**Monthly patient feedback January 24**

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| Report Title | Markfield Medical Centre Patient feedback |
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| Date | 12.02.2024 |

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| **Purpose of paper** |
| For information in January 2024 feedback from patients |
| Brief overview of report |
| **Family & Friends responses** 266 responses online**220 responded – Very Good.** 35 responded – Good.3 responded – Poor.2 responded – Very poor.2 responded – Don’t know.4 responded – Neither good nor poor.All comments are available to read at <https://www.markfieldmedicalcentre.org.uk/friends-and-family-test-results/> **NHS Website Reviews**The following review has just been published on your service's profile page: Great Practice 18th Jan 2024The Markfield Medical Centre provides very good health care, whether Doctors or Nurse Practitioners, either face to face or by Telephone. The Appointment process is now much improved with the new telephone system providing queue waiting information. **Other patient feedback verbal or written.**None in Jan**Examples of negative feedback, what could have been done better, complaints, or significant events.**Jan 24 – 3 lots of Feedback on nurses’ appointments being cancelled and rearranged, patients not always receiving the text message and turning up to the surgery only to be told it’s cancelled. *We’ve unfortunately had high levels of sickness over the winter months.* F&F feedback 31.01.24 – Patient came to have prostate checked, GP told him not necessary until he was 65, he felt like he was told he was timewasting despite the recent press encouraging men to get their prostate checked. *Will feedback to GP.*17.01.24 – Waited for a shingles injection, only to be told the delivery had not arrived. Should have been checked before booking and arriving patient.  |
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