

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

This latest analysis covers January 2024 and is the twentieth analysis since the scheme was restarted in May 2022.

This month the number of responses was very good especially on-line. There were 76 Responses of which 37 were on-line, the highest number yet. 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 76. Of these 66 rated the Practice **Very Good**; 9 rated the Practice **Good**; 1 rated the Practice **neither Good nor Poor**; 0 rated the Practice **Poor** and 0 rated the Practice **Very Poor**. These are the 5 categorisations in the new F&F scheme.

A total of 64 comments were made of which 44 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. Several positive comments were received about the waiting room refurbishment.
2. There were comments about the good availability of appointments.
3. Suggestion of email follow-up from consultations.

See Table of Comments below for more detail.

Jim Hill

On behalf of PPG

Table of Comments January 2024

Medical Service Comments	Number of Comments	Administrative Service Comments	Number of Comments	Health Centre Environment Comments	Number of Comments
Exceptional/ No Issues	44	Great appointment availability	8	Parking	2
		Send appointment reminders	2	Positive comments about refurbishment	4
		More privacy to speak to Reception	1		
		More appointments at Kelsall	1		
		More F2F appointments	1		
		Email follow-up from consultations	1		