

**QUANTOCK MEDICAL CENTRE
FRIENDS & FAMILY TEST (FFT) - FEEDBACK February 2018**

Thank you for your feedback to the practice, we had 27 responses (from our feedback forms on reception) in February from attended appointments with a doctor (% response).

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

- 22 Patients said they were Extremely likely (% of respondents)
- 2 Patients said Likely (% of respondents)
- 3 neither likely or unlikely (% of respondents)

Comments received have been really helpful

Lots of positive comments:

Always very helpful

Getting an appointment is relatively easy they always fit me in. I feel extremely lucky.

This practice is very good they still let me come despite recently moving out of the area so thank you very much

Good service already

Excellent service

This is an excellent clinic, maybe we also need dentist services

All staff very pleasant and helpful

Areas we can improve on and Comments:

getting to see Dr is quick but getting hospital appointments slow as in referrals

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