**Portishead Medical Group**

**Comments Received – 4th April to 21st August 2017**

**Sources of comments:**

1. Formal complaints
2. Grumbles/compliments received by the Practice
3. Friends and Family Test comments

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| --- | --- |
| **Compliments** | **Total** |
| Admin staff attitude and helpfulness | 2 |
| clinical staff | 3 |
| Overall service | 3 |
| Music | 1 |

|  |  |
| --- | --- |
| **Complaints and Grumbles** | **Total** |
| Clinical service | 12 (of which 4 concern ear assessment clinics) |
| Reception attitude | 3 |
| GP/ANP manner/attitude | 5 |
| Misc admin | 7 |
| Ease of making an appointment | 0 |
| Other | 8 |

**FFT scores:**

|  |  |
| --- | --- |
| Extremely likely | 21 |
| Likely | 1 |
| Neither/nor | 1 |
| Unlikely | 1 |
| Extremely unlikely | 3 |
| No score given | 0 |

Comments given for ‘extremely unlikely’ ratings

* Unhelpful, make you feel unimportant
* Not happy to have to come for an ear assessment appointment and then book a second ear syringe appointment
* Staff and doctors are lovely but don’t like the music in the waiting room

Comments given for ‘extremely likely’ ratings

* First class treatment
* Amazing level of service
* All staff helpful and courteous
* Receptionist brilliant at sorting our an emergency appointment
* Quick to refer to hospital for cancer
* Treatment in the Treatment Room has never been less than first rate
* Kind, reassuring, supportive