**Portishead Medical Group**

**Comments Received 22nd August – 30th November 2017**

1. **Formal complaints**

|  |  |
| --- | --- |
| **Subject** | **Total**  |
| Clinical service | 3 |
| Reception attitude |  |
| GP/ANP manner/attitude | 1 |
| Misc admin |  |
| Ease of making an appointment | 1 |
| Other | 2 |

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

|  |  |
| --- | --- |
| **Compliments** | **Total**  |
| Reception/admin staff attitude and helpfulness | 6 |
| clinical staff | 3 |
| Overall service | 3 |
| Music |  |
| **Complaints and Grumbles** |  |
| Clinical service | 8 |
| Reception/admin attitude | 1 |
| GP/ANP manner/attitude |  |
| Misc admin | 4 |
| Ease of making an appointment |  |
| Other | 4 |

1. **Friends and Family Test scores**

|  |  |
| --- | --- |
| Extremely likely | 13 |
| Likely | 3 |
| Neither/nor |  |
| Unlikely |  |
| Extremely unlikely | 1 |
| No score given | 2 |

Comments given for ‘extremely unlikely’ ratings:

* Appointments all gone by 8.09 a.m. (12/9/17)

Comments given for ‘extremely likely’ ratings include:

* Reception are very kind and helpful
* Excellent care in all respects
* Every time I’ve needed to I’ve managed to get a same day appointment
* Online system is good to use. Staff are all helpful and caring
* People who miss appointments should be made to pay a fee
* Doctors are extremely kind and helpful

Other:

* There are no feet on the wheelchair (we have since bought a new one)
* Need to have a water machine