FFT Monthly Summary: September 2023

RAVENSCROFT MEDICAL CENTRE Code: E83039



SECTION 1 CQRS Reporting

CQRS Reporting											
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
82	10	1	2	4	0	0	0	0	98	1	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:	302						
Responses:	99						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	82	9	1	2	4	0	98
SMS - User Initiated							
Tablet/App							
Web/E-mail	0	1	0	0	0	0	1
Manual Upload							
Total	82	10	1	2	4	0	99
Total (%)	83 %	10%	1%	2%	4%	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.

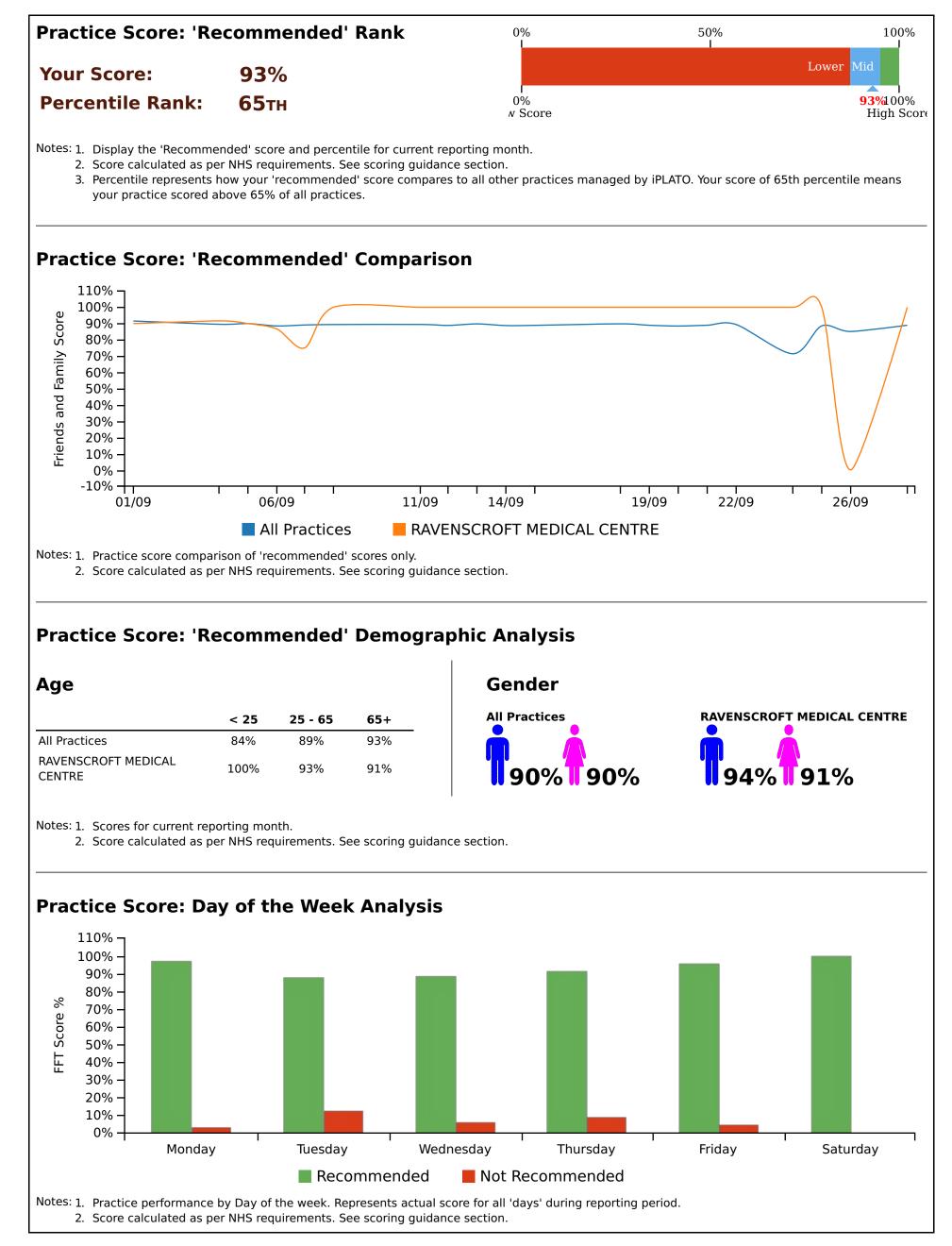
The percentage measures are calculated as follows:

Recommended (%) =	very good + good very good + good + neither + poor + very poor + don't know x 10				
Recommended (%) –					
Not Recommended (%) =	very poor + poor x 100				
Not Recommended (%) –	very good + good + neither + poor + very poor + don't know				

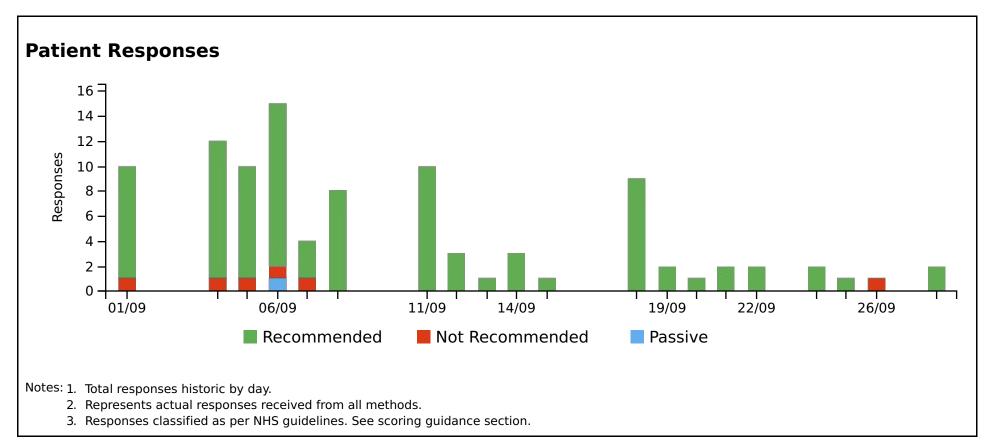
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

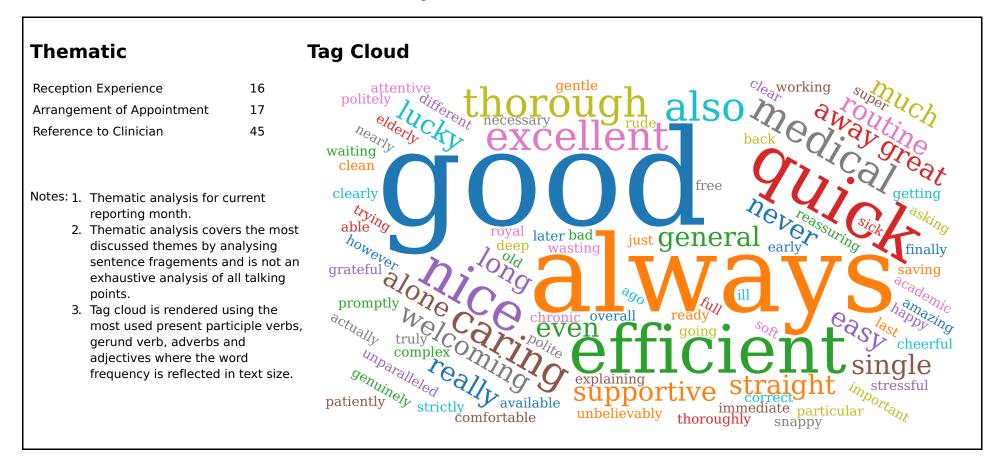
SECTION 3 Practice Scoring



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 / 🗴 No consent to publish comment

Recommended

✓ Received same day appointment and Dr Subel was A1

✓ I had No wasting time and all staff behaved polite and respectfull.

- ✓A very efficient service and Dr Subel inspires confidence with his caring attitude and deep knowledge and experience
- Well, always, when I needed to see a doctor or make an appointment, I'd never had any problems getting a visit. The team at this GP is always very helpful and friendly, so I would like to say thank you !
- ✓I arrived early for my appointment and was called straight. The treatment I received was friendly, efficient and professional.
- ✓ Because Dr Subel was so helpful

✓ Today was quick

- I pr Abdu was just so friendly and reassuring. I felt I had a full consultation about my knee and general health. I didn't feel rushed and I came away reassured. He did an excellent job!
- Appointment when I wanted. Easy check in. Appointment on time it was the first one of the day! GP was very helpful and professional
- ✓ the receptionist was not very welcoming when I came to my appointment today. however the nurse was lovely
- ✓ Had a telephone appointment yesterday with a doctor, who arranged a face2 face one today. The doctor explained well.
- ✓ I felt cared for, heard, consideration and a clear immediate plan to help me with my chronic pain, thank you very much
- ✓I feel satisfied
- ✓ Yes
- ✓ Because the nurse was very helpful and answered questions I asked
- ✓ Dr Mohamed Abhu. Was very thorough and made all the necessary arrangements for further evaluation
- ✓ Becouse you have asking How was got a service experience . Dr. Metha was explained to my daughter very clearly
- ✓ Always appointments available, lovely staff, lovely drs.
- I visited Dr Holz. She always is patient to listen to your ailments. She also explains and gives options to your treatment. Her mannerism is very gentle and kind.
- ✓ RAVENSCROFT are lucky to have a caring doctor that make an effort with it patients
- \checkmark Was seen promptly and proffesionaly with a pleasant attitude from Dr sobel

I'm not a patient but my parents are and I act on behalf of both of them. The attention and support you have given to 2 very elderly patients is I feel, unparalleled. I've spent my career working alongside the NHS as an academic lawyer in Medical law and your doctors truly listen to your parents to try and establish what is important to them. They have also been really supportive to myself as well, as I've navigated their ill health. Finally, the receptionists are unbelievably helpful, genuinely trying their very best to help.

- The service was good & I'm so satisfied because the staff is approchable
- I came for blood test and the nurse was quick professional I didn't feel any pain. Thanks

✓ Because of the argent appointment and of the Doctors' check and good behave.

✓ Dr very good and kind

- \checkmark Because she was good and explain everything and tried to be very helpful
- ✓ Fab doctor, quick appointment
- ✓ Fitted my appointment in
- ✓ You send me survey to ans about your service
- \checkmark Because she was very nice and she answered my questions very well
- I woke up this morning with a 'problem', called the surgery, was given a morning appointment for today. I saw a lovely doctor who was kind, patient and thorough who has helped me.
- ✓That's what I always experience every time I need to book an appointment..staff is was very nice aswell

✓ Because I was happy

- \checkmark Brillant profesional customer service dedicated Team
- \checkmark Very good Reception ,very good medical care by the doctor Archna Mathur .
- \checkmark Nurse Sonya was super friendly and kind. She even called me to prompt me to book.
- ✓ I received very professional service my appointment was dealt with in time.
- \checkmark The GP is 1 your booking on phone to see a GP is 6
- ✓ Dr Holz was very understanding and helpful The lady on the reception was great
- Because the lady made it very soft, I did nearly not feel the ingoing needle by in going wain
- ✓ Because this GP is the best and look after you very well and they care about you
- Cheerful nurse who was not only personable but efficient at her job.

✓ Because you asked a question?

Because the doctor was so kind and professional with me.

I was called in within 10 minutes of my arrival, which was great. The nurse was excellent, a very kind and lovely lady. She offered to give me my flu jab which was booked for a later date. Saving time and money.

The lady I spoke to at reception went out of her way to help with a complex issue. Dr Matter was very helpful, and handled my daughter's health concerns v thoroughly and had a lovely and supportive manner. Very grateful to both people I spoke to at the practice

Cause you make question about service

✓ The nurse we saw was very friendly and made us feel very comfortable

- ✓ Friendly staff
- ✓ Attentive and comprehensive service

✓ Your doctor is very welcoming, actually all of your doctors but i am particular with my visit today. I have straightforward and quick visit to the doctor's in general.

The centre is very strictly run but that's why it runs so well. Feel lucky to have access to such a good NHS GP.

✓ Efficiency

- ✓ The staff are accommodating and overall RMC is very well organised.
- Friendly and efficient
- ✓ Dr Mohamed was very nice and helpful and nice to talk with
- ✓ Best service
- ✓ Easy to book in. Dr very helpful. Everything v clean.
- In Abdu was very pleasant, listened to my issues patiently and spoke very politely and gave me a lot of confidence. The staff at the reception are very snappy and rude.
- ✓After long time I have seen a good Doctor, who cares
- ✓ Excellent rception team and GP.
- ✓Always correct and quick response to our questions and always attention to the patients

✓ Efficient

- Amazing service
- ✓ They answer my call straight away.

✓ Very good service

- ✓ Miss Calit is amazingand reception staff very proffesional & helpful
- ✓ The service was really good and there was no waiting time for my appointment. The doctor exceeded my expectations
- ✓ I had a speedy response in a very pleasant and helpful manner.
- ✓ The quality of Dr Subel and Dr Frankl.
- ✓ Dr. Abdul was very thorough.

✓ Always responsive, kind doctors, helpful receptionists

Not Recommended

I called 5x in a son of over a week to get my blood test results and every single time I got different information about time scale and way of sourcing the

information. Each time I had to start explaining myself as well. I was told 2x that they will follow up with Royal free. I got a phone call to book an appointment for a routine chat about the results with a GP who asked me why I booked the appointment. Then she said not all the results are back and she will follow up. I had the blood test 3 weeks ago.

I did not receive qualified medical care. I was prescribed tests that will be ready in 2 weeks. Not a single prescription was written. I feel bad, I'm scared. I'm in panic. I can't eat and I feel sick. I don't sleep and cry all the time. I believe that the doctor could not help me. Please find out what happened to this doctor. I've never had any problems at Ravenscroft sergery before. Thank you very much.

Doctors all very caring and considerate once you get to see them ...BUT as a patient of 72 years old who had bowel cancer surgery in April I shouldn't have to go to the hospital to get routine bloods taken ,I would have waited 2 weeks to have done at surgery....also if I want to see a doctor,I should be able to get an appointment within a day or so ,and not to have a stressful battle at reception

"I was in pain, and I had a panic attack at the GP's office. No one seemed to care. Even though I was scheduled to see the doctor at 10:10, she didn't see me until 10:50. The doctor prescribed a blood test to check for bacteria in my stomach, and the receptionists scheduled my test appointment for the 22nd of September." Although I told the doctor that I live alone and since last night because of the pain, I thought about suicide and I am hopeless and tired, they left me alone with lots of pains.

No replies received for any of my messages

Passive

How long do you have?