Friends and Family Returns April, 2025

PPG Analysis for Drs Adey and Dancy, Tarporley Practice

Friends and Family Survey responses are the only feedback the Patient Participation Group (PPG) receives. They are an important part of the efforts of the PPG and the Practice to improve the services provided.

Responses

There were 37 Responses (including 17 online).

Response category (Opinion of the Practice by Patient)

Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
30	6	0	0	1	0

Comments

There were 16 comments, of which 15 were extremely positive about the standard of care provided by all the Practice staff. **Every member of staff should be proud of their contribution.**

All comments are anonymous, and we only include those where the patient gave permission to share them.

The table below provides more detail on these comments.

NB The number of Responses, above, and Comments noted in the table, below, may not be numerically equal as, variously, not all Respondents leave a Comment or some Respondents leave more than one Comment.

Issues for the Practice to note:

• There was a request for Appointment Bookings to be made using the NHS App. If this is not possible it would be helpful if the Practice could explain the rational for this change in Policy.

Jim Hill

On behalf of PPG

Table of Comments April 2025

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	9	Excellent Reception and Booking service	6		
		Consider Appointment Booking in NHS App	1		

Medical Service comments – Issues directly associated with seeing a GP or Nurse (to be addressed mainly by the Medical Staff).

Administrative Service comments – Issues associated with trying to get an appointment to see a medical practitioner (mainly in the control of the Practice Manager).

Health Centre Environment comments – Issues associated with the 'experience' of visiting the Health Centre.