**Monthly patient feedback September 2024**

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| Report Title | Markfield Medical Centre  Patient feedback |
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| Date | 30.09.2024 |

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| **Purpose of paper** | | |
| For information in September 2024 feedback from patients | | |
| Brief overview of report | | |
| **Friends & Family responses -**  responses online  **3 responded – Very Good.**  1 responded – Good.  0 responded – Poor.  0 responded – Very poor.  0 responded – Don’t know.  0 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 Sept**  28.09.2024 **-** Excellent   I highly recommend this practice - Medical emergency, all staff along with GP dealing with my relative during a medical emergency were amazing, calm, reassuring, and I can't thank them enough.  **Anonymous**  <https://www.nhs.uk/services/gp-surgery/markfield-medical-centre/C82028/ratings-and-reviews>  **Other patient feedback verbal or written.**  16.09.2024 - Parent of patient who came to see Dr Smith would like to pass on her thanks. Mum always struggles to encourage daughter to seek medical help. Parent & child felt Dr Smith was so helpful & understanding.  **Examples of negative feedback, what could have been done better, complaints, and significant events.**  18.09.2024 – Complaint from daughter of patient, issues raised were community nursing and care.  **Significant events in Sept**   * 05.09.2024 Missing consultation from patient record when patient called back to chase prescription. Consultation was added but after clinic so not on when patient chased prescription straight after appointment. * 02.09.2024 Incorrect labelled or bagged samples, both needed repeating, lab flagged and patients were informed. | | |
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