**Portishead Medical Group**

**Comments Received 21st May – 20th August 2019**

1. **Formal complaints**

|  |  |
| --- | --- |
| **Subject** | **Total** |
| GP/ANP manner/attitude | 3 |
| Ease of making an appointment | 1 |
| Medication | 1 |
| Other | 1 |

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

|  |  |
| --- | --- |
| **Compliments** | **Total** |
| Reception/admin staff attitude and helpfulness | 2 |
| clinical staff | 1 |
| Overall service | 2 |
| **Complaints and Grumbles** |  |
| Reception/admin attitude | 1 |
| GP/ANP manner/attitude | 2 |
| Misc admin | 2 |
| Ease of making an appointment | 1 |
| Medication | 1 |
| Other | 4 |

1. **Friends and Family Test scores**

|  |  |
| --- | --- |
| Extremely likely | 16 |
| Likely | 0 |
| Neither/nor | 2 |
| Unlikely | 1 |
| Extremely unlikely | 2 |

Comments given for ‘extremely likely’ ratings include:

* The treatment room and care I received when I came for my cervical screening and a breast check was amazing. You made me feel at ease I'm so grateful to you for this. Thank you.
* Reception are very polite and welcoming. Very empathic. Charlie in particular helped me to move an appointment into a cancellation + called me back to offer this. My GP appointment with Dr Pullen was prompt and he listened to my concerns. Managing to get my investigations done on the same day by Lara was more than efficient and she put me at ease. Thank you so much.
* This is an amazing DR's surgery. From the receptionists, nurses through to Doctors, they are all caring, helpful and go out of their way to help you. As a surgery, you look after my whole family and we are so grateful.
* Rang 3 times today and got through each time and had appointment same day. Excellent service and bloods taken 1st time
* I was treated with courtesy and professionalism both by doctor and reception

Comments given for ‘extremely unlikely’ rating:

* Having to wait 25 mins over your appt time is unreasonable
* Appointment to treat my baby daughter earache was over 1 1/2 hour late.