✓ Friendly, efficient, prompt
- ✓ Respond very swiftly to online requests and if urgent issues, often get a response or appointment same day
- ✓ Overall all depts from reception to doctors very good
- ✓ Based on seeing on time and the GP spent the time to listen and examine
- ✓ Would have given 1 but my telephone appointment is booked for 1st November (after 4pm) not today as I was working on Reception in a busy school and could not speak freely. Dr kindly said she would call back on 1st November as booked but assured me there was nothing serious to worry about.
- ✓ Doctors are always really good at listening to concerns and always take things seriously and always explain everything thoroughly.
- ✓ To improve your service
- ✓ A smile from reception helps & then the nurse was very understanding & assisted me as I have issues with needles
- ✓ The staff are incredibly professional and attentive, Dr. Subel is incredibly knowledgeable and helpful, and the practice overall has always been very kind and incredible healthcare professionals.
- ✓ Helpfull obliging receptionists. Caring and amazing doctors.
- ✓ Friendly and to the point
- ✓ Can always get an appointment
- ✓ Fast efficient friendly. Nurse grace is amazing
- ✓ Very positive, thorough, and caring
- $\checkmark$  Excellent doctor and easy to get an appointment
- ✓ Minimal waiting time, very approachable and friendly doctor. Reception staff friendly
- ✓ Dr Subel is the greatest of the best of GPs!. Reception AnneMarie and nurses are also brilliant.
- ✓ Very good reception, brilliant and knowledgeable nurse, who carried out a pulse test on the spot. Just super.
- √They gave me an appointment same day, serious lung condition
- ✓ Punctual, friendly and in and out very quickly.
- ✓I had not got any issue, I am happy with my last appointment on GP
- ✓ Friendly and efficient service.
- ✓ Service was very good, no cues
- ✓ Nice, polite, concerned
- ✓ Because I feel your service is good.
- ✓ Friendly and efficient
- ✓I had 2 separate interactions today. Dr Frankle was fantastic and the nurse who called me was very informative and extremely helpful and knowledgeable
- ✓ I feel the surgery worked very quickly kindly & efficiently
- ✓ was dealt very efficiently and with care
- ✓ Good friendly professional and timely service
- ✓ Happy with services.
- ✓ We had a conversation which was informative
- ✓ Receptionists are helpful. Doctor takes time to listen and and reassure me
- ✓ It was fast and good
- $\checkmark$  Very pleased with the service. Thank you.
- ✓ The practice is well managed and the staff is helpful and competent. I have had always positive experiences. Maybe I should have chosen 1 (very good). I am happy to change
- ✓ The doctor was very helpful calm and patient
- ✓ The staff are outstanding. The doctors are all kind, sympathetic despite only meeting sick people. It's an outstanding practice.
- ✓ Nurse Sonia made me feel comfortable, and was extremely helpful and efficient
- ✓ Experience
- $\checkmark$  Always welcoming, on time and super efficient
- ✓ Excellent surgery
- ✓ Because the nurse was very professional, and she knew what she was doing
- ✓ Doctor Franco

- ✓ No delay. Dr administered COVID jab
- √ Tessa was very good
- ✓ Very professional and caring nurse
- ✓ It was very efficient, very pleasant and I received a painless injection.
- ✓ Good services provided by your clinic.
- ✓ Everyone is professional and friendly. And Doctor Subel is the best doctor I have met in life!
- ✓ Lovely nurse efficient and painless vaccine
- √ Very helpful
- ✓ Efficient effective and friendly
- ✓ Very compassionate and dealt with both my issues very well.

#### **Not Recommended**

#### √1 - Very good

✓ I walked in as a first time patient and went to reception to check in, as per protocol with most GP practices. The receptionist was quite flippant and dismissive with me and told me to just go and check in on the screen. Something that's not clear and I wasn't aware of as a first time patient. I did so and checked in, but there was no further instruction on the screen. Which was quite confusing.

✓ Too many things

✓ Last week I ended taken by ambulance with heart attack which I should not get if I was getting the surgery to listen to me I was fob of on the phone by the receptionist shame on you I will not let it go someone will have to pay for this

#### **Passive**

✓ It was rushed, I didn't feel like doc was interested in what I have to say. 4 minutes was done.