**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Examples of negative feedback, what could have been done better, complaints, or significant events.* An out-of-date vial was used for a smear – Significant event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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