

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

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

This month the number of responses bounced back. There were 34 Responses of which 9 were on-line. 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 34. Of these 28 rated the Practice **Very Good**; 5 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 32 comments were made of which 18 were extremely positive and in some cases effusive 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. Appointments running late continue to be the main negative comment. However, this could well be coupled with the greater number of positive comments about Patients feeling listened to and valuing the services being provided.

See Table of Comments below for more detail.

Jim Hill

On behalf of PPG

Table of Comments November 2023

Medical Service Comments	Number of Comments	Administrative Service Comments	Number of Comments	Health Centre Environment Comments	Number of Comments
Exceptional/ No Issues	18	Update on Kelsall Surgery	1	Parking	2
Appointments to run on time	4	Shorter wait to get appointments	1	Add children's colouring sheets	1
More face to face Appointments	2	Improve Intra- Practice communication	1	Repeat prescription requests available outside Reception	1
		Help with NHS App	1		