

# FFT Data for December 2024

**Kirklands Surgery**  
111 Copnor Road  
Copnor  
Portsmouth  
Hampshire  
PO3 5AF

|  |   |   |
|--|---|---|
| <b>NHS Patients Seen</b><br><b>763</b><br>in December 2024 | <b>Invites Sent</b><br><b>763</b><br>100% invite rate | <b>Responses Collected</b><br><b>37</b><br>5% response rate |
|--|---|---|

These statistics have been calculated using the number you entered in the patient count field for December 2024 in the dashboard.

## Rating Breakdown

| Very good                     | Good                        | Neither good nor poor       | Poor                        | Very poor                   | Don't know                  |
|-------------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| <b>31</b><br>84% of responses | <b>2</b><br>5% of responses | <b>1</b><br>3% of responses | <b>1</b><br>3% of responses | <b>2</b><br>5% of responses | <b>0</b><br>0% of responses |

These responses were collected via the NHS Friends & Family Test Question - **Overall, how was your experience of our service?**

## Collection Method Breakdown

| Handwritten                 | Telephone Call              | Tablet / Kiosk              | SMS / Text Message            | Smartphone App or Online    | Other                       |
|-----------------------------|-----------------------------|-----------------------------|-------------------------------|-----------------------------|-----------------------------|
| <b>0</b><br>0% of responses | <b>0</b><br>0% of responses | <b>0</b><br>0% of responses | <b>35</b><br>95% of responses | <b>2</b><br>5% of responses | <b>0</b><br>0% of responses |