

PPG Analysis of Friends and Family Returns

May 2016 - April 2017

The Friends & Family comments have been analysed for the last year. Please note that all comments are anonymous, and only those comments where the patient gave permission to share them have been analysed.

Recommending the Practice - In terms of recommending the Practice the results are enormously encouraging:
Extremely Likely 114; Likely 22; Neither Likely or Unlikely 5; Unlikely 0; Extremely Unlikely 0

The PPG have discussed this analysis with the Practice and have agreed the following actions to try to progress the issues raised:

- 1) The PPG have written to the Primary School to raise awareness of the parking problem and requested that parents have consideration for the needs of patients by not using The Health Centre whist dropping off or picking up children.
- 2) The Practice has explored the use of the telephone exchange for additional parking but BT have consistently refused use of this space.
- 3) The PPG and the Practice will continue to promote the on-line prescription ordering and appointments system as this system ensures accurate and faster fulfilment of prescriptions. It also allows patients to make appointments when the surgery is closed and gives patients access to their medical records if they wish to see them.
- 4) The Practice will review its procedures with regards to answering the telephone.
- 5) There were a couple of concerns raised about the Reception staff enquiring about the nature of the appointment being requested. The Practice was very clear that this was done to ensure that the patient was given the most appropriate consultation. However, it was made abundantly clear that if a patient did not wish to share this information this would always be respected and the appointment would be given.
- 6) Regarding suitability of notices in the waiting room; the Practice would look at their positioning and, along with the PPG, would improve use of the TV screen.

The Practice has provided additional feedback on the following:

- 7) We no longer have toys and books in the waiting room due to CQC regulations around infection control. We ask that parents bring toys with them to keep children occupied while waiting.
- 8) The practice in conjunction with the PPG has done a piece of work around waiting times in the practice. Please see our "how to make the most of your appointment" leaflet to help the GPs keep to time and reduce waiting times for other patients.

In summary, the vast majority of patients consider that the Practice is providing an excellent service with only minor issues being raised with, of course, the exception of the perennial problems of parking which plague Tarporley as a whole.

Members of the PPG who have attended meetings of PPGs organised by the Cheshire Clinical Commissioning Group confirmed that, in comparison to other Practices, ours provides a demonstrably top level of service.

Nevertheless, improvements can always be made and the Practice and the PPG have jointly committed to ensure the service we currently enjoy will remain the best possible.