



## Patient Participation Group of Drs Adey & Dancy

### Friends and Family Returns Q1, 2025

#### PPG Analysis

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 100 Responses (including 61 online). This is a welcome increase in the proportion of on-line responses.

#### Response category (Opinion of the Practice by Patient)

Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
83	11	1	3	2	0

#### Comments

There were 35 comments, of which 26 were extremely positive about the standard of care provided by all the Practice staff. **Every member of staff should be proud of their contribution. Many of the comments compare the practice very favourably with patients' experience at other practices.**

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.



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### Issues for the Practice to note:

- The only issue regarding improvement mentioned is the occasional lateness in a booked appointment. (As previously noted, patients welcome the time taken by clinical staff to fully discuss their concerns which may lead to appointments over-running.)

Jim Hill

On behalf of PPG

### Table of Comments Jan-Mar 2025

<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	21	Excellent Reception service	5	Parking	2
Kindness of Nursing Staff	3	Kindness of Reception Staff	2		
Delay in Appt.	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.