

FFT Monthly Summary: November 2023



RAVENSCROFT MEDICAL CENTRE
Code: E83039

SECTION 1 CQRS Reporting

CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
80	10	2	2	5	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: 285

Responses: 99

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	80	10	2	2	5	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	80	10	2	2	5	0	99
Total (%)	81%	10%	2%	2%	5%	0%	100%

Summary Scores

91% 7% 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:

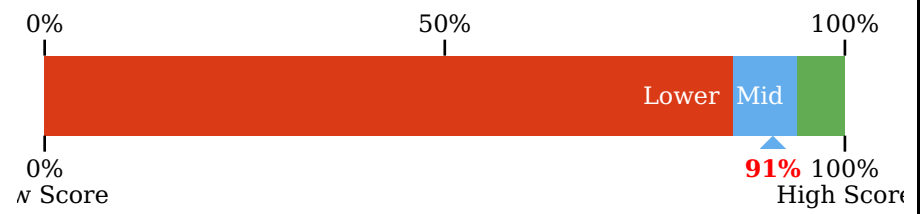
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

SECTION 3 Practice Scoring

Practice Score: 'Recommended' Rank

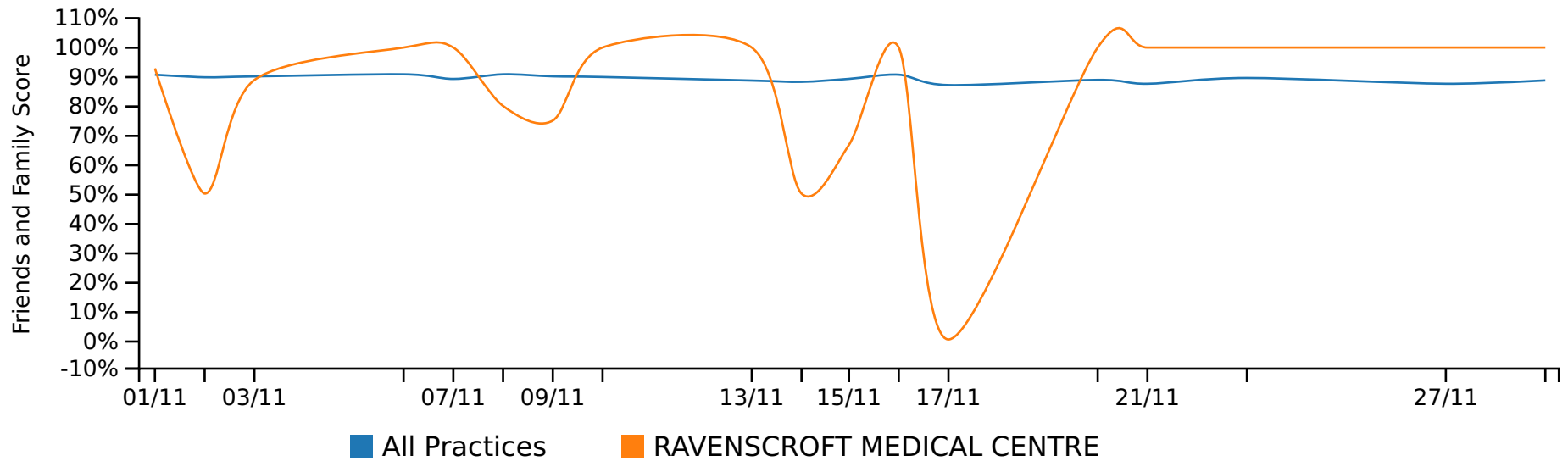
Your Score: 91%

Percentile Rank: 50TH



- 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 50th percentile means your practice scored above 50% of all practices.

Practice Score: 'Recommended' Comparison



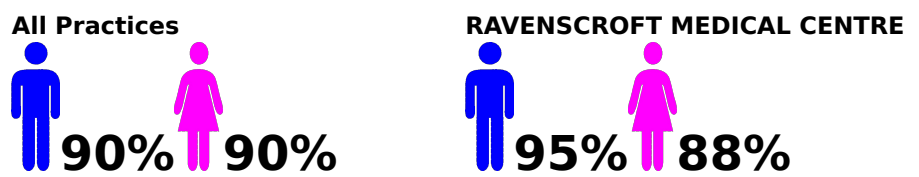
- Notes: 1. Practice score comparison of 'recommended' scores only.
 2. Score calculated as per NHS requirements. See scoring guidance section.

Practice Score: 'Recommended' Demographic Analysis

Age

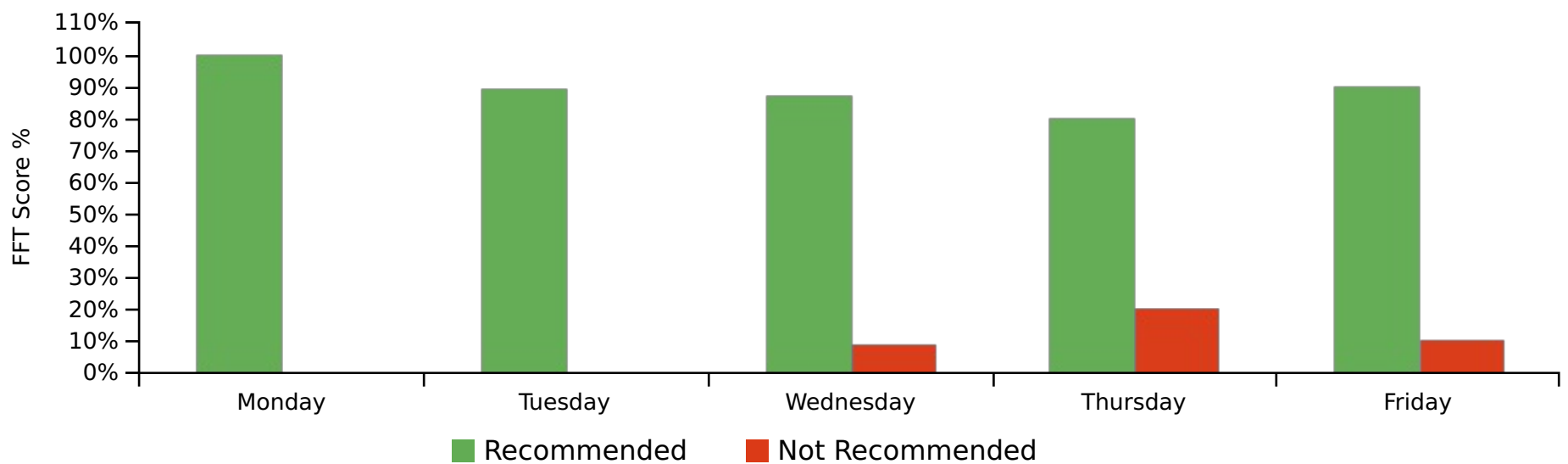
	< 25	25 - 65	65+
All Practices	85%	89%	93%
RAVENSCROFT MEDICAL CENTRE	90%	93%	87%

Gender



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

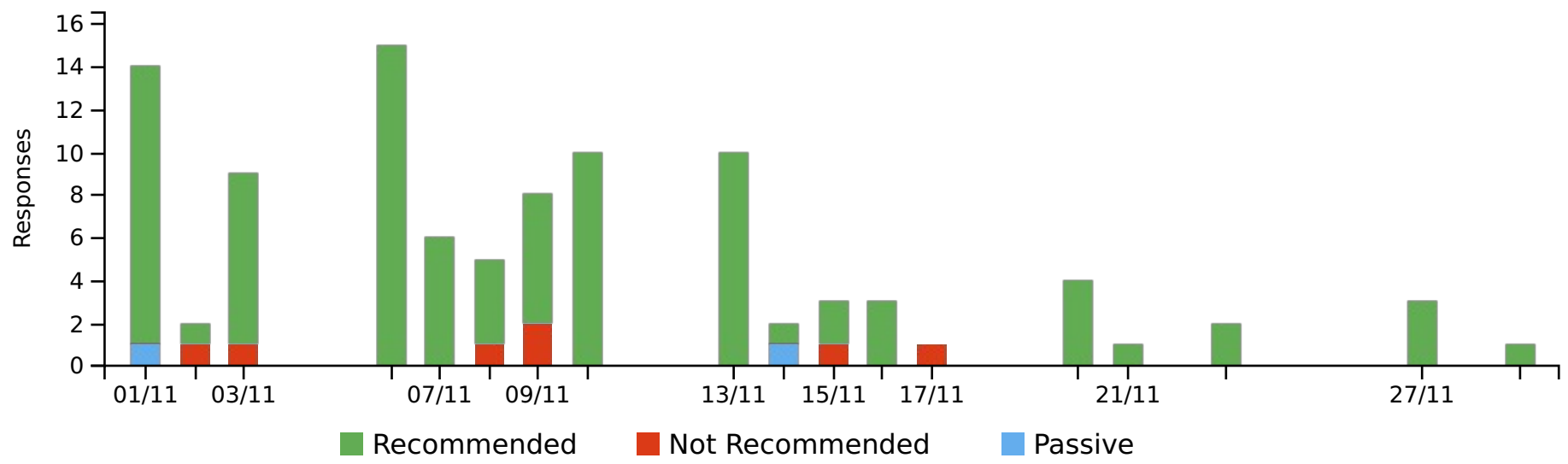
Practice Score: Day of the Week Analysis



- 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.

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

- ✓ Partially delt with my request
 - ✓ Effective and efficient.
 - ✓ My request for a Dr telephone appointment was quickly booked and the Dr s call answered all my concerns and reassured me with a
 - ✓ The Nurse I see was the complete professional, she greeted me with a smile and put me at ease straight away . She examined me then explained the treatment she would be administing . Nurse Grace proceeded to bandage etc . A follow up appointment and prescription were provided. Well done.
 - ✓ Efficient, quick, and timely several reminders about your appointments, easy digital check in, no long waiting time, well trained and professional nurses, nice cosy facility, two waiting rooms,
 - ✓ They all treat you as a person not a hindrance and they answer the phone. They are brilliant.
 - ✓ I managed to get an appointment to see my GP straight away for the same day when I called at 8.30, and saw Dr. Holz at the time when my appointment was. The surgery kindly followed Dr. Holz's request for a breast scan appointment & called me early in the morning today about it.I am most grateful for all their help & the work they all do.Thank youSima Motamen-Samadian
 - ✓ Got an appointment straight way
 - ✓ The nurse I visited, Ms Patel was very nice and professional, the procedure was painless
 - ✓ Very professional team.
 - ✓ Because i appreciate it...
 - ✓ Can usually get an appointment. Staff are friendly
 - ✓ the lady was very kind
 - ✓ Dr Mohammed has a good telephone manner, he is friendly and professional.
 - ✓ Lovely, understanding and straightforward discussion with good feedback from the doctor. Thank you.
 - ✓ Nurse was professional , kind and efficient. Thank you
 - ✓ Becose the doctor was amazing , He ask the right questions to find why I'm filing sick and I'm filing better after one day already .After the medication he proscribed me .Thanks to him .
 - ✓ 2 good
 - ✓ Yes because Dr Holz is always caring, understanding and extremely helpful!!!!
 - ✓ I saw Dr Subel today and I thought he was very good and had a ni
 - ✓ The doctor listed to myself and my child, heard our concerns Checked him thoroughly and referred us to have an X-ray
 - ✓ Have been a patient at Ravenscroft for many many years. Always excellent.
 - ✓ All the staff are friendly and helpful through my issues that I have. My GP is amazing and has really helped me through my tough time too
 - ✓ Dr.Mohamed was very helpful and attentive. Appointment was given promptly
 - ✓ Excellent and attentive service from receptionist, telephone and in-person consultations
 - ✓ Minimal waiting and a very caring doctor
 - ✓ Everything happened on time. People are friendly
 - ✓ Nurse Sonia was lovely and made me feel very comfortable. I felt very well taken care of. Very knowledgeable warm lady.
 - ✓ The appointment was handled professionally and they help me all throughout the process.
 - ✓ Running on time, good doctor.
 - ✓ She is a very good professional and she likes to help people
 - ✓ Easy visit. Minimal waiting. Skilled blood test. All good. Thank you.
 - ✓ Because the service was very good.
 - ✓ Because my appointment was on time and my GP acted in a very professional and friendly manner.I felt very at ease during my appointment today.
 - ✓ Got appointment same morning, Dr Subel always so helpful and reassuring.!
 - ✓ Very smooth appointment, no waiting..
 - ✓ The nurse was very kind.
 - ✓ My problem was understood and immediately addressed
 - ✓ Receptionist bent over backwards to find an afternoon slot for my son, although the surgery appointments were full
 - ✓ The Dr was excellent this morning so good with her response towards me
 - ✓ I was very happy with the Doctor
 - ✓ Lovely doctor, clear advice.
 - ✓ No wait time, nurse super friendly and the first smear I've had with no pain .
 - ✓ Receptionist was very helpful in finding me an appointment and Dr. Subel was thorough and helpful.
- I was thoroughly examined regarding my health problem and received all the information I needed on how to deal with it to get better

- ✓
- ✓ *The consultation was excellent*
- ✓ I had a diabetes test but nurse took extra step to take blood so I don't have to come back . Also reception resolved my access on NHS application
- ✓ *I didn't have to wait and the blood test was quick and painless*
- ✓ Very good
- ✓ *Device was professional, quick and friendly*
- ✓ I have been a patient for many years. The Dr. I usually see Dr. Frankl is a very thorough, caring, and professional medic. Receptionists are very helpful and efficient. The nurses are excellent. I think the admin @ Ravenscroft is above average. Surgery is always clean & tidy. Thank you all, Dr. Subel.
- ✓ *Very efficient*
- ✓ Was very quick and to the point
- ✓ *I was promptly attended to*
- ✓ Dr Holz is brilliant and so is Gracie the nurse both are brilliant at their jobs!
- ✓ *because the doctor was professional , kind and patient and friendly and helpful*
- ✓ Dr Frankle always cares about our needs and makes the correct decision, very supportive and helpful.
- ✓ *The reason I made the appointment was satisfactorily dealt with by my doctor*
- ✓ Gp answered all my current questions
- ✓ *Because it was good t!*
- ✓ The doctor took my concern seriously and helped me
- ✓ *Excellent service - one stop service and got the answers to my questions. Staff went extra mile to fit in all my tests*
- ✓ All the staff and doctors are always welcome us look after us without any delay
- ✓ *The service I received today was excellent.*
- ✓ Yes. 1. Importantly I have always been able to get an appointment with a doctor. 2 the receptionist is always willing to help giving me confidence in somewhat can be and has been a life changing event for me. And having empathy for my situation. 3 The management is conducive with treatment of the whole patient such as dietician etc. 4 my experience has always been for me one of caring. Empathy and professionalism. The best

Not Recommended

- ✓ Unfortunately I had to leave without seeing the doctor today as I waited for 25 minutes and couldn't wait any longer. There was an emergency at the surgery which caused the delay which is totally understandable but it's a shame no one came to inform those in the waiting room of the reason for the delay and how much longer it would be.
- ✓ *Appointment booking was extremely invasive and abusive.*
- ✓ Doctor was pleasant and checked our baby throughly
- ✓ *The light in the lift has been broken since August and has not been repaired when I was in the surgery yesterday. I think this would be a health and safety hazard and would not pass CQC inspection*

Passive

- ✓ Because having telephone consultation would never satisfy me as a patient. And I am fed-up I am old person I don't need explanation more than this!!!