

QUANTOCK MEDICAL CENTRE
FRIENDS & FAMILY TEST (FFT) – FEEDBACK FEBRUARY 2020

Thank you for your feedback to the practice, we had 18 responses (from our feedback forms on reception) in February from 850 attended appointments with a doctor or Nurse (2.1% response rate).

We asked how likely you were to recommend our surgery to your friends and family:

- 16 Patients said they were extremely likely (89%)
- 1 Patient said they were likely (5.5%)
- 1 Patient said they were unlikely (5.5%)

We appreciate your comments and find them helpful to improve services for the future, unfortunately some issues around the building and layout may be a bit more difficult to resolve but we are always open to constructive suggestions. Thank you.

Comments Received from February were:

- ❖ Very helpful and caring
- ❖ Always very helpful in all areas of the practice
- ❖ Always try to fit you in for an appointment. Friendly and caring staff. Dr Stone is brilliant!
- ❖ Always made to feel welcome & can see the doctor easily
- ❖ All the staff in reception and the dispensary are very friendly and helpful as are the nurses. The doctors are approachable, professional and caring
- ❖ No problems getting an appointment. Doctors and nurses very caring. Reception staff pleasant and helpful. Advantage having a pharmacy on site
- ❖ The service is brilliant but how many more residents can you accept before appointments become impossible?
- ❖ Feel safe & secure with friendly people
- ❖ Very good service & very thorough
- ❖ Like the people there and Drs and Nurses
- ❖ Always fit you in, good all round service
- ❖ Always manage to get appointments very quick ,friendly service, best in West
- ❖ I'm very satisfied
- ❖ I have mental health issues and I feel comfortable coming here. Dr stone & Dr Klein are very nice people. Always the professionals
- ❖ Depends which doctor you get really. Never had any issues with any of the nurses
- ❖ Everything is fine. If it aint broke, don't fix it!
- ❖ We find the whole team at QMC helpful, kind and professional. Appointments are available when needed and reception staff always polite and kind.

Things we Could Improve on:

- ❖ The service is brilliant but how many more residents can you accept before appointments become impossible?

This information will be shared with our patients through posters, in our newsletters and on our website, and discussed at our Patient Group Meetings quarterly.

