**QUANTOCK MEDICAL CENTRE**

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

Thank you for your feedback to the practice, we had 55 responses (from our feedback forms on reception) in May from 813 attended appointments with a doctor (6.7% response).

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

* 38 Patients said they were Extremely likely (69% of respondents)
* 15 Patients said Likely (27% of respondents)
* 2 Unlikely (3.6%)

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

* Personally really happy with the quality of service which is why I have remained as a patient at this practice for over 15 years
* Always receive good service from the practice, have been using many years and no complaints.
* Always friendly helpful staff and the medical attention is excellent
* I always manage to get an appointment in a reasonable time scale and the receptionists and dispensing team, doctors and Practice Manager are considerate and efficient
* Always been very happy with everything. Staff very friendly and supportive - easy to get appointments and good some later times
* I have always found staff and Dr's to be caring and helpful
* Feel very privileged in this locality to be able to phone up and get an appt the same day 9 times out of 10
* You guys are the best. Everyone is always helpful and friendly. Thank you all so much
* It's not often you hear about people being able to ring up and get an appointment the same day, more often than not you can here. Let's hope it remains like it….
* I am so grateful that as a family, we can rely seeing you within the day. It means a lot!

**Ideas and suggestions for improvement:**

* A water cooler in the waiting room especially good for patients who have a long way to come, or don't feel very well when they arrive: *We have no plans to install a water cooler at this time, Patients can always ask the receptionist for a drink if they need one.*
* Depends if they are working and need to commute. Prescriptions that can only be collected at Nether Stowey are pretty useless if you work in Taunton, Weston, Bath, Bristol etc. : *We are open Saturday mornings for collections too, if you are always away you could ask for your script to be electronically sent to a pharmacy near to where you are working if you are regularly away.*
* Sometimes takes an age to get hold of anyone!: *apologies, not aware that this was a problem.*
* Would be helpful if your pharmacy took payments by card: *we will be looking into the cost of a card machine this year, we take such a small amount of money on the premises that the cost of the machine has not been viable.*
* Consider opening further hours to give greater spread of services (availability of existing staff resources unknown): *without additional funding if we do open further hours we will have to reduce services on some days to compensate, so this is not really a viable option until funding for additional staff becomes available.*
* Another doctor needed due to increase/future increase in population. Care very good sometimes long wait when doctor being thorough. How care should be!: *Thank you that’s part of the issue a doctor will never know how long the patient will need so unfortunately if someone has a more complicated issue it may take longer causing other to wait. We always suggest patients ask for a longer appointment if they know they have many issues to discuss.*

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