

FFT Monthly Summary: November 2022



Almond Road Surgery
Code: D81082

Report Summary

Surveyed Patients:	209						
Responses:	100						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	81	12	2	2	2	1	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	81	12	2	2	2	1	100
Total (%)	81%	12%	2%	2%	2%	1%	100%

Summary Scores
👍 93% 🗑️ 4% 🗋️ 3%

Patient Free Text Comments: Summary

Thematic Reception Experience 17 Arrangement of Appointment 6 Reference to Clinician 29 Notes: 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.	Tag Cloud
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Patient Free Text Comments: Detail

- Notes: 1. Free Text Comment received for current reporting month.
- 2. Classification based on initial response to Q1 rather than content of message.
- 3. Legend: ✓ Consent to publish comment / ✗ No consent to publish comment