

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

Thank you for your feedback to the practice, we had 28 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:

- 26 (92%) Patients said they were Extremely likely
- 1(3.5 %) Patients said Likely
- 1(3.5%) Unlikely

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**

This Surgery is very accommodating and Very Friendly Staff, always seem to get an appointment very quickly which compared to other surgeries is appreciated. It's great to be able to see a doctor so quickly. Always had a good rapport and help from Doctors. All practitioners and reception are friendly. I am 67 years old and I have never felt as welcome at a surgery as I do here. This is a real family doctors surgery where nothing is too much trouble. How can you improve when you all are 1st class. The best surgery I have ever used, the doctors here are very good, as are the rest of staff at reception and in the pharmacy. I think the service is excellent. Very Friendly and professional staff and I can always get an appointment to suit me. Working in the NHS myself I am fully aware of the restriction and delays patients face. However this surgery is brilliant and appointments are either same day or week. We feel very lucky to have an excellent practice on our doorstep. The service from all staff and Doctors has been exemplary.

**We are also very grateful for your constructive comments:**

- Dispensary opening times are quite limited, it can be difficult to collect if you work full time: Response - *we are open on a Saturday morning between 8.30 - 10 am if people can't make it during the week, and also pick up from Reception*
- Music- Radio 2 Would be nice, not loud just in the background : Response we have equal numbers of people requesting not to have music, this is something we need to consider

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.