**QUANTOCK MEDICAL CENTRE**

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

Thank you for your feedback to the practice, we had 51 responses (from our feedback forms on reception) in March from 784 attended appointments with a doctor (6.5% response).

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

* 34 Patients said they were Extremely likely (66.6% of respondents)
* 14 Patients said Likely (27.45% of respondents)
* 1 neither likely or unlikely (1.96% of respondents)
* 2 don’t know (3.92%)

**Comments received have been really helpful**

**Lots of positive comments:**

* Staff are always friendly and willing to help
* Always helpful and obliging on both sides of the counter
* Been very helpful and go the extra to help
* I've always found the doctors and staff very helpful and accommodating
* Happy as things are
* I am very impressed with all aspects of this practice and find everyone I have seen here to be helpful and cheerful
* Everything is excellent
* Only been at the surgery a couple of years, after moving from surgery in Bridgwater and everything is great. Good Helen (Practice Nurse) has come as well
* Happy with service
* I think your counselling service is extremely good to have and helped me a lot
* Found GPs very sympathetic and helpful and thorough. All staff are friendly
* I have always been extremely happy with the services provided by this practice and the staff are always helpful and pleasant

**Other helpful comments:**

Please don't have music! If you're waiting, worried, the drivel only makes things worse. Noise is everywhere. What's wrong with lowering your voice if you want privacy? The quietness of the waiting room is one of the (many) good things about the practice.

I think the practice is excellent. I cannot understand why anybody thinks any changes are needed (it is a 'free' service after all, imagine living in the USA) I love the absence of TVs and Music and other rubbish in the waiting room, the soft murmur of voices and the surrounding stillness is very calming and peaceable

Restricted pick up times for dispensary can be difficult- *Please ask at reception they can help when the dispensary is closed.*

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