**Monthly patient feedback April 2024**

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| Report Title | Markfield Medical Centre  Patient feedback |
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| Date | 03.06.2024 |

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| **Purpose of paper** | | |
| For information in April 2024 feedback from patients | | |
| Brief overview of report | | |
| **Friends & Family responses**  401 responses online  **334 responded – Very Good.**  56 responded – Good.  1 responded – Poor.  3 responded – Very poor.  2 responded – Don’t know.  5 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**  No reviews in April, comments are available to read at <https://www.nhs.uk/services/gp-surgery/markfield-medical-centre/C82028/ratings-and-reviews>  **Other patient feedback verbal or written.**  15/04/2024  Wanted to feedback she really values the help she is getting from the surgery she said she has spoken to other people under MH services and said it has nothing on all the staff at Markfield. She said she feels valued and supported. She mentioned Tyler as being very kind and caring when she’s been upset over the last few months and wanted to pass this on to you.  Thank you  **Examples of negative feedback, what could have been done better, complaints, or significant events.**  April – No formal complaints this month.  18/04/2024 – Significant event where a patient with suspected Whooping cough was booked for a face-to-face appointment without clinical telephone triage first.  30/04/2024 – Significant event where an urgent blood test request was sent as a routine task by the GP to reception instead of urgent, reception did not process until the following day and the district nurses could not visit on short notice. So delay to care. | | |
| Issue no: 11 | Date: 03.06.2024 | Date circulated: 03.06.2024 |