**Portishead Medical Group**

**Comments Received – 13th December 2016 – 3rd April 2017**

**Sources of comments:**

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

|  |  |
| --- | --- |
| **Compliments** | **Total** |
| Admin staff attitude and helpfulness | 3 |
| clinical staff | 4 |
| Overall service | 6 |
| Information evening |  |

|  |  |
| --- | --- |
| **Complaints and Grumbles** | **Total** |
| Clinical service | 5 |
| Reception attitude |  |
| GP/ANP manner/attitude | 2 |
| Misc admin | 2 |
| Ease of making an appointment |  |
| Other | 2 |

**FFT scores:**

|  |  |
| --- | --- |
| Extremely likely | 24 |
| Likely | 2 |
| Neither/nor | 1 |
| Unlikely | 1 |
| Extremely unlikely | 3 |
| No score given | 0 |

Comments given for ‘extremely unlikely’ ratings

* Workers are rude
* Not able to book an appointment in advance when required
* Waited for 1 hour – told that I hadn’t checked in