**Portishead Medical Group**

**Comments Received 5th December 2018 – 20th May 2019**

1. **Formal complaints**

|  |  |
| --- | --- |
| **Subject** | **Total** |
| Clinical service | 5 |
| Reception attitude |  |
| GP/ANP manner/attitude | 5 |
| Misc admin |  |
| Ease of making an appointment |  |
| Other | 1 |
| Data |  |

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

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

1. **Friends and Family Test scores**

|  |  |
| --- | --- |
| Extremely likely | 27 |
| Likely | 4 |
| Neither/nor | 0 |
| Unlikely | 4 |
| Extremely unlikely | 1 |

Comments given for ‘extremely likely’ ratings include:

* Very good doctor and service.
* The receptionist was very (extremely) helpful and very clear with her explanations and answered my questions and supported me today with my queries.
* Lovely nurse. She is amazing, understanding, caring and good at what she does! Thank you
* Recently have received regular treatment room attention and I find all the nurses are kind, concerned, professional, friendly, amazing and compassionate.
* Easy appointments. Good services and atmosphere

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

* When I was ill, I was told to call at 8 am. So I did 52 times before I got an answer
* Long waiting times, impossible to get appointment via phone. All appointments reserved for elders who are having a good time in waiting room.