**Monthly patient feedback June 2024**

|  |  |
| --- | --- |
| Report Title | Markfield Medical Centre  Patient feedback |
| Report Author | Laura Gibson |
| Date | 01.07.2024 |

|  |  |  |
| --- | --- | --- |
| **Purpose of paper** | | |
| For information in June 2024 feedback from patients | | |
| Brief overview of report | | |
| **Friends & Family responses -** 244 responses online  **215 responded – Very Good.**  17 responded – Good.  7 responded – Poor.  3 responded – Very poor.  1 responded – Don’t know.  1 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.**  18th June – Compliment about the team in E-mail from patient - I must record how helpful Lisa and several members of the office staff have been in “looking after me” in the last couple of days.  14th June – Thank you letter received by Dr Trzcinski  Dear Dr T, Thank you for referring me to a very nice doctor at Loughborough Hospital. He confirmed your thoughts of neuropathy and will see me at the LRI for some tests. Thank you for your support.  **Examples of negative feedback, what could have been done better, complaints, and significant events.**  20th June – Complaint from patient  Hospital blood test taken by Student nurse, was not labelled properly and the lab destroyed, patient had appt with consultant the next day and treatment was delayed due to no blood results.  **Significant events in June**   * 1 month expired injection given, patient informed, and appropriate action taken. * Blood bottle missing demographics so rejected by lab. * MMR vaccine drawn up early, patient did not attend, and vaccine had to be destroyed. * Admin error – recall taken off early, task not read properly.   LLR GP Survey – Markfield Results | | |
| Issue no: 13 | Date: 01.07.2024 | Date circulated: 01.07.2024 |