

Friends and Family Returns May, 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 41 Responses (including 19 online).

Response category (Opinion of the Practice by Patient)

Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
38	3	0	0	0	0

Comments

There were 19 comments. Most of the comments cited ease of getting an appointment and the care and professionalism of all 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:

- The Dressing Service and the Pharmacy/Medicines Service are valued highly by Patients for their professionalism and care.

Jim Hill

On behalf of PPG

Table of Comments May 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	8	Excellent Reception and Booking service	9	Lack of Parking	1
Dressing service excellent	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.