FFT Monthly Summary: January 2023

Almond Road Surgery Code: D81082



SECTION 2 **Report Summary**

Surveyed Patients: Responses:	268 99 Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - User Initiated						1950	
Tablet/App							
Web/E-mail							
Manual Upload							
Total	77	15	3	2	2	0	99
Total (%)	78%	15%	3%	2%	2%	0%	100%

Summary Scores

♦ 93% ₹ 4% ≈ 3%

SECTION 5 **Patient Free Text Comments: Summary**

Tag Cloud Thematic Reception Experience 10 welcoming waiting thoughtful Arrangement of Appointment 15 Reference to Clinician 27 Notes: 1. Thematic analysis for current reporting month. 2. Thematic analysis covers the most disappointing discussed themes by analysing sentence fragements and is not an proper exhaustive analysis of all talking 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. transferring prove professional

Patient Free Text Comments: Detail

Notes: 1. Free Text Comment received for current reporting month.

- Classification based on initial response to Q1 rather than content of message.
 Legend: ✓ Consent to publish comment / ✗ No consent to publish comment