

Friends and Family Returns April 2024 PPG Analysis for Adey and Dancy, Tarporley Practice

This latest analysis covers April 2024 and is the twenty-third analysis since the scheme was restarted in May 2022.

This month the number of responses was slightly down on the previous month. There were 53 Responses of which 19 were on-line. Friends and Family Survey responses are the only feedback the PPG receives and consequently are an important part of the PPG's and the Practice's efforts to improve the services provided.

Once again, comments have been categorised into the same 3 main headings. (Please note that all comments are anonymous, and only those comments where the patient gave permission to share them have been analysed.)

As a reminder, below is the definition of these categories.

Medical Service Comments – These consist of issues directly associated with seeing a GP or Nurse. They can probably only be addressed by the Medical Staff.

Administrative Service Comments – These consist of issues associated with trying to get an appointment to see a medical practitioner. They are mainly in the control of the Practice Manager. (Waiting time to get an appointment is also a function of the number of GPs)

Health Centre Environment Comments – These consist of issues associated with the 'experience' of visiting the Health Centre.

The number of Responses received during the period was 53. Of these 40 rated the Practice **Very Good**; 8 rated the Practice **Good**; 3 rated the Practice **neither Good nor Poor**; 1 rated the Practice **Poor** and 1 rated the Practice **Very Poor**. These are the 5 categorisations in the new F&F scheme.

A total of 45 comments were made of which 36 were extremely positive about the standard of care provided by all the Practice staff. **Every member of staff should be proud of their contribution.**

Issues for the Practice to note from the latest responses.

1. There were a considerable number of positive comments about the services provided by Reception staff. **The Practice should ensure that all Reception staff are made aware of this feedback.**
2. A review of the process for follow up on test results should be considered.

See Table of Comments below for more detail.

Jim Hill

On behalf of PPG

Table of Comments April 2024

Medical Service Comments	Number of Comments	Administrative Service Comments	Number of Comments	Health Centre Environment Comments	Number of Comments
Exceptional/ Do Not Change the Service	25	Excellent Reception Service	11	Parking	2
Better follow up from test results	1	Poor paperwork	1		
Unhappy with phone consult	1	Reduce Waiting Time in Surgery	1		
		Reminder texts to be more specific	1		
		Improve equipment for nurses	1		
		Poor telephone manner	1		