

FFT Monthly Summary: April 2022

Almond Road Surgery
Code: D81082



Report Summary

Surveyed Patients: 473
Responses: 273

	Very good	Good	Neither good nor poor	Poor	Very poor	Don't know	Total
SMS - Autopoll	70	21	3	4	1	0	99
SMS - User Initiated							
Tablet/App							
Web/E-mail	108	39	8	8	11	0	174
Manual Upload							
Total	178	60	11	12	12	0	273
Total (%)	65%	22%	4%	4%	4%	0%	100%

Summary Scores

👍 87% 🙄 9% 🗑️ 4%

Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience 27 Arrangement of Appointment 31 Reference to Clinician 62	
<p>Notes: 1. Thematic analysis for current reporting month.</p> <p>2. Thematic analysis covers the most 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>	