# FFT Monthly Summary: January 2024

**RAVENSCROFT MEDICAL CENTRE** 

Code: E83039



## SECTION 1 **CQRS Reporting**

CQRS Reporting												
FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012	
83	9	2	3	2	0	0	0	0	99	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: Responses:	296 99						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	83	9	2	3	2	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	83	9	2	3	2	0	99
Total (%)	84%	<b>9</b> %	2%	3%	2%	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:

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

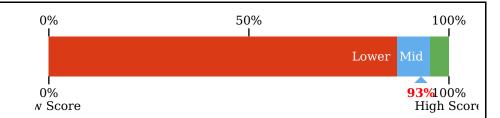
For further information about the selection of the scoring method please see the NHS FFT Review published in June 2014 here:

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

# **SECTION 3 Practice Scoring**

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

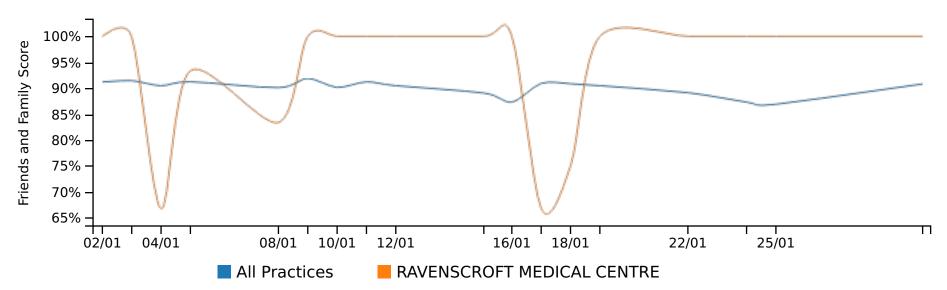
Your Score: 93%
Percentile Rank: 65TH



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 65th percentile means your practice scored above 65% 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%	92%	93%

### Gender

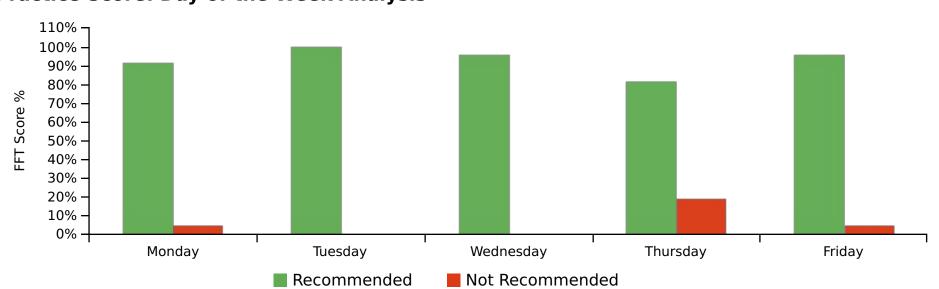




Notes: 1. Scores for current reporting month.

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

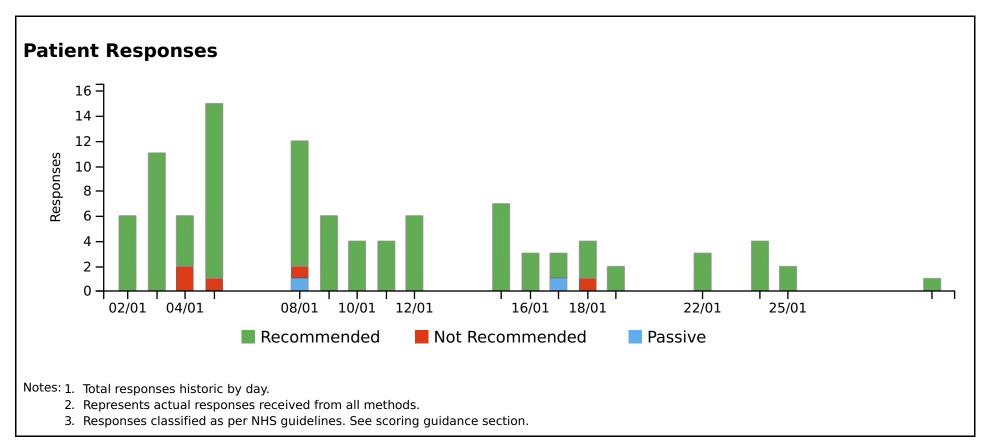
# **Practice Score: Day of the Week Analysis**



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**



#### Thematic Tag Cloud **Reception Experience** 16 effortlessl Arrangement of Appointment 15 Reference to Clinician 42 extremely accommodating Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing pleasant clearly 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 Straightforward adjectives where the word frequency is reflected in text size. competent

#### **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

- ✓ Doc asked questions and had kind manner
- ✓ Dr Holz was good and checked all aspects of my symptoms.
- ✓ Can always manage to get an appointment
- ✓ I got an appointment on the day I called with the Dr Subel. The reception staff was helpful and friendly and Dr Subel was friendly professional. I left the surgery reassured and hopeful.
- ✓ Great care by your nurse
- ✓ Doctor subel is good and I know how to speak nicely to ann Marie to get an appointment.... some of the others on reception I avoid
- $\checkmark$ I am happy with the care and attention given to me.very satisfied with every care I recieve.
- ✓ Yes
- √ The doctor& staff very nice courtesy ready to help
- ✓ Very pleasant and I could talk to him
- ✓I phoned up the surgery at 8am and spoke to a nice receptionist, who was very accommodating and made an appointment my my baby and myself. We saw Dr. Subel, he is a wonderful person and a very good specialist
- ✓ Cause you asked me and I'm happy with service
- ✓They are helpful, always available and I feel heard and looked after
- ✓ Yes please, because the employees provide service wholeheartedly, the best doctors there are and always help you, that's why I gave a score of 1. Thank you very much to everyone and happy and successful new year.
- $\checkmark$ You was kind , on time, and make me very happy
- ✓ This is based on my appointment today. Dr Subel approachable, understanding, listens, appointment on timeTessa at reception friendly and smiley.
- ✓ Good friendly service by the GP, ms Melissa Holz
- ✓ Service good. Waiting time not!
- ✓ Doctor was very kind and helpful
- ✓ Because I have good enough experience with services
- ✓ She was very very good. Everything went smooth and easy.
- ✓ Dr Subel is the best G.P. that I've ever been fortunate enough to have.
- ✓ Everyone is always very helpful.. I and now my kids have been with them for so long and never ever had any bad experience..
- ✓ Efficient and caring
- ✓ Easy bookingEasy check-inAlmost no waitingVery friendly Dr.Dr. answered my question clearly.overall nothing unpleasant.
- ✓ Because you did ask me that how was your service
- ✓ Dr Subel is an excellent Doctor. I felt listened to, understood and he gave me a diagnosis and prescribed medicine to ease my issue.
- ✓ Appt was on time. Doctor Subel was understanding and helpful. The receptionist who booked my blood test appointment is lovely..the best one at the practice..
- ✓ Due update all appointment
- ✓ Sonia is so warm and puts u at ease but is thorough and experienced
- ✓I had two queries for the receptionist, neither of which were entirely straightforward, but she resolved both in a very patient, polite and helpful manner.
- ✓ Very helpful reception staff. Not too long waiting time. Doctor was approachable
- ✓ Dr Abdu, was professional compassionate and talked me step by step through what needs to be done. He was also kind enough to msg me what we had discussed with a helpful link on the nhs website.
- ✓ The doctor we spoke with was very nice and caring to us
- ✓ Dr Sobel us very kind & will always make time to see me
- ✓ Sure. Dr. Abdu was very patient and listened for all my concerns. He explained properly what I might have and provided the right guidance. He also made a follow up appointment for me to check the progrees
- ✓ Because every one in Ravenscroft they are very nice and helpful and the doctors they are very kind and fantastic
- ✓ Was seen first by the nurse who was very competent but she was not hesitant to ask the Gp for advice regarding my issue .
- ✓ Friendly, professional, Carolyn approach
- ✓ Got an appointment right away Dr holtz is great
- ✓ Very professional advice
- ✓ Extremely helpfull and kind reception staff. Amazing doctors.
- ✓ You ask, I should give a survey, so I gave you my answer one very good
- ✓ Was very impressed with the GP, and general effeincy of the practice. Sheree Hamilton

- ✓ Great attention and attitude from the doctor as always
- ✓ Quality service
- ✓ The reception staff and doctor were very helpful
- ✓ The nurse was very good, she spoken politely and explained very well
- ✓ I was given an emergency appointment eventhough I called after the time and I didn't have to wait for appt and Doctor was very nice and patient with my screaming toddler. And I managed to get parking in surgery
- ✓ The call to the Gp was answered immediately, and the Dr called me and prescribed the medicine that I need, and I can collect today from the pharmacy. I am very happy with my Gp they made me feel value.
- ✓ Because I was very pleased x
- ✓ My two recent visits were with Dr Abdu and nurse Patel. Both were caring and thorough.
- ✓ Consise
- ✓ Receptionist was very good, she gave my message to nurse and nurse called me back
- ✓On time appoitment, nurse/doctor address my health concerns quickly with prompt referal
- ✓ Everything was fine
- ✓ Doctor and receptionist on the phone were great however receptionist when I arrived wasn't very friendly
- ✓ I got good treatment
- ✓ Efficent and good service
- ✓ I scored 2 because it was a telephone appointment
- ✓ Promp and proffesional consultation from dr FrankelJust not happy about waiting 3 weekd for a blood test
- ✓ It was very punctual
- ✓ Promp appointment and good consultation.
- ✓ Appointment was on time and both the nurse and receptionist I spoke with were very helpful.
- ✓ The doctor I saw was thorough and compassionate The pharmacist has been an additional bonus to what the practice used to be. I am more than happy to discuss my drugs with him and very helpful . Tessa is amazing and does the blood taken effortlessly. Overall all the staffs are very good . The reception is good. The slight problem is to book to see a doctor is so difficult and off putting. I guess that wont be the practice fault but that of NHS.
- ✓ Receptionist was very helpful and considerate. Dr Abdu really showed compassion, understanding and was very kind and helpful. He was able to listen to my concerns and symptoms with sympathy. These little things were helps and go a long way in difficult time like this. Thank you very much
- ✓ Reception always helpful, GP & nurses always attentive during appointments

#### **Not Recommended**

- ✓ Because I attended an appointment and the nurse did not turn up
- ✓ I didn't feel like the gp was interested in what I have to say but what's on the paper and what needed to be ticked off. I appreciate there are numeric goals to achieve but not checking the files prior to the call and overtalking makes a bad experience for the patient
- ✓ Wrong button I meant very good

#### **Passive**

✓ Read my message. What I'm telling you is I very kindly gave them a mark of three I could've given them a worse mark. The nurse that saw me eventually was charming, but to be kept waiting for 40 minutes and nobody to even come and tell me there was an issue because the nurse was in the doctors room chatting about things is unacceptable hope you can therefore understand now what I'm saying, it's fairly obvious I would've thought