**Monthly patient feedback September 2024**

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