**QUANTOCK MEDICAL CENTRE**

**FRIENDS & FAMILY TEST (FFT) - FEEDBACK April 2017**

Thank you for your feedback to the practice, we had 42 responses (from our feedback forms on reception) in April from 726 attended appointments with a doctor (5.78% response).

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

* 29 Patients said they were Extremely likely (69% of respondents)
* 11 Patients said Likely (26% of respondents)
* 2 Unlikely (5%)

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

* Always helpful, seen very quickly when phoned for an emergency appointment
* Always been good
* I really like the attitude of staff and the professionalism that is displayed with every visit
* Very satisfied with all aspects
* I always manage to get an appointment promptly and my family and I have felt well looked after
* I am content with the service at this practice
* Always friendly. Easy to arrange appointments
* Very good, friendly surgery. Always have managed to get appointments when needed. Very well run health centre
* It is great to have a locally based clinic. Staff are friendly and always make sure you can see a doctor or nurse quickly

**Ideas and suggestions for improvement:**

* You need more doctors: ***Sorry the funding allows for 2 full time Doctors which is what we have, unless our practice population increases dramatically and we have additional funding we will be unable to increase the number of doctors at the Practice.***
* Maybe a notice board to let patients know how late the doctor is running if more than 30 minutes: ***good idea we will do this***.
* Slow the video in reception. Too fast to read. Also put all that info on Website: ***will do***
* Difficult to get appts on timely basis. Pharmacy Staff rude, intrusive and patronising. Personal Service lost. Do not listen to patient needs: ***sorry to hear this, would appreciate it if you could come and have a chat about this with the Practice Manager***
* Is it possible to receive our repeat prescription the next day?: ***No sorry the safe standard of good practice is 48 hours, we do try our best but we cannot guarantee repeats in less than 48 hours***
* My experiences of the practise have been positive though there appears greater time pressures and access to doctors and nurses seems to take a little longer recently presumably due to increase demand***. Patients do not always let the reception staff know how long they will need and often book a 10 minute slot with a large list of issues. We try to encourage patients to book 20 minutes if they have many things to discuss as it does cause delays for other patients, but we hope patients appreciate that the doctor will give the patient the time they need when they are seen.***

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