

QUANTOCK MEDICAL CENTRE
FRIENDS & FAMILY TEST (FFT) – FEEDBACK SEPTEMBER 2019

Thank you for your feedback to the practice, we had 22 responses (from our feedback forms on reception) in September from 775 attended appointments with a doctor or Nurse (3% response rate).

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

- 21 Patients said they were extremely likely (95.5%)
- 1 Patient said neither likely or unlikely (4.5%)

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 September were:

- Been with the QMC for years & years - always pleasant and helpful - my family used to get to the little toll house!!! Up the stairs
- There is no way you could improve the services, they are A1. Fantastic
- I always find the staff to be helpful and friendly
- Excellent service & kindness from Helen as usual. Thank you
- Don't change anything, it's perfect
- Good friendly staff and relatively quick waiting times. Doctors listen and don't rush.
- Staff are very helpful and friendly, being a new patient this helped me to settle quickly
- Very good practice, Bravo!
- Appointments are easy to obtain at short notice. Multiple services are covered by the practice, convenient one-stop shop! Staff are kind, approachable and professional.
- We have no adverse comments. Friendly, helpful and professional. Appointments are easily and quickly made. We have been very fortunate for the last 40 years.
- Service is excellent in every way possible
- Excellent nurse services, also reception/prescription and appointment availability. Doc/Patient relationship is very important in terms of attitude

Things we Could Improve on.

- A late or later night appointment system that is available to people that work later than 6pm – we are open Saturday mornings for people who work during the week.

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.

