

## Friends and Family Returns Number 27

### PPG Analysis for Drs Adey and Dancy, Tarporley Practice August 2024

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 43 Responses (including 15 online).

#### Response category

Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
40	1	1	0	1	0

#### Comments

There were 35 comments, of which 32 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 were many positive comments about the Reception staff. **The Practice should ensure that all Reception staff are made aware of this feedback.**

Jim Hill/Cathy Bonner

On behalf of PPG

## Table of Comments August 2024

<b>Medical Service comments</b>	Number of comments	<b>Administrative Service comments</b>	Number of comments	<b>Health Centre Environment comments</b>	Number of comments
Exceptional/ Do not change the service	19	Excellent Reception service	13	Parking	1
Delay in Referrals	2				

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.