

FFT Monthly Summary: October 2023



Almond Road Surgery
Code: D81082

Report Summary

Surveyed Patients: 224
Responses: 100

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	82	9	5	3	1	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	82	9	5	3	1	0	100
Total (%)	82%	9%	5%	3%	1%	0%	100%

Summary Scores

👍 91% 🗳️ 4% 🗨️ 5%

Patient Free Text Comments: Summary

Thematic

Reception Experience 12
Arrangement of Appointment 14
Reference to Clinician 25

- 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

