

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

Thank you for your feedback to the practice, we had 56 responses (from our feedback forms on reception) in May from 781 attended appointments with a doctor (7.1% response).

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

- 47 Patients said they were Extremely likely (84% of respondents)
- 9 Patients said Likely (16% of respondents)

### **Positive Comments Given**

Compared to other people's surgeries you are way ahead; One of the best surgeries I have been registered with; Friendly and helpful, Really appreciate that I can phone for an appointment on the same morning when needed. We are lucky that you have this facility Usually seen on time, staff courteous, polite & friendly; None. It is always so easy to arrange an appointment within no more than a couple of days; The Practice is very useful and very attentive. There is nothing, in my eyes, anything that could be done to improve at this time ; Doctors, Nurses, Receptionists & Pharmacy all very friendly & Professional. I have never had a negative experience; Excellent & efficient service from receptionists through to the Doctors - I recommend regularly; Always very helpful and caring we are all so lucky to be able to get App so quickly compared to so many parts of the country; Keep the good work going!!!; Always very helpful and friendly - especially when you're feeling "crook"; From experience I think we get a very good service in comparison with other areas of the country; Talking to friends in Somerset whose local medical service has deteriorated makes QMC service even better; QMC is a highly competent GP Practice. Continuous improvement is a feature of its Success. Long may it continue; Always friendly and helpful! If the whole NHS ran as well as this medical centre we would not have any problems ; The care the staff have given to my mother has been excellent. Cannot thank them enough!; Always made welcome. The Centre is clean and well kept; Supportive & Accomodating of needs and emergency appointments; We are very lucky to have such a good Medical Centre!; I find existing service excellent

### **Suggestions made**

- To do blood samples the same day as the appointment & remove the need to make additional appointments - *where we can fit patients in on the day we do try to do this, however we are unable to have staff permanently available on the day due to the cost.*
- A defibrillator please! An extra defibrillator should be placed at the entrance of the surgery. Time is of the essence! – *We have agreed to support defibrillator for the Village at the front of the building, the football club are arranging this and we will support the electricity, lighting and maintenance of this as well as providing annual resus training for patients*
- More appointments on Saturday and later in to evening – *we do have Saturday morning surgery for anyone who lives away or works*
- The only thing that could be improved is not offering morning/evening appointments to retired people as a lot of the time I find it hard to find an appointment at those times and I work full time – *we do have Saturday Morning appointments available for anyone who works*
- To help with other appointments etc a clock in the waiting room would be useful – *there is a clock above the carers notice board, We will buy a new clock for the main waiting area*
- An evening surgery once a week, so need to take time off work- *We would possibly be able to do this with additional funding (which was generous enough to fund all staff Drs, Nurses, Reception and dispensary), or if we closed the surgery during the day unfortunately we are not able to do this with our contract we have to be open Mon – Fri 8am – 6.30pm. and have agreed to provide an additional clinic for our patients on a Saturday morning.*

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