

Friends and Family Returns August 2022 – PPG Analysis for Adey and Dancy, Tarporley Practice

This latest analysis covers August 2022 and is the third analysis since the scheme was restarted in May 2022.

All comments were received on paper forms. The existence of the on-line comment route should continue to be advertised 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 16. In addition, for this analysis only, a number of comments have been received from Healthwatch surveys. These are included in the comments table.

Of these 16 rated the Practice **Very Good**; 0 rated the Practice **Good**; 0 rated the Practice **neither Good nor Poor**; 0 rated the Practice **Poor** and 0 rated the Practice **Very Poor**. These are the 5 categorisations in the new F&F scheme.

A total of 21 (5 from Healthwatch) comments were made of which 15 expressed a remarkably 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. Ensure patients are fully informed about potential uses of TWMH.
2. Continued desire for more face to face appointments.

See Table of Comments below for more detail.

Jim Hill

On behalf of PPG

Table of Comments August 2022

Medical Service Comments	Number of Comments	Administrative Service Comments	Number of Comments	Health Centre Environment Comments	Number of Comments
Exceptional/ No Issues	15	More availability of Face to Face appointments	2	Parking (Problem is understood, mainly)	1
Easier access to GPs	1	Value the availability of Patient Access for Prescriptions and Appointments	1		
		Renewed use of TMWH	1		