

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

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

This month the number of responses was good especially on-line. There were 42 Responses of which 24 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 42. Of these 35 rated the Practice **Very Good**; 4 rated the Practice **Good**; 0 rated the Practice **neither Good nor Poor**; 2 rated the Practice **Poor** and 1 rated the Practice **Very Poor**. These are the 5 categorisations in the new F&F scheme.

A total of 40 comments were made of which 28 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 address from the latest responses.

1. For the first time an adverse comment was made about a patient not being able to get through to Reception by phone due to being cut off after pressing '1'. The Practice should check that the answering system is functioning correctly.

See Table of Comments below for more detail.

Jim Hill

On behalf of PPG

Table of Comments December 2023

Medical Service Comments	Number of Comments	Administrative Service Comments	Number of Comments	Health Centre Environment Comments	Number of Comments
Exceptional/ No Issues	28	More services at Kelsall surgery	1	Parking	2
Listen to Patient more	1	Waiting time in surgery	1		
Discuss more than one issue at an appointment	1	More same day appointments	1		
		Longer Physio appointment	2		
		More F2F appointments	2		
		Difficulty getting through on phone to Reception	1		