**QUANTOCK MEDICAL CENTRE**

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

Thank you for your feedback to the practice, we had 37 responses (from our feedback forms on reception) in February from 784 attended appointments with a doctor (4.7% response).

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

• 23 Patients said they were Extremely likely (62% of respondents)

• 13 Patients said Likely (35% of respondents)

• 1 neither likely or unlikely (2.7% of respondents)

**Comments received have been really helpful**

**Lots of positive comments:**

* Lovely Surgery
* It is very well done and staff are always helpful
* I am very satisfied with all aspects of the centre. The care and attention I get is first class. Thank you
* Have always been here for me when I have needed you
* Absolutely fabulous service. Dr Stone very approachable.
* Pharmacy ladies do a brilliant job and have been incredibly helpful to me recently
* Treatment is always very good, staff are always friendly.
* Very happy with service.
* I always manage to get an appointment on the same day I call
* Very happy recently to have urgent appt.
* Very friendly and efficient practice
* Fortunately I've not used the service often but the couple of times I have I've been satisfied with the Drs
* Generally good service
* Friendly efficient service. I can always get an appointment the day I need it
* Happy with service - All staff are friendly and helpful. Referrals are quick
* I have only been a patient for 5 weeks but so far have found everyone very pleasant and efficient. A great improvement on the last place!
* Keep up the good work
* I have received sensible, appropriate and prompt help with my problems. Thank you
* I can't think of an improvement, however I'd just like to compliment you on your short waiting time for an appointment. I waited less than 24 hours

**Areas we can improve on and Comments:**

* You could open a window occasionally (stuffy and hot*)- We have had a recent problem with the boiler where we had to wait 2 weeks for a part so the heating was fully on until it could be fixed so apologies, if you do find it stuffy please do ask the reception staff to open a window for you.*
* More privacy at reception- *Difficult to do, but have promised to look into music license etc to help with this*
* The waiting room is a little quiet - some light music/radio would help us to relax – *as above*

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