

QUANTOCK MEDICAL CENTRE
FRIENDS & FAMILY TEST (FFT) - FEEDBACK April 2017

Thank you for your feedback to the practice, we had 45 responses (from our feedback forms on reception) in April from 831 attended appointments with a doctor (5.42% response).

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

- 38 Patients said they were Extremely likely (84% of respondents)
- 7 Patients said Likely (16% of respondents)

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

Very caring and friendly attitude, well organised, clean, helpful. Goes a long way when poorly, Excellent, cheerful & constructive, Always able to get appointment when needed. Always satisfied following appointments, Doctors very knowledgeable and helpful. Easy to get an appointment, The service myself and husband have had from The Quantock Medical Centre is top notch and I can't think of any way it could be improved. Would most definitely recommend. The staff are very nice and friendly, All of the staff at Quantock have shown great care and kindness when we have visited. The practice is very professionally managed and has supported us in quickly resolving problems regarding referrals. Super team, thank you, Have been in this practice for 48 years, Very pleased with the help and service we get from the medical centre, Always helpful and patient, never had an issue getting an appointment or medication, How can you improve on excellence!! You're the best surgery we have ever been part of in 67 years, Always feel comfortable in waiting room. Doctors wonderful., We are very satisfied patients!, Very happy with the care and attention from all members of the practice, The receptionists are wonderful, Receptionists so friendly & helpful! Unlike in other practices!! Lovely place

Suggestions:

Perhaps an extension of the consultations in suitable cases: *patients are reminded to ask for a longer appointment if they need it, there are always opportunities to book longer appointments a week ahead.*

Some late appointments after work. 6pm? : *we open on a Saturday Morning to try to see anyone who can not get here on a weekday*

Coffee machine and water: *We would not like to compete with other local coffee shops and businesses, and there is always water available if anyone would like it, they just need to ask. We would not like to introduce plastic cups but would suggest patients consider the environment and bring a drink with them, we do not anticipate patients waiting too long at the surgery.*

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