

FFT Monthly Summary: May 2022



Almond Road Surgery
Code: D81082

Report Summary

Surveyed Patients:	502						
Responses:	336						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	73	19	6	1	1	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail	164	52	8	6	5	1	236
Manual Upload							
Total	237	71	14	7	6	1	336
Total (%)	71%	21%	4%	2%	2%	0%	100%

Summary Scores

👍 92% 🤔 4% 🗑️ 4%

Patient Free Text Comments: Summary

<p>Thematic</p> <p>Reception Experience 37</p> <p>Arrangement of Appointment 34</p> <p>Reference to Clinician 86</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most discussed themes by analysing sentence fragments 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. 	<p>Tag Cloud</p>
---	-------------------------