

# FFT Monthly Summary: July 2022

**Almond Road Surgery**  
Code: D81082



## Report Summary

<b>Surveyed Patients:</b>		<b>309</b>					
<b>Responses:</b>		<b>130</b>					
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	76	14	7	1	1	0	<b>99</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail	20	6	2	0	3	0	<b>31</b>
Manual Upload							
<b>Total</b>	<b>96</b>	<b>20</b>	<b>9</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>130</b>
<b>Total (%)</b>	<b>74%</b>	<b>15%</b>	<b>7%</b>	<b>1%</b>	<b>3%</b>	<b>0%</b>	<b>100%</b>

  

**Summary Scores**

👍 89%   👎 4%   🗳️ 7%

## Patient Free Text Comments: Summary

**Thematic**

- Reception Experience      10
- Arrangement of Appointment      18
- Reference to Clinician      38

Notes: 1. Thematic analysis for current reporting month.  
 2. Thematic analysis covers the most discussed themes by analysing sentence fragements and is not an exhaustive analysis of all talking points.  
 3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

**Tag Cloud**