**Portishead Medical Group**

**Comments Received 21st August 2019 – 9th December 2019**

1. **Formal complaints**

|  |  |
| --- | --- |
| **Subject** | **Total** |
| GP/ANP manner/attitude |  |
| Ease of making an appointment |  |
| Medication / Prescriptions | 2 |
| Other |  |

1. **Concerns/comments/compliments received by the Practice**

|  |  |
| --- | --- |
| **Compliments** | **Total** |
| Reception/admin staff attitude and helpfulness | 4 |
| clinical staff | 4 |
| Overall service | 4 |
| **Complaints and Grumbles** |  |
| Reception/admin attitude |  |
| GP/ANP manner/attitude |  |
| Misc admin |  |
| Ease of making an appointment | 1 |
| Medication / Prescriptions | 4 |
| Online booking | 1 |
| Other | 3 |

1. **Friends and Family Test scores**

|  |  |
| --- | --- |
| Extremely likely | 24 |
| Likely | 2 |
| Neither/nor | 0 |
| Unlikely | 2 |
| Extremely unlikely | 3 |

Comments given for ‘extremely likely’ ratings include:

* Always found: 1) receptionists cheery & efficient, 2) GPs approachable and helpful, 3) despite rumours, always found it easy to get an appointment, 4) waiting room ambiance pleasing, 5) appreciate GPs consultations are not hurried nor stop watched!! Good luck to all you hard workers
* Just wanted to say how lovely + helpful the telephone booking staff member was - apparently "Lesley" - so thank you! It made a real difference to have a kind voice! Plus the reception staff today were very pleasant, kind and jolly. What a team! I am also seeing a wonderful doctor this morning.
* The professionalism and help of the staff who attended to me whilst having a heart attack on the premises, was faultless. Thank you.

Comments given for ‘extremely unlikely’ rating:

* Waited 50 minutes
* Because the waiting time for an appointment is always over an hour, booking appointments is also very difficult and the doctors often are not very good