**Portishead Medical Group**

**Comments Received 1st December 2017 – 8th April 2018**

1. **Formal complaints**

|  |  |
| --- | --- |
| **Subject** | **Total**  |
| Clinical service | 2 |
| Reception attitude |  |
| GP/ANP manner/attitude | 2 |
| Misc admin | 1 |
| Ease of making an appointment |  |
| Other | 2 |

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

|  |  |
| --- | --- |
| **Compliments** | **Total**  |
| Reception/admin staff attitude and helpfulness |  |
| clinical staff | 3 |
| Overall service | 1 |
| **Complaints and Grumbles** |  |
| Clinical service | 3 |
| Reception/admin attitude | 2 |
| GP/ANP manner/attitude | 2 |
| Misc admin | 4 |
| Ease of making an appointment | 3 |
| Other | 8 |

1. **Friends and Family Test scores**

|  |  |
| --- | --- |
| Extremely likely | 17 |
| Likely | 1 |
| Neither/nor | 3 |
| Unlikely | 1 |
| Extremely unlikely | 1 |

Comments given for ‘extremely likely’ ratings include:

* “Very pleased with urgent response to my injury and seeing the doctor within 10 mins on same day”
* “Fantastic. All staff always go the extra mile to reassure, be professional, welcoming and the most appropriate treatment to the best standard”

Comment given for ‘extremely unlikely’ rating:

* “Today I waited 1 hour 10 mins to see the nurse, by which time my blood pressure was high because I was angry at the wait. This totally invalidates the concept of "drop in" clinic. In future I shall make a proper appointment. I shall not recommend this clinic to anyone! The receptionists could not give any indication of how long the wait would be”