

# FFT Monthly Summary: December 2022



Almond Road Surgery  
Code: D81082

## Report Summary

<b>Surveyed Patients:</b>	<b>241</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	76	19	4	1	0	0	<b>100</b>
SMS - User Initiated							
Tablet/App							
Web/E-mail							
Manual Upload							
<b>Total</b>	<b>76</b>	<b>19</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>100</b>
<b>Total (%)</b>	<b>76%</b>	<b>19%</b>	<b>4%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>

  

### Summary Scores

👍 95%   🙄 1%   🗑️ 4%

## Patient Free Text Comments: Summary

Thematic	Tag Cloud
Reception Experience      15	
Arrangement of Appointment      16	
Reference to Clinician      27	

  

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.