

QUANTOCK MEDICAL CENTRE

FRIENDS & FAMILY TEST (FFT) - FEEDBACK June 2018

Thank you for your feedback to the practice, we had 31 responses (from our feedback forms on reception) in June from 752 attended appointments with a doctor (4% response rate).

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

- 28 (90%) Patients said they were Extremely likely
- 3(10%) Patients said Likely

We appreciate your comments and find them helpful to improve services for the future, unfortunately some issues around the building and layout may be a bit more difficult to resolve but we are always open to constructive suggestions. Thank you.

Comments Received from June 2018

This is a lovely Doctors Surgery, Friendly staff and Drs. Feel like you are being listened to here , Very good practice, Great Staff always very helpful, Very friendly and accommodating, especially when requesting appointments, I do feel at times that the responses by certain GPs seem to be financially rather than clinically driven, I am so impressed with how quickly the surgery will get you an appointment - nearly always the same day. Plus doctors and staff are always friendly & helpful, Good service. Always seek to help and find solutions, This Practice is tops. The doctors, the Nurses, Reception and Pharmacy are absolutely tops. Thank you for a great service, GPs provide well considered suggestions and treatment. Accompanied by thorough explanation. Also good nurses and excellent reception, A very good and caring service , Lovely staff- all very kind and helpful. We are fortunate to get an appointment with Doctor relatively quickly, unlike many other practices. Thank you everyone, First Class Attention Congrats, I don't think you can improve! You provide a service other practices can only hope to offer.

Feedback on Constructive Comments:

- I do feel at times that the responses by certain GPs seem to be financially rather than clinically driven. *Practice Managers response, I would be happy to discuss this with the individual who commented as would like to know some details please.*
- Notification if Dr is leaving other than that an excellent medical centre - *Practice Managers response - Not really sure what is meant by this the last GP retired 2 - 3 years ago and we did announce this well in advance and had a patient farewell party too!*
- More Difficult to get an appointment than it used to be - *Practice Managers response, there are always appointments that can be booked in advance and usually many available on the day depending on urgency. We always aim to get poorly patients seen the same day.*
- Longer opening times on Saturday would be helpful - *Practice Managers response If there was further funding available and Drs nurses and staff willing to work weekends, or if we were able to close during the week this kind of service could be provided i.e. closed on Monday open longer on a Saturday!*
- Have a card machine for prescription charges - *Practice Managers response ; we have looked in this and a number of options however for the very small amount of cash we take for prescriptions it would be costly to the practice to have a card machine and not really viable*

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

