

FFT Monthly Summary: November 2023



Almond Road Surgery
Code: D81082

Report Summary

Surveyed Patients:	241						
Responses:	100						
	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	83	12	2	2	1	0	100
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
Total	83	12	2	2	1	0	100
Total (%)	83%	12%	2%	2%	1%	0%	100%

Summary Scores

👍 95% 🗑️ 3% ➡️ 2%

Patient Free Text Comments: Summary

Thematic	Count	Tag Cloud
Reception Experience	11	
Arrangement of Appointment	8	
Reference to Clinician	19	

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.