

# FFT Monthly Summary: August 2023



**Almond Road Surgery**  
Code: D81082

## Report Summary

<b>Surveyed Patients:</b>	<b>212</b>						
<b>Responses:</b>	<b>99</b>						
	<b>Very good</b>	<b>Good</b>	<b>Neither good nor poor</b>	<b>Poor</b>	<b>Very poor</b>	<b>Don't know</b>	<b>Total</b>
SMS - Autopoll	81	15	1	1	1	0	<b>99</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>81</b>	<b>15</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>99</b>
<b>Total (%)</b>	<b>82%</b>	<b>15%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>100%</b>

  

**Summary Scores**

👍 97%   🙄 2%   🗑️ 1%

## Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience      18	
Arrangement of Appointment      18	
Reference to Clinician      21	
<p>Notes: 1. Thematic analysis for current reporting month.</p> <p>2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.</p> <p>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>	