**Monthly patient feedback Oct 23**

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| Report Title | Markfield Medical Centre Patient feedback |
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| Date | 08.11.2023 |

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| **Purpose of paper** |
| For information in October 2023 feedback from patients |
| Brief overview of report |
| **Family & Friends responses**237 responses online**194 responded – Very Good.** 32 responded – Good.3 responded – Poor.0 responded – Very poor.4 responded – Don’t know.4 responded – Neither good nor poor.**Other patient feedback verbal or written**5 Compliments left by patients and added to TeamNet* patient said every since she has been with we have been with us have been great, can always get through and can always get appointments just wanted to pass that on to us :)
* Patient wanted to let you know that her finger is pain free and swelling gone down after steroid injection on Monday, and she is very happy with outcome and wanted to pass on her appreciation and thanks.
* this lady said today having moved from glenfield surgery a while back how wonderful all the staff here are - reception are very friendly and helpful and has also found the doctors really kind and helpful
* E-mail sent to NoReply MMC Excellent service. Thank you
* E-mail sent to No Reply MMC On my last visit to the doctors surgery as always treated with respect and kindness. Don't like visiting the doctors but always so polite doctors and nurses. Keep up the good work!

Examples of negative feedback, what could have been done better, complaints, or significant events.* Patient unhappy with doctors treatment
* Complaint re a letter about behaviour, patient felt their swearing wasn’t directed at receptionist so acceptable.
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