

# 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
69	19	3	3	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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>301</b>						
<b>Responses:</b>	<b>99</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	69	19	3	3	5	0	<b>99</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>69</b>	<b>19</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>99</b>
<b>Total (%)</b>	<b>70%</b>	<b>19%</b>	<b>3%</b>	<b>3%</b>	<b>5%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

89% 8% 3%

## 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:

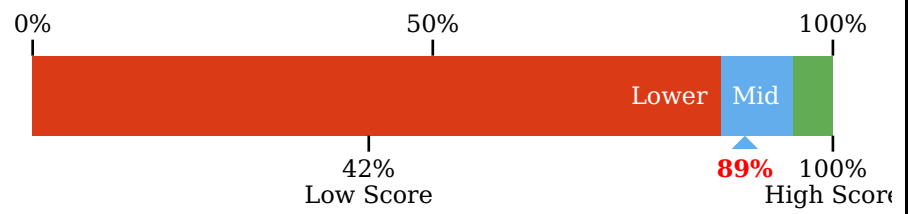
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

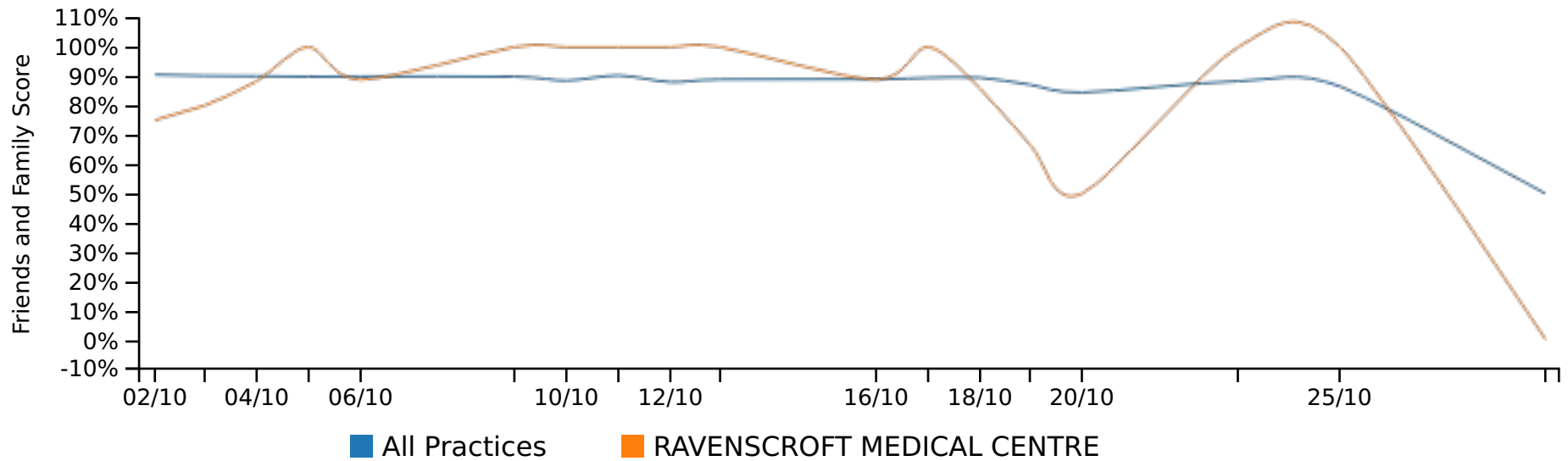
**Your Score: 89%**

**Percentile Rank: 40<sup>TH</sup>**



- 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



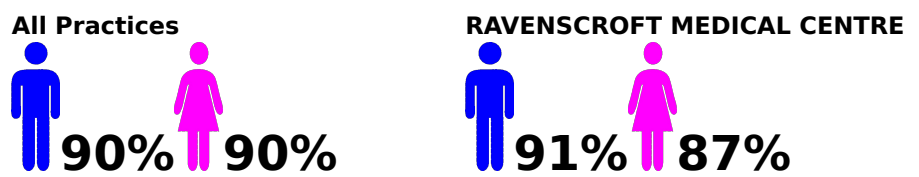
- Notes: 1. Practice score comparison of 'recommended' scores only.  
 2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

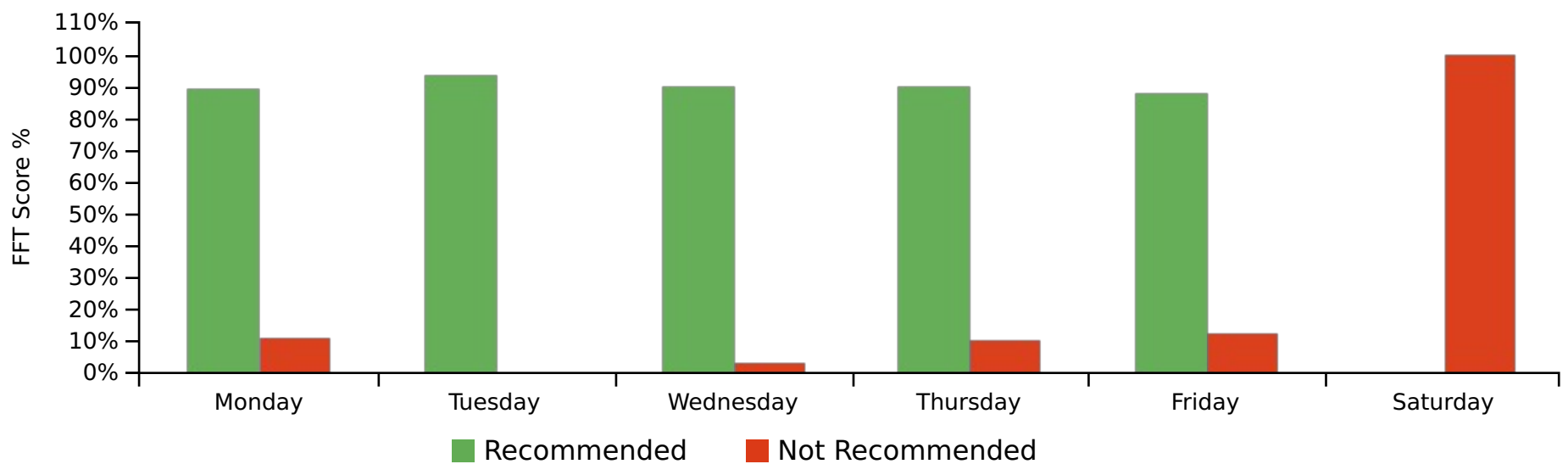
	< 25	25 - 65	65+
All Practices	85%	89%	92%
RAVENSCROFT MEDICAL CENTRE	85%	86%	93%

#### Gender



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

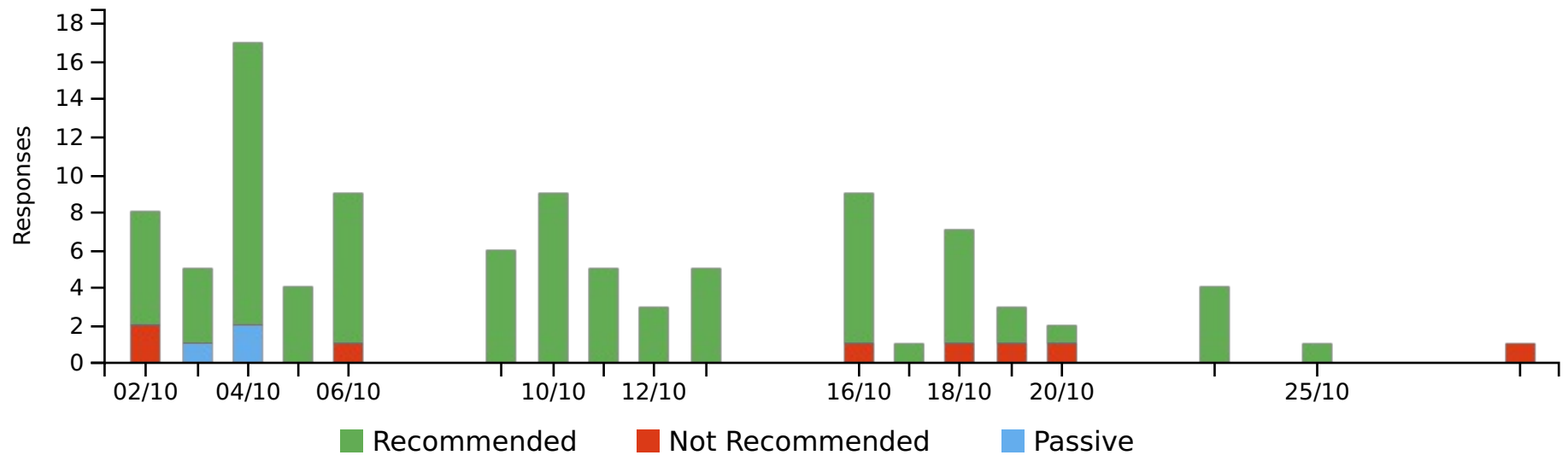
### Practice Score: Day of the Week Analysis



- 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 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.



- ✓ 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.