

# FFT Monthly Summary: November 2024



**Almond Road Surgery**  
**Code: D81082**

## SECTION 1 CQRS Reporting

### CQRS Reporting

FFT001	FFT002	FFT003	FFT004	FFT005	FFT006	FFT007	FFT008	FFT009	FFT010	FFT011	FFT012
82	12	2	2	1	1	0	0	0	100	0	0

Notes: 1. The CQRS Reporting table scores above should be entered directly as presented into the CQRS System. For further information please contact the CQRS service desk on 0800 440 2777 or email them at cqrsservicedesk@gdit.com. Please select the 'Data Submission' tab from the main menu.

## SECTION 2 Report Summary

<b>Surveyed Patients:</b>	<b>277</b>							
<b>Responses:</b>	<b>100</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		82	12	2	2	1	1	100
SMS - User Initiated								
Tablet/App								
Web/E-mail								
Manual Upload								
<b>Total</b>		<b>82</b>	<b>12</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>100</b>
<b>Total (%)</b>		<b>82%</b>	<b>12%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>	<b>100%</b>

### Summary Scores

👍 94%    👎 3%    🗨️ 3%

## SECTION 5 Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience 18	
Arrangement of Appointment 21	
Reference to Clinician 31	

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.