

# FFT Monthly Summary: September 2023



**RAVENS CROFT 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](mailto:cqrsservicedesk@gdit.com). Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients: 302</b>								
<b>Responses: 99</b>		Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll		82	9	1	2	4	0	<b>98</b>
SMS - User Initiated								
Tablet/App								
Web/E-mail		0	1	0	0	0	0	<b>1</b>
Manual Upload								
<b>Total</b>		<b>82</b>	<b>10</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>99</b>
<b>Total (%)</b>		<b>83%</b>	<b>10%</b>	<b>1%</b>	<b>2%</b>	<b>4%</b>	<b>0%</b>	<b>100%</b>

### Summary Scores

93% 6% 1%

## 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:

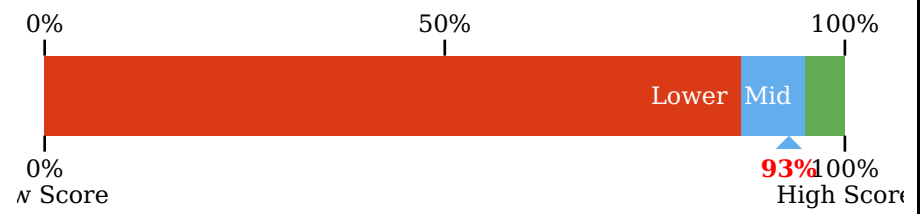
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

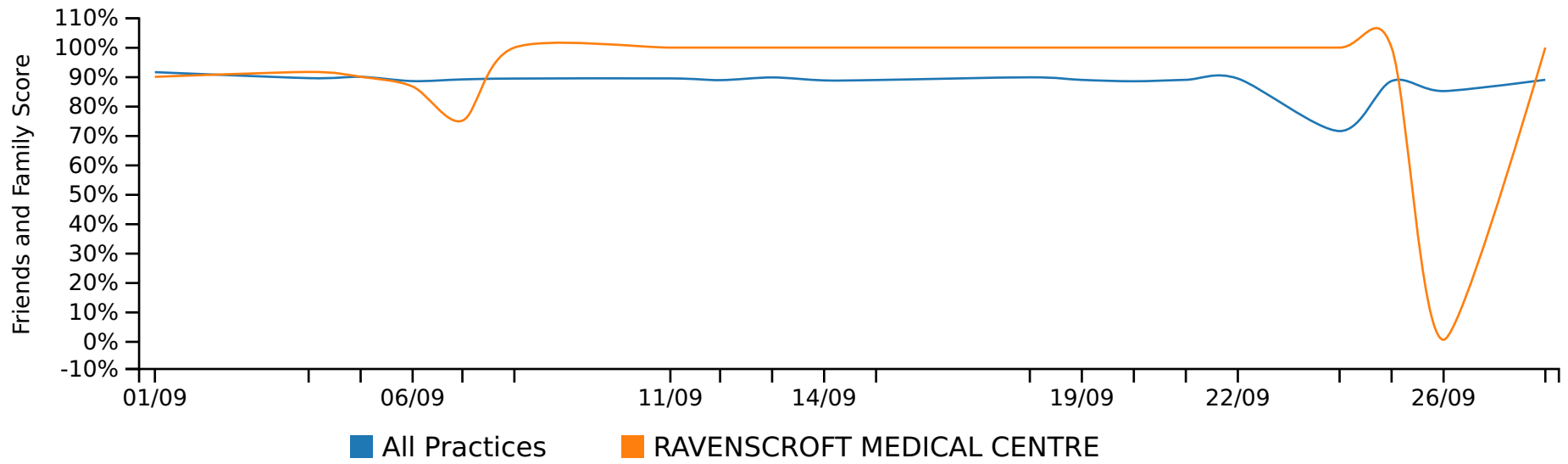
**Your Score: 93%**

**Percentile Rank: 65<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 65th percentile means your practice scored above 65% of all practices.

### Practice Score: 'Recommended' Comparison



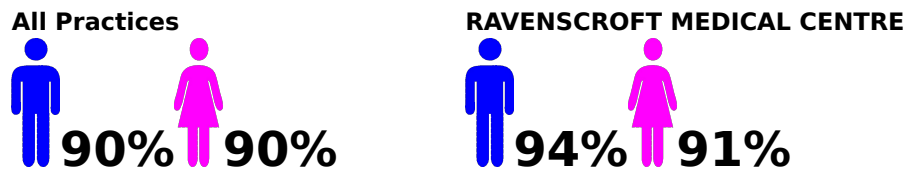
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

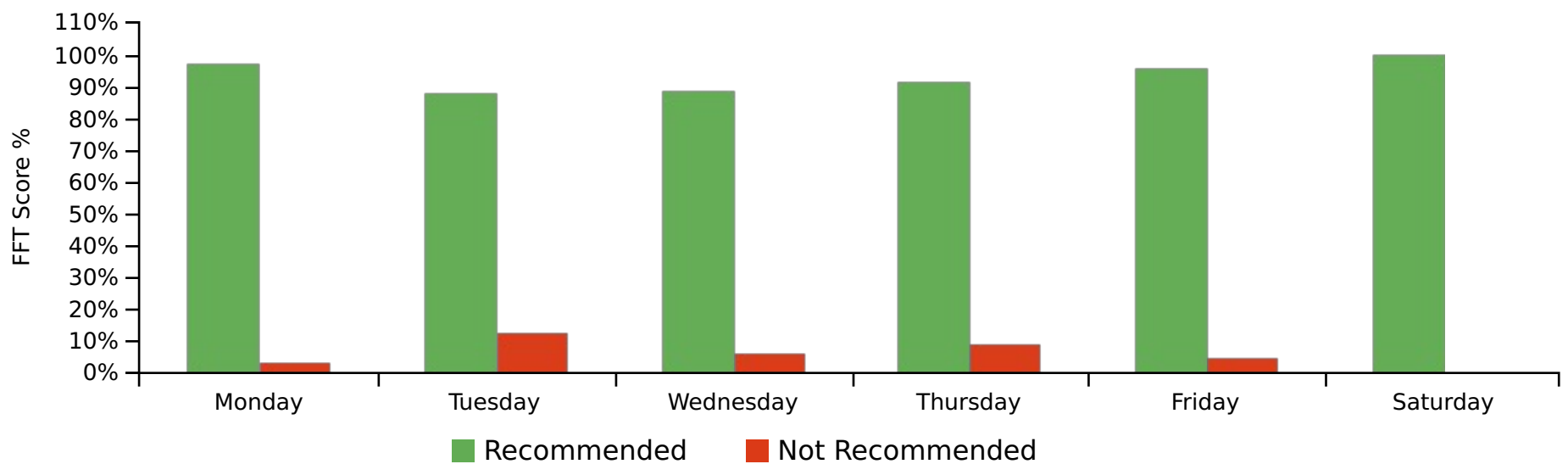
	< 25	25 - 65	65+
All Practices	84%	89%	93%
RAVENSCROFT MEDICAL CENTRE	100%	93%	91%

#### Gender



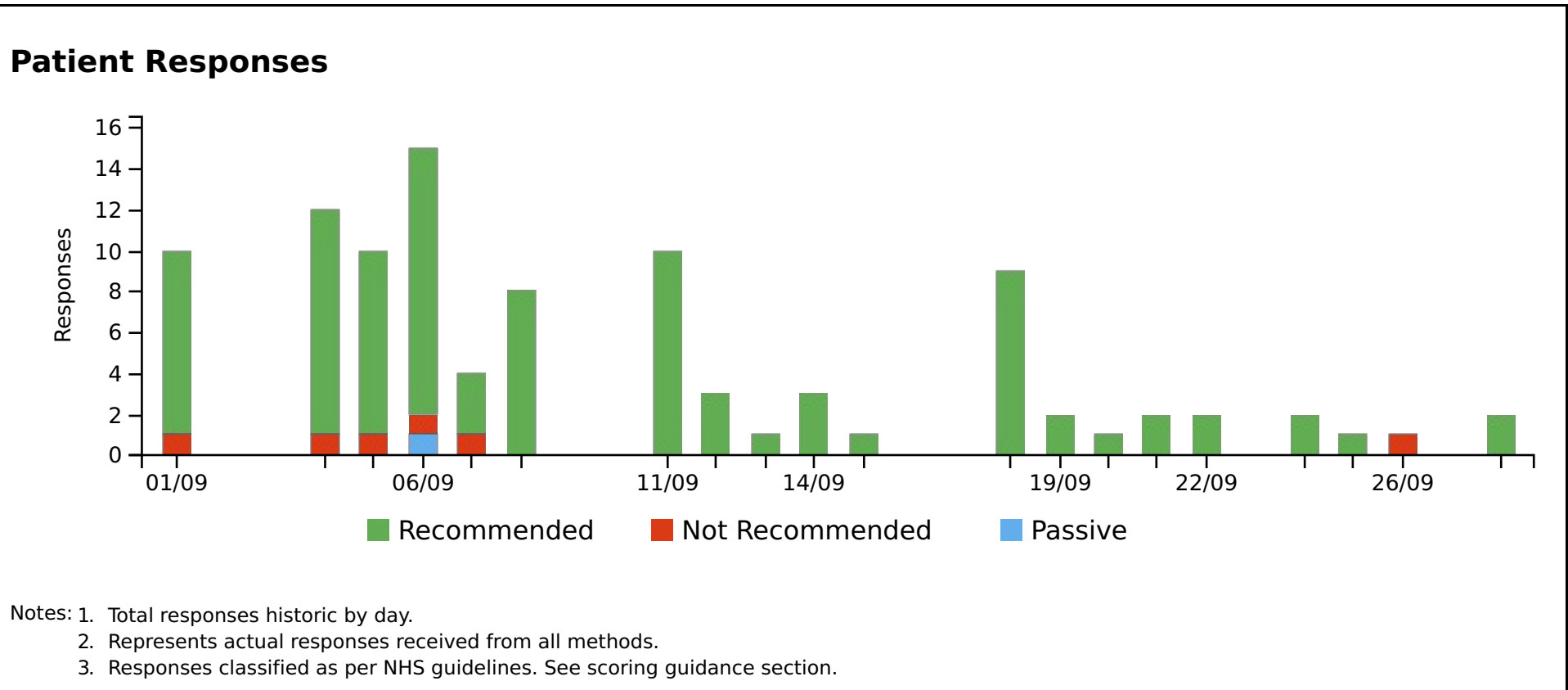
- Notes:
1. Scores for current reporting month.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### 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





- ✓ *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.
- ✓ *Dr. 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 amazing and reception staff very professional & 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?