FFT Monthly Summary: September 2022

Almond Road Surgery
Code: D81082

iplato
connecting patients
transforming healthcare

Report Summary

Surveyed Patients: **266**
Responses: **100**

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	69	24	0	1	3	2	**99**
SMS - User Initiated							
Tablet/App							
Web/E-mail	1	0	0	0	0	0	**1**
Manual Upload							
Total	**70**	**24**	**0**	**1**	**3**	**2**	**100**
Total (%)	***70%***	***24%***	***0%***	***1%***	***3%***	***2%***	***100%***

Summary Scores

94% 4% 2%

Patient Free Text Comments: Summary

Thematic

Reception Experience	9
Arrangement of Appointment	10
Reference to Clinician	30

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