**Portishead Medical Group**

**Comments Received 9th April 2018 – 20th August 2018**

1. **Formal complaints**

|  |  |
| --- | --- |
| **Subject** | **Total**  |
| Clinical service | 3 |
| Reception attitude |  |
| GP/ANP manner/attitude | 1 |
| Misc admin | 1 |
| Ease of making an appointment |  |
| Other | 2 |
| Data | 1 |

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

|  |  |
| --- | --- |
| **Compliments** | **Total**  |
| Reception/admin staff attitude and helpfulness | 2 |
| clinical staff | 1 |
| Overall service | 5 |
| **Complaints and Grumbles** |  |
| Clinical service | 1 |
| Reception/admin attitude | 2 |
| GP/ANP manner/attitude | 1 |
| Misc admin | 5 |
| Ease of making an appointment | 3 |
| Other | 6 |

1. **Friends and Family Test scores**

|  |  |
| --- | --- |
| Extremely likely | 27 |
| Likely | 0 |
| Neither/nor | 2 |
| Unlikely | 0 |
| Extremely unlikely | 3 |

Comments given for ‘extremely likely’ ratings include:

* This was my first visit since "signing on." Welcome, information and consultancy all a positive experience. Thank you
* I have experienced many different medical practices over the years from being a nurse myself and I have to say you are outshining and out-performing the private practices. Well done everyone you are all a credit to this practice. Thank you.
* Excellent recent clinical care, considerate and helpful reception staff, reliable and timely follow up . Doctors caring and approachable. Thank you! Much appreciated given current NHS pressures.

Comment given for ‘extremely unlikely’ rating:

* Would like a water fountain during a long wait
* Receptionist was rude, offhand and impatient
* Whenever I try to book a diabetic appointment I’m told the diary is not open