

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

Thank you for your feedback to the practice, we had 21 responses (from our feedback forms on reception) in August from 760 attended appointments with a doctor (2.8% response rate).

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

- 18 Patients said they were Extremely likely (86%)
- 3 Patients said Likely (14%)

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 August were:

- Very Polite and Friendly. Every Confidence in the Doctors, Staff and Nurses
- Friendly, efficient and very professional
- Always a friendly and sympathetic service
- It's the best practice in Somerset, so no need to improve
- None, my Dad lives in Margate and is treated so bad it's beyond belief
- I can always get an appointment quickly which seems to be unusual nowadays in many big towns
- Reception staff are always incredibly helpful and always offer prompt appointments. GPs always offer their full attention & listen carefully to concerns around health and respond considerately and thoroughly
- Very helpful staff. The talking therapy offered is very good
- Always friendly approach and appointments made without delay
- Good to see this surgery appeared in the top 10 list of surgeries in Somerset on the Facebook page
- Always a good service and care
- Stay a small Doctor's Practice – Very friendly and can see your own Doctor rather than pot luck in a bigger practice

Things we Could Improve on

- Can you open the blinds let in natural daylight and switch off some lights. *We like to keep the blinds partially open so that natural light is let in but it also offers the patients some privacy from passers-by.*
- The last 2 times I have been here I have waited for over 30 minutes. *I am sorry to hear this. Whilst we do everything we can to ensure you see the Doctor on time, there are occasions when Patients may need a little longer. We do ask our patients to try to book a double appointment if they need longer.*
- Coffee Machine. *Unfortunately our budget does not stretch far enough for us to include a coffee machine in reception, and we would not like to take trade from local businesses.*
- The Screen could remind people not to ask people they know "What are you here for?" I have seen it often and it has happened to me. The waiting room is obviously very public and audible. *This is an interesting point. Unfortunately the village is a small and friendly place and a lot of our patients know each other, so it is natural to want to say hello. However, we will certainly look in to ways we can encourage our patients to be more discreet.*

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

