

November 2021

Finger on the pulse

From the Patient Participation Group

Dear Fellow-Patient,

Your Patient Participation Group (PPG) has carried out an independent survey among our patients designed to provide information on how people feel about the service they have been getting, the way forward, and the performance of the practice in general. We did this because NHS Covid-19 restrictions have deprived us of our usual sources of information about the patients we represent.

With so much negative publicity on a national scale about how practices are performing, we wanted to know how you thought **our** practice was doing. We are pleased to say that your responses show that you believe our practice is performing very well indeed, despite all obstacles.

The document below, **Finger on the Pulse**, summarises the rationale for and the results of the survey carried out entirely by the independent Patient Participation Group (PPG) of the Tarporley (Adey and Dancy) GP Practice. The practice aided us by distributing the survey to all on their email list.

A total of 3800 questionnaires were sent to patients and 275 responses have been analysed, representing a return of just over 7%, which is considered a reasonable result for this type of survey.

The survey results show a high level of satisfaction with the care and level of service provided by the Practice.

This is consistent with the pre-pandemic findings of the Friends and Family Test which was halted by the NHS in March 2020 to ease the workload of Practices dealing with the pandemic.

These results also confirm the findings of the National GP Practice satisfaction survey which is carried out on an annual basis <https://www.gp-patient.co.uk> The National Survey is conducted independently by the NHS without input from the Practices.

Your PPG is confident that both these surveys accurately reflect Patient satisfaction with the Practice and also where you think there is room for improvement. We will continue to monitor Patient views in future and hope to be able to resume normal activities after the winter months.

Thank you so much for making this possible,

Yours,

Your PPG.

What is the PPG? PPGs are voluntary groups of Patients acting to facilitate liaison between Practices and their Patient body. They have been mandated by the NHS for a number of years. Every GP's practice has to have one, though not all do. To find out more about how they are organised and what their remit is, please take a look at: <https://www.england.nhs.uk/south/wp-content/uploads/sites/6/2016/09/ppg-flyer.doc>