

# FFT Monthly Summary: January 2024



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

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>296</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	83	9	2	3	2	0	<b>99</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>83</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>99</b>
<b>Total (%)</b>	<b>84%</b>	<b>9%</b>	<b>2%</b>	<b>3%</b>	<b>2%</b>	<b>0%</b>	<b>100%</b>

### 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:

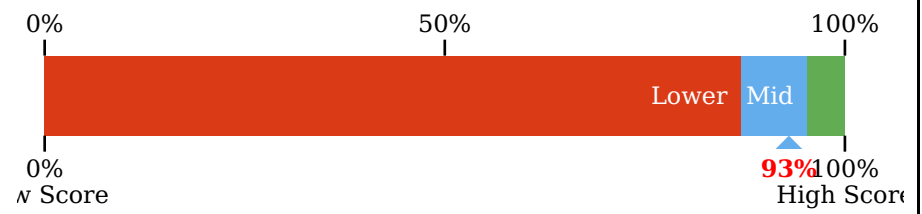
<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>

## SECTION 3 Practice Scoring

### Practice Score: 'Recommended' Rank

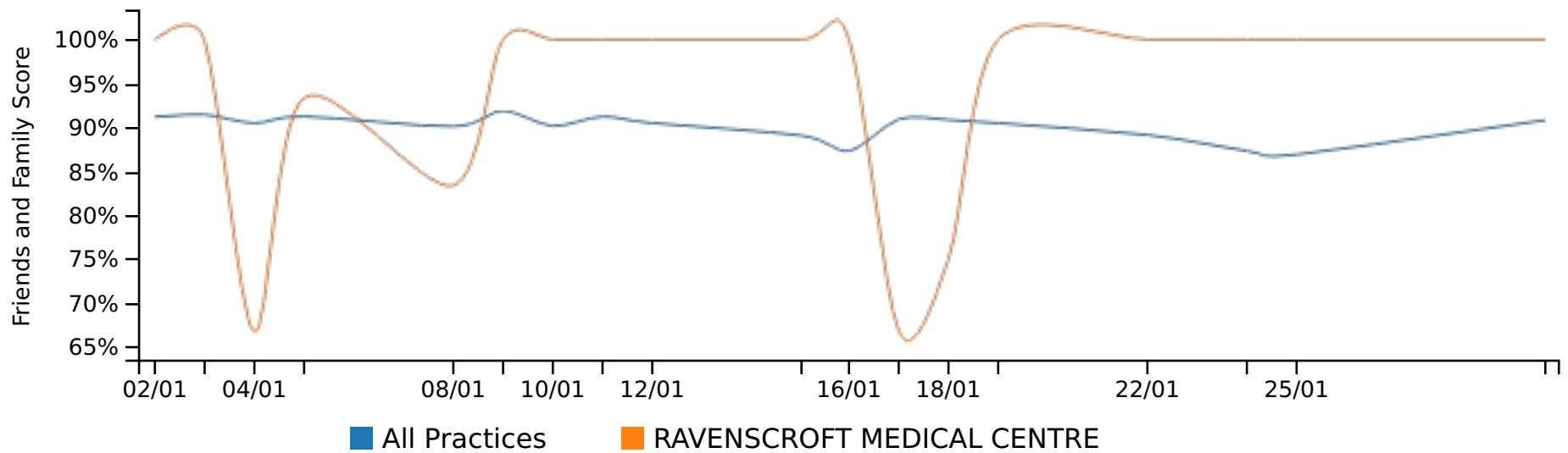
**Your Score: 93%**

**Percentile Rank: 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



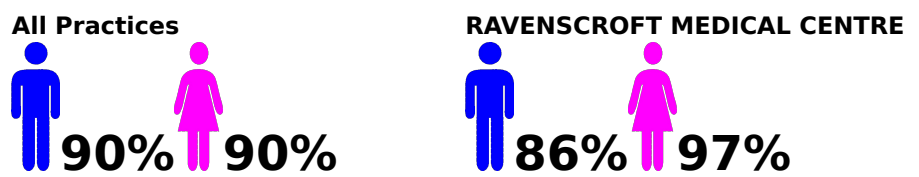
- Notes:
1. Practice score comparison of 'recommended' scores only.
  2. Score calculated as per NHS requirements. See scoring guidance section.

### Practice Score: 'Recommended' Demographic Analysis

#### Age

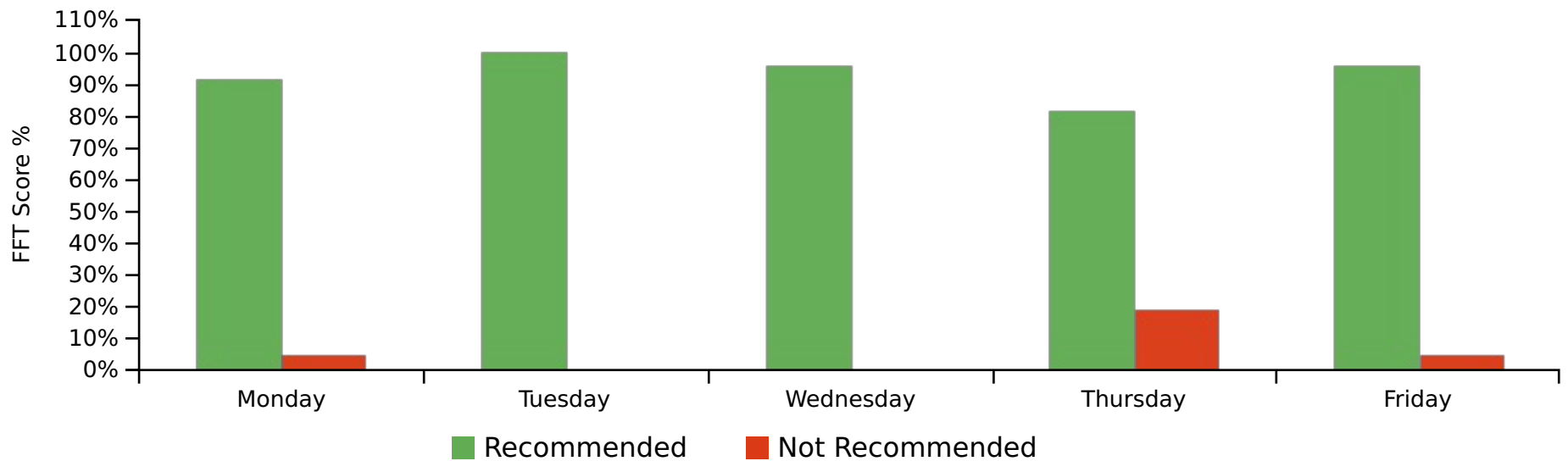
	< 25	25 - 65	65+
All Practices	85%	90%	93%
RAVENSCROFT MEDICAL CENTRE	100%	92%	93%

#### Gender



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

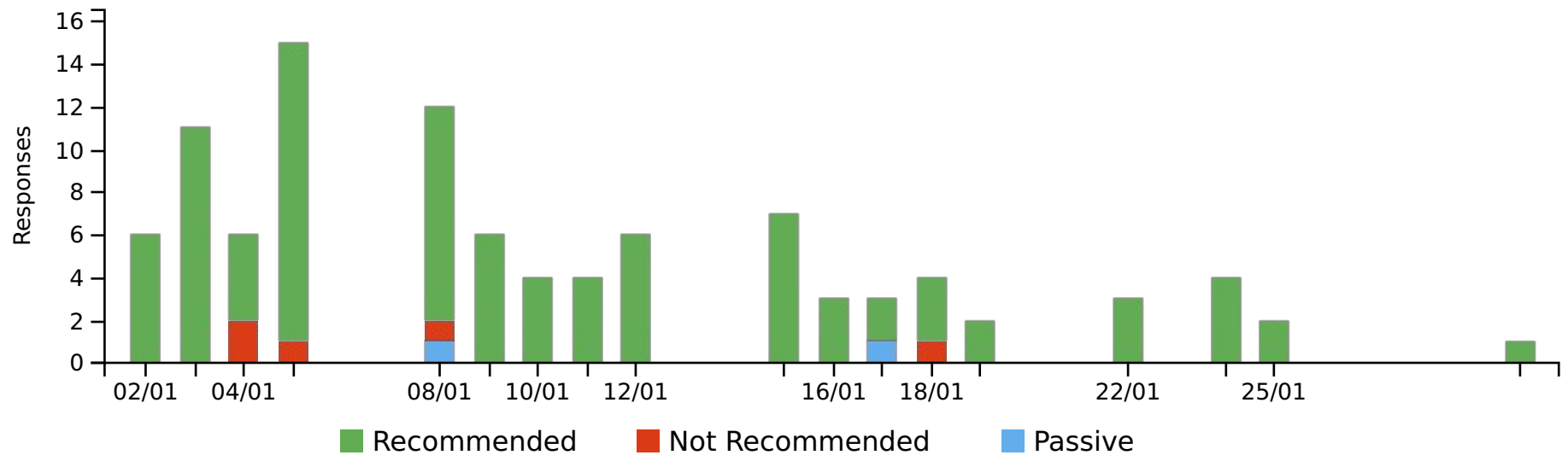
### Practice Score: Day of the Week Analysis



- 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

### 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.



- ✓ 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 immediatly, 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.*
- ✓ Consize
- ✓ *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 referral
- ✓ *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*