**Monthly patient feedback November 23**

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| Report Title | Markfield Medical Centre  Patient feedback |
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| Date | 08.12.2023 |

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| **Purpose of paper** | | |
| For information in November 2023 feedback from patients | | |
| Brief overview of report | | |
| **Family & Friends responses**  276 responses online  **235 responded – Very Good.**  32 responded – Good.  2 responded – Poor.  0 responded – Very poor.  2 responded – Don’t know.  5 responded – Neither good nor poor.  **Other patient feedback verbal or written**  1 Compliment left by patient this month and added to TeamNet   * Patient MB came in especially to say a big thank you for our help especially the new phone system and quick service   Examples of negative feedback, what could have been done better, complaints, or significant events.   * An out-of-date vial was used for a smear – Significant event * Admin could not find peak flow meter readings brought in – filed in nurse tray but not documented on record so couldn’t find for appt. * Oxygen cylinder was faulty. * Medication switch – A patient still had drug on repeat but had not been taking for a year, should have been removed – Significant event. Patient added it to Facebook. | | |
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