

FFT Monthly Summary: August 2023



RAVENSCROFT MEDICAL CENTRE
Code: E83039

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
81	9	2	2	3	0	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:	288						
Responses:	97						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	81	9	2	2	3	0	97
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	81	9	2	2	3	0	97
Total (%)	84%	9%	2%	2%	3%	0%	100%

Summary Scores

93% 5% 2%

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:

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

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

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

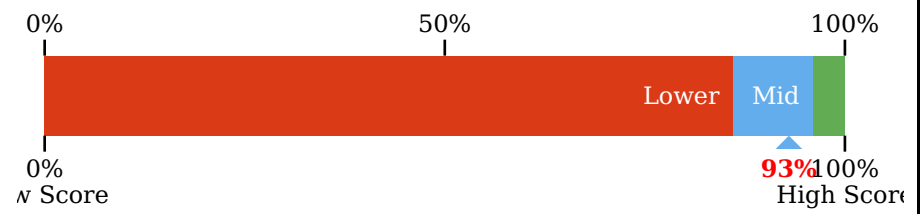
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

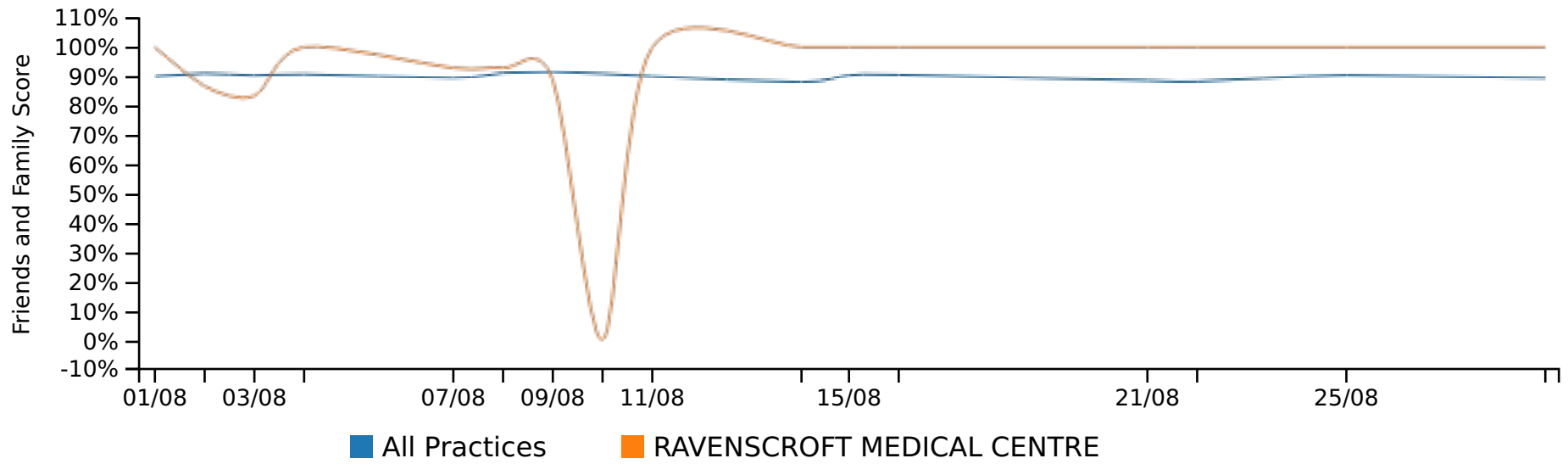
Your Score: 93%

Percentile Rank: 60TH



- 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 60th percentile means your practice scored above 60% of all practices.

Practice Score: 'Recommended' Comparison



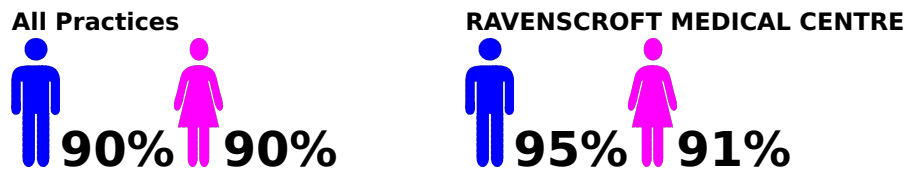
- Notes:
1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

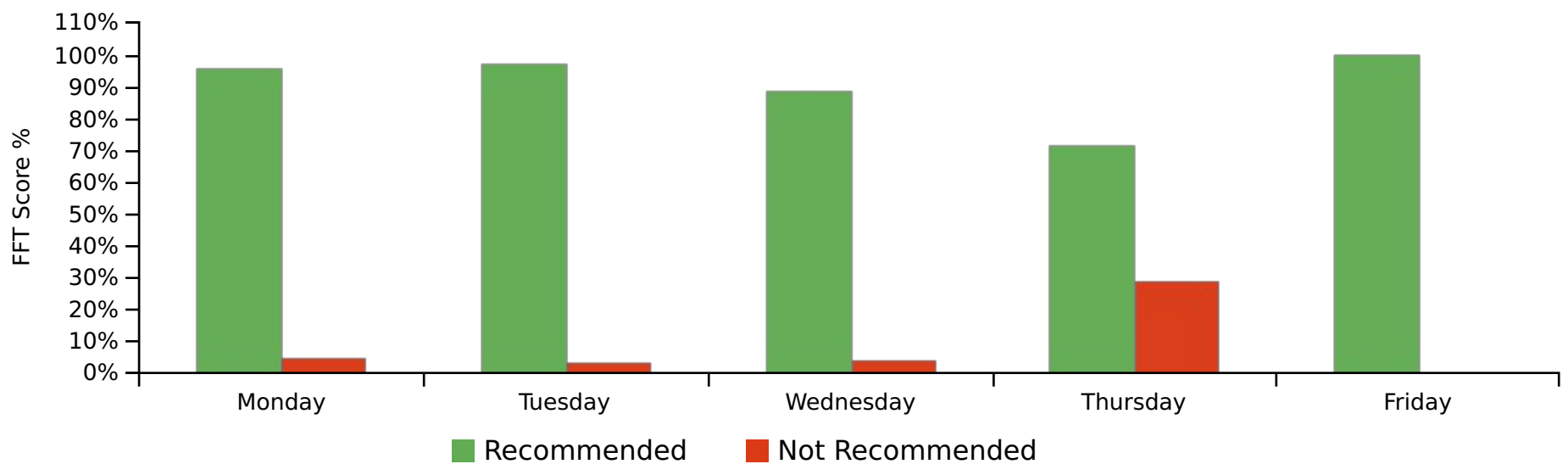
	< 25	25 - 65	65+
All Practices	85%	89%	92%
RAVENSCROFT MEDICAL CENTRE	67%	93%	100%

Gender



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

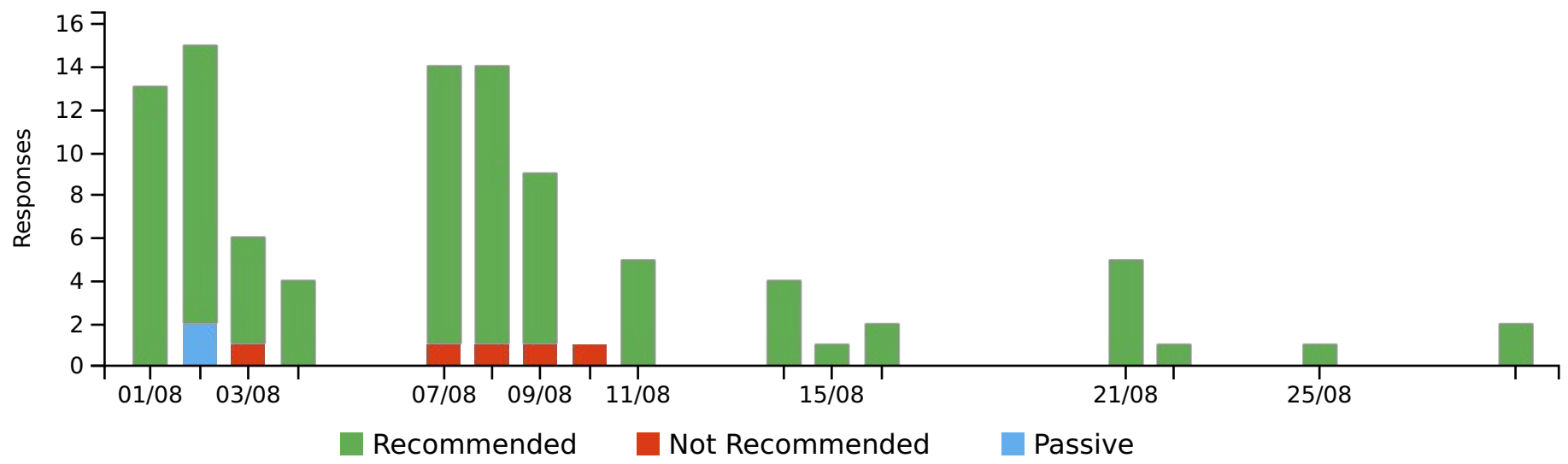
Practice Score: Day of the Week Analysis



- 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 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.

- ✓ I got a same day appointment, was called at the right time and given good advice.
- ✓ *I was extremely impressed with how quickly the phone was answered. I was impressed with the reception staff f2f and Dr Frankl was so kind and took such care of my mother.*
- ✓ Because everything went so smooth and on time
- ✓ *Our GP Practice, Dr. Subel and all Doctors, Secretaries too, are always very helpful, knowledgeable, kind, taking good care of all patients.*
- ✓ Receptionists not very understanding or compassionate, practically bullied me into accepting a telephone appointment when I was crying and beside myself and should really have spoken to the doctor face to face. However, the doctor, Dr Holz, was exceptionally kind and patient on the phone.
- ✓ *helpful, kindly and satisfy.*
- ✓ I felt that the doctor validated and listened to my concerns, gave clear advice and answered my questions
- ✓ *Because I was happy with the Dr.*
- ✓ my appointment was granted on the day which is first class, Dr Leader was fantastic in understanding my issue and formulating a plan of action for recovery, Tess is magnificent- what more can I say x
- ✓ *Good = 2*
- ✓ Polite friendly with all problems sorted
- ✓ *Doctor was very thorough and helpful.*
- ✓ The Doctor was very thorough in his examination for my problems and eased any concerns I may have had.
- ✓ *Sonia was really good at making me feel at ease and comfortable. She was friendly and reassuring and was incredibly responsive to my nerves during a pap smear. I sung her praises to my family. Thank you so much!*
- ✓ I was happy with the prompt service I received from my doctor
- ✓ *Dr Holz was excellent - very friendly and helpful, and explained everything.*

Not Recommended

- ✓ *Sorry for given wrong answer. My answer is 1*
- ✓ *Nurse was very friendly and helpful. Was seen on time*

Passive

- ✓ *Dr Holz has been very helpful. Previous GPs I spoke to at the surgery have not been willing to investigate further even tho my symptoms have continued past the blood test (that did not find anything)*