**QUANTOCK MEDICAL CENTRE**

**FRIENDS & FAMILY TEST (FFT) - FEEDBACK April 2016**

Thank you for your feedback to the practice, we had 72 responses (from our feedback forms on reception) in April from 751 attended appointments with a doctor (9.6% response).

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

* 53 Patients said they were Extremely likely (73.6% of respondents)
* 14 Patients said Likely (19.4% of respondents)
* 1 neither likely or unlikely (1.38% of respondents)
* 3 Unlikely (4.1%)
* 1 Don’t know (1.3%)

**Comments received have been really helpful : Lots of positive comments:**

* On my way to the surgery today I was actually thinking about what a good surgery it is compared to others I have used. The reception staff are incredibly helpful, friendly and professional. The Nurses and GPs are excellent also - giving appropriate time and attention; not making you feel rushed and giving the sense that they genuinely care about their patients. Well done all and thank you for the excellent service that you provide.
* I've used the practice since 1984, such a different more relaxed atmosphere than the town practices.
* I have always been happy with the care and attention I receive at the practice and rarely have any difficulty making appointments
* I think everything is fine. Staff are friendly, Service is very good
* I have always had friendly professional help from everyone at Quantock Medical Centre
* Unlikely to recommend as I am new to the area
* Very good all round, Very good and friendly service - excellent with children!
* Always greeted with a smile so there are no further comments I need to make
* Everyone so helpful and kind, made me feel at ease
* I find the email for repeat prescriptions extremely useful. I am not sure everyone is aware of the system
* Thank you for putting a note up about changing facilities for babies
* Quick efficient care; Great friendly service. I always get an appointment quickly with my own GP.
* Excellent service in the Pharmacy
* A friendly and welcoming practice, where booking an appointment is never a problem
* Excellent service. Can always get an appointment Dr Stone & Spicer are fantastic a real asset to the village!! Many thanks
* Excellent practice, wouldn't change a thing. Reception staff in particular are wonderful, helpful and very friendly
* When I hear of the experiences of friends who seem unable to see their GP when ill I am greatly relieved that I signed up to QMC when I moved to the area
* Wonderful service. Friendly, knowledgably and approachable staff (both doctors and practice staff). The best GP surgery I have ever been registered with
* I continue to be impressed by the service from this surgery, long may it continue and do not change anything
* **Ideas and suggestions for improvement:**
* Clock on the wall in the waiting area: *There is a clock in the first section of the waiting area by reception for anyone who does not have a phone or a watch.*
* Improve opening times for dispensary: we allow patients to pick up made up scripts from reception when dispensary is closed.
* More Doctors*: it is very difficult to recruit and attract GPs to Somerset there is a national shortage and we may see the NHS and your GP services changing over the next few years because of this!*
* Not changing doctors all the time: *Unfortunately we have to provide Doctor cover and we have to use what’s available these days and are unable to pick and choose due to the national shortage of GPs*
* It would help if the dispensary was open to 11am! - ? The repeat phone line needs to be off at a certain time in order for the staff to process orders and scripts, there are many other ways to request a repeat script of you have difficulty including through email, paper request, electronically or in person. Many surgeries do not actually have a phone line for ordering repeat scripts however we chose to maintain this service for the benefit of our patienst. The phone line is available from 9am – 10 am and 3am -5pm
* Sat surgery 9 – 11: *we already have a Saturday surgery 8.30 am til 10.30 am as required for our patient population. Without additional funding and additional GPs we are unable to increase this service for our population.*
* Availability of urgent or other appointments on Saturday am: *where possible we provide a Saturday morning surgery for appointments, this is dependent on the availability of GPs, and urgent and emergency appointments can be dealt with through the NHS111 service and A & E out of hours and weekends*
* Maybe raise money by getting Virgin/OT to put Arial on roof to help village
* Coffee machine for when appointments over run: *looking in to this as an option the rental of such a coffee machine would outweigh the benefits or income generated so I am sorry to say this would not be a viable idea for such a small surgery with other places to get obtain drinks and snacks in the village*

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