

Friends and Family Returns April 2023 PPG Analysis for Adey and Dancy, Tarporley Practice

This latest analysis covers April 2023 and is the eleventh analysis since the scheme was restarted in May 2022.

Comments were received on both paper forms and on-line. **It is encouraging that the on-line comment route is beginning to be used but it should still be advertised to patients.** This particularly important when many consultations are on-line and no visit to the surgery to collect a paper form is made.

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 35 of which 26 were on-line. Of these 28 rated the Practice **Very Good**; 7 rated the Practice **Good**; 0 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 31 comments were made of which 17 expressed a very high level of positivity with the services received.

Note that the positive comments refer to all staff (medical and administration)

Issues for the Practice to address from the latest comments.

1. Appointment availability.
2. Education in use of NHS App.

See Table of Comments below for more detail.

Jim Hill

On behalf of PPG

Table of Comments April 2023

Medical Service Comments	Number of Comments	Administrative Service Comments	Number of Comments	Health Centre Environment Comments	Number of Comments
Exceptional/ No Issues	17	Use NHS App to book Dr and nurse appointments	2	Waiting Room Dismal	1
Longer Appointments /Discuss more than one issue	2	Appointment availability/ more face to face appts	2	Car parking	1
Improved Triage at weekends	1	Poor experience of 111 service	1	External sample drop-off box	1
Carry out more frequent prescription reviews	1	Text message when prescription ready	1		
Incorrect treatment from nurse	1				