**Monthly patient feedback May 2024**

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| Report Title | Markfield Medical Centre  Patient feedback |
| Report Author | Laura Gibson |
| Date | 03.06.2024 |

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| **Purpose of paper** | | |
| For information in May 2024 feedback from patients | | |
| Brief overview of report | | |
| **Friends & Family responses**  306 responses online  **258 responded – Very Good.**  33 responded – Good.  6 responded – Poor.  1 responded – Very poor.  3 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 May, 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.**  10/05/2024 – Compliment about Lisa on reception - Patient's mum called just wanted to pass on her thanks to Lisa on the front desk for sorting out her prescription said she was very helpful.  10/05/2024 – Compliment For the attention of Dr Dr Trzcinski and Dr Latif  I just wanted to say what brilliant service I have had regarding a worrying recent medical issue. The practice was first class, from initial contact to being referred to Leicester General Hospital for further tests. This was all achieved in 10 days. Many thanks to all the staff involved at the practice.  **Examples of negative feedback, what could have been done better, complaints, or significant events.**  21/05/2024 - Complaint re consultation with her son, felt he was misdiagnosed. Full complaints procedure followed.  14/05/2024 – Significant Event – The thermometer on the cool bag was not reported to the manager as not working and could have delayed picking up Covid vaccinations. Batteries replaced and taken to a nurses meeting to discuss. | | |
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