

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

Thank you for your feedback to the practice, we had 9 responses (from our feedback forms on reception) in November from 921 attended appointments with a doctor or Nurse (1% response rate).

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

- 5 Patients said they were extremely likely (55.50%)
- 2 Patients said they were likely (22.25%)
- 2 Patients said they were neither likely nor unlikely (22.25%)

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 November were:**

- There is no way you could improve - your service and care are excellent
- Can you really cope with 109 families arriving from the Cricketer Farm development? Your service at present is excellent. I doubt it can continue under the pressure expected.
- The Practice will manage as it always has over the last 40 plus years with the various housing developments in Nether Stowey and surrounding areas. We will look at recruitment and staff skills as the need arises. We will also have to consider removing all patients who are still registered with the Practice through family connections and have now moved out of our area.

**Things we Could Improve on.**

- Reception staff should not be asking stupid questions about do you need to see the Doctor, I would not ringing if I didn't. : *Receptionists DO need to ask questions in order to; triage/ prioritise patient care, and help manage the work load for the doctor. This is something all surgeries do. They need to understand the reasons why the patient wants to make an appointment so that they can be booked in with the most appropriate member of trained staff and to know the urgency. We often have patients booking in with the Doctor for an Asthma or COPD review when the Practice Nurse is actually the most qualified person to do this and can prescribe appropriately.*
- A water butt would be desirable ? *would this be an outside water butt outside for plants?*
- A water fountain/bottle would be a good idea for the patients (in the waiting room). *We have considered this in the past and have decided that there are a number of reasons why we do not feel the need to install a water fountain. Difficulty of having one plumbed in in an appropriate location in the waiting area. If we had a plastic large bottle water dispenser these are not very environmentally friendly. Use of plastic cups with a water dispenser also is not very environmentally friendly. Rubbish left lying around the waiting area . People are encouraged to bring their own reusable water bottles with them. If someone needs a drink whilst they are waiting they can ask at reception.*

***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.***

