

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

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

Comments were received on both paper forms and on-line. Unfortunately, the significant reduction in on-line responses has continued (from 26 in April to 3 in May to 0 in June). **Therefore, the on-line response route should still be advertised actively 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 17. Of these 14 rated the Practice **Very Good**; 3 rated the Practice **Good**; 0 rated the Practice **neither Good nor Poor**; 0 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 14 comments were made of which 9 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. Comments regarding interaction with Reception staff
2. Consider adding PSA test to annual health check.

See Table of Comments below for more detail.

Jim Hill

On behalf of PPG

Table of Comments June 2023

Medical Service Comments	Number of Comments	Administrative Service Comments	Number of Comments	Health Centre Environment Comments	Number of Comments
Exceptional/ No Issues	9	Don't like sharing medical issues with Reception	1	More Parking	1
Offer PSA Tests to over 50's men at annual health check	1	Reception could be more sympathetic	1		
Poor diagnosis from Nurse	1				