**Portishead Medical Group**

**Comments Received 21st August – 4th December 2018**

1. **Formal complaints**

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

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

|  |  |
| --- | --- |
| **Compliments** | **Total**  |
| Reception/admin staff attitude and helpfulness | 1 |
| clinical staff | 1 |
| Overall service | 3 |
| **Complaints and Grumbles** |  |
| Clinical service |  |
| Reception/admin attitude | 1 |
| GP/ANP manner/attitude | 3 |
| Misc admin |  |
| Ease of making an appointment | 2 |
| Medication | 9 |
| Other | 2 |

1. **Friends and Family Test scores**

|  |  |
| --- | --- |
| Extremely likely | 18 |
| Likely | 1 |
| Neither/nor | 2 |
| Unlikely | 0 |
| Extremely unlikely | 0 |

Comments given for ‘extremely likely’ ratings include:

* Extremely efficient, friendly and fast! Informative response today when my wound appeared 1 day after removal of stitches. Thank you to all in the Treatment Room and reception
* Dr listened to me and explained his thoughts. He was honest! Appointment on time
* Dear Reception Team, thank you for getting me an appt this morning to see a GP, much appreciated.
* I'd just like to make a comment about the appointment booking system, calling at 8am is fine as long as the call is on hold & speakerphone so I can get my daughter to school whilst I'm waiting. It's absolutely impossible to make an appointment at this time when I have to keep re-dialling. I re-dialled for 20 mins the other day without success.

Comment given for ‘extremely unlikely’ rating: n/a