**Portishead Medical Group**

**Comments Received – 1st April to 12th August 2016**

**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 | 4 |
| clinical staff | 3 |
| Overall service | 3 |
| Information evening |  |

|  |  |
| --- | --- |
| **Complaints and Grumbles** | **Total**  |
| Clinical service |  |
| Prescription admin | 3 |
| GP/ANP manner/attitude | 3 |
| Referral admin |  |
| Misc admin | 1 |
| Ease of making an appointment |  |
| Other | 1 |

**Summary of FFT scores:**

|  |  |
| --- | --- |
| Extremely likely | 64 |
| Likely | 6 |
| Neither/nor | 2 |
| Unlikely | 0 |
| Extremely unlikely | 3\* |
| No score given | 0 |

Comments given for ‘extremely unlikely’ ratings

* Didn’t agree with clinical advice given
* Felt medication given did not cover a long enough period
* Difficulty in getting an appointment at 8 a.m.