

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

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

Comments were received on both paper forms and on-line. 7 out of 25 were on-line. **The on-line response route should still be advertised actively to patients.** This is 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 25. Of these 23 rated the Practice **Very Good**; 1 rated the Practice **Good**; 0 rated the Practice **neither Good nor Poor**; 1 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 20 comments were made of which 15 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. Consider using Text messages to inform patients if surgery appointments are running behind schedule.
2. Remind patients that flu jabs are available in the local Pharmacy if they have difficulty making the Practice flu jab sessions.

See Table of Comments below for more detail.

Jim Hill

On behalf of PPG

Table of Comments August 2023

Medical Service Comments	Number of Comments	Administrative Service Comments	Number of Comments	Health Centre Environment Comments	Number of Comments
Exceptional/ No Issues	15	Send text message if appointments are running late	2	Improved parking	1
Do not dismiss elderly patients	1	Remind patients that flu jabs can be given by the pharmacy if they cannot make the Practice slot.	1		