**Monthly patient feedback August 2024**

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| Report Title | Markfield Medical Centre  Patient feedback |
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| Date | 01.09.24 |

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| **Purpose of paper** | | |
| For information in August 2024 feedback from patients | | |
| Brief overview of report | | |
| **Friends & Family responses - 204** responses online  **179 responded – Very Good.**  20 responded – Good.  0 responded – Poor.  0 responded – Very poor.  2 responded – Don’t know.  3 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.**  13th Aug - Mr and Mrs \*\*\*\*\*\* wanted me to pass on their thanks to the surgery staff for the excellent service received today.  16th Aug - Just a thank you for speedy attention yesterday when I stopped by to make an appointment. I'd tried the pharmacy 1st but Mark was so busy, I'd got a nasty infected insect bite and Corrine saw me straight away, back home with antibiotics within about 15 minutes. Please let her know. excellent care. thanks again.  22nd Aug - This lady had an appt with Corinne this am, and she just rang back asking if I could pass onto management how amazing she was.  23rd Aug - Reception and nursing staff are absolutely lovely nothing is too much trouble being disabled I appreciate all the help that I always get. Thank you.  **Examples of negative feedback, what could have been done better, complaints, and significant events.**  No formal complaints in August.  **Significant events in August**   * 20th Aug - GTN spray had not been replaced in the emergency drug box. There was a spare in nurses room. Brought to clinical meeting, clinician must inform when items need replacing. Box is checked monthly. * 15th Aug - Patients home BP readings were submitted, and averaged / checked but a task was not sent to pharmacists / GP to action and the average was not entered on the patients record. average reading as high and required treatment. Discussed at admin meeting. Staff member aware. Came to light after patient was reviewed for another reason and GP asked her if she had done her home readings yet. | | |
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