Friends and Family Returns October 2026
PPG Analysis for Drs Adey and Dancy, Tarporley Health Centre

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 39 responses in total.

Response category (opinion of the practice by patient)

Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
33	**5**	**1**	**0**	**0**	**0**

Comments:
There were 34 comments. Most of the comments cited ease of getting an appointment, the excellent service and the care and professionalism of all staff. **Every member of staff should be proud of their contribution.**

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 not all respondents leave a comment or some respondents leave more than one comment.

Table of Comments:

Medical Service comments	No of comments	**Admin Service comments**	No of comments	**Health Centre comments**	No of comments
Exceptional do not change the service	6	Positive staff comments	11	Reception area clean and tidy	1
Wait for appointment	1	Ease of getting appointments	8		
Positive physio comments	6				

Medical service comments – issues directly associated with seeing a GP or Nurse (to be addressed mainly by the medical staff).

Admin 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 comments – issues associated with the 'experience' of visiting the Health Centre.