**QUANTOCK MEDICAL CENTRE**

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

Thank you for your feedback to the practice, we had 60 responses (from our feedback forms on reception) in January from 794 attended appointments with a doctor (7.55% response).

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

• 45 Patients said they were Extremely likely (5.7%)

• 13 Patients said Likely (1.6%)

• 2 neither likely or unlikely (0.3%)

**Comments received have been really helpful**

**Lots of positive comments :**

*Been with the practice for more than 35 years and always had help when needed / Fine as is/ Just good service all-round/ Excellent Service/ Always friendly, compassionate and thoughtful/ Tea and Biscuits!! LOL/ You're a fab surgery! Thank you :)/ Surgery and staff have always been very helpful/ Always friendly and helpful, actually try and get to know you/ Compared to friends with other practices the service you offer is very very good/ Same day phone consultation available if cannot get same day appointment - but generally here this is very good! / It seems very acceptable to me/ Receptionists very helpful, friendly and professional/ I don't think any improvements are needed. All concerned excellent every time / Having recently moved to the area, it is too soon for me to comment, however I am really pleased with the practice so far/ I don't come often but always helpful/ We are very lucky to have this health centre especially the people who (wo)man it. Thank you all / Very friendly and "smiley" staff and very welcoming. No improvements needed as far as I can see. / No need to improve services. They are excellent we are very lucky to have such a brilliant team here/ Can you cope with a large influx of new residents? Perhaps existing clients should not recommend you for fear of degrading the existing excellent service! / I've come here since I was a kid and I've always been happy with the help provided/*

*Fantastic service, all staff, all departments, way it's managed*

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

* Email request repeat prescriptions - not sure if you do this already? –Yes we do if you need the email address please ask, it is Quantock.mc@quantockmc.nhs.uk,
* it is also on the website [www.quantockmedicalcentre.gpsurgery.net](http://www.quantockmedicalcentre.gpsurgery.net)
* It would be helpful to know what updating of procedures are carried out by the doctors as medicine is moving on all the time and patients are never made aware of this. Especially drs who have been in practice a long time.- All Doctors have to do a minimum of 50 hours a year update training, and ours attend update courses covering all areas of the services they provide, they keep up to date by reading the medical journals and meeting regularly to share information. They also go through a Re validation every 3 years to check that they are fit to practice, this is evidence based.
* I have had difficulty in getting the GP to get back to me about test results on several occasions. – I am sorry to hear this – please come and talk to me when you are next in about this.
* Open 7 days a week – this depends on further funding and recruitment of more GPs (not many around in the South West! ), we already open on a Saturday morning for patients who are unable to get here in the week
* Only one small thing - when someone is collecting meds for a few people if they could check that all meds are there - save double trips - but otherwise YOU ARE ALL WONDERFUL – Thank you and please ask the dispenser to check for you if you are not sure if all items are there, they can check against what was ordered.

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