**Portishead Medical Group**

**Comments Received – December 2015 to March 2016**

**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 | 3 |
| clinical staff | 7 |
| Overall service | 9 |
| Information evening | 1 |

|  |  |
| --- | --- |
| **Complaints and Grumbles** | **Total**  |
| Clinical service | 1 |
| Prescription admin | 5 |
| GP/ANP manner/attitude | 4 |
| Referral admin | 4 |
| Misc admin | 2 |
| Ease of making an appointment | 7 |
| Other | 5 |

**Summary of FFT scores:**

|  |  |
| --- | --- |
| Extremely likely | 14 |
| Likely | 3 |
| Neither/nor | 1 |
| Unlikely | 4 |
| Extremely unlikely | 0 |
| No score given | 0 |