

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

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

Comments were received on both paper forms and on-line. The significant reduction in on-line responses has been reversed (from 26 in April to 3 in May to 0 in June to 6 in July). **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 18. Of these 12 rated the Practice **Very Good**; 2 rated the Practice **Good**; 0 rated the Practice **neither Good nor Poor**; 0 rated the Practice **Poor** and 4 rated the Practice **Very Poor**. These are the 5 categorisations in the new F&F scheme.

A total of 15 comments were made of which 10 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. A comment was received about treating patient concerns seriously. This is beyond the remit of the Friends and Family Survey. Patients should be reminded that there is a formal complaints procedure for concerns of this nature.
2. Try to ensure appointments run on-time.

See Table of Comments below for more detail.

Jim Hill

On behalf of PPG

Table of Comments July 2023

Medical Service Comments	Number of Comments	Administrative Service Comments	Number of Comments	Health Centre Environment Comments	Number of Comments
Exceptional/ No Issues	10	Run appointments to time	2	More Seating in Waiting room	1
Remind Patients of the formal complains procedure	1	Greater availability of GP appointments	1		