**Monthly patient feedback December 23**

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| Report Title | Markfield Medical Centre  Patient feedback |
| Report Author | Laura Gibson |
| Date | 23.01.2024 |

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| **Purpose of paper** | | |
| For information in December 2023 feedback from patients | | |
| Brief overview of report | | |
| **Family & Friends responses**  151 responses online  **121 responded – Very Good.**  25 responded – Good.  2 responded – Poor.  0 responded – Very poor.  0 responded – Don’t know.  3 responded – Neither good nor poor.  **NHS Website Reviews**  The following review has just been published on your service's profile page:  Great Practice  The Markfield Medical Centre provides very good health care, whether Doctors or Nurse Practitioners, either face to face or by Telephone. The Appointment process is now much improved with the new telephone system providing queue waiting information.  **Other patient feedback verbal or written**  05.12.23 – Card sent to Gabby, Student nurse, Thank you for all your help the past weeks. It has been great chatting with you. I will miss you when you move on. All the best in 2024.  06.12.23 - Online message from CL (Mr) to Markfield Medical Centre:  Hi. I attended orthopaedic clinic at Long Eaton yesterday and after x-rays was given a steroid injection which has had a fantastic effect on my knee and given me the first good nights sleep in ages. Just wanted to update you and say thankyou for the speed with which this was dealt with, I am very very grateful.  **Examples of negative feedback, what could have been done better, complaints, or significant events.**  05.12.23 – Complaint about GP prescribing antibiotics for chest infection and not identifying pneumonia, for clinical meeting discussion and reflection. | | |
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