**QUANTOCK MEDICAL CENTRE**

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

Thank you for your feedback to the practice, we had 62 responses (from our feedback forms on reception) in May from 777 attended appointments with a doctor (7.9% response).

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

* 44 Patients said they were Extremely likely (70.96% of respondents)
* 14 Patients said Likely (22.58% of respondents)
* 3 neither likely or unlikely (4.83% of respondents)
* 1 Unlikely (1.6%)

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

* Very friendly staff which makes a difference
* Dr Matthews has been incredibly helpful and reassuring over the past few years and I am very grateful for his advice
* Very professional practice with friendly helpful staff. Never found a problem to get an appointment when something urgent. Telephone consultations very useful.
* I've been very happy with the service from my doctor (Dr Spicer), the pharmacists are very helpful and polite, as are the receptionists. Never had to wait too long for an appointment.
* Very good and listens to needs
* Excellent and friendly service. Clean and good facilities for children
* I have always found your service extremely helpful and have never had any problems. Thank you for looking after me so well
* I have been very poorly over the last 3 years and must admit everyone has been amazing and fitted me in to the best of their ability for appointments. Yes sometimes getting an appt is difficult but its busy and we need to appreciate that.
* The best surgery I have been to…you can always get an appointment when you need one and all the staff are helpful and welcoming - NHS at its best!

**Ideas and suggestions for improvement:**

* Bit more privacy needed when talking at the desk- *We realise this is very difficult and without having a major building restructure difficult to know what to do, we do ask patients to keep back. If anyone has any helpful suggestions they would be appreciated regarding this issue.*
* A water dispenser would be nice- *If any patients do need a drink whilst they are at the surgery they are able to ask the reception staff*
* The doctors seem to contradict each other it can be very confusing for the patient *- unfortunately that is general practice, individual Doctors with different opinions, can be useful for a second opinion*
* Dental – *Sorry unable to provide this for Nether Stowey, the population is quite small and may not be a viable business for a Dentist to provide such a service in a small village*
* Is a good service apart from when I needed to get seen to make an appointment no appointments as phoning early is sometimes difficult*- There are on line bookable appointments for each Doctor each day. If you have difficulty phoning perhaps on line access would be helpful, please ask the receptionist or dispensers for an on line access registration form.*

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