



FFT Monthly Summary: December 2018

Westbury Medical Centre
Code: F85031

Surveyed Patients: 469
Responses: 90

Extremely Likely	57
Likely	20
Neither Likely nor Unlikely	2
Unlikely	4
Extremely Unlikely	5
Don't know	1
Total	90

The following comments are a selection of the responses that have been received by the Surgery for the month, as part of the Friends and Family data collection. In accordance with Data Protection and GDPR requirements, patient and/or practitioner details have been redacted. All comments below have been given with approval to publish. Comments submitted to the Surgery by paper means are securely destroyed after being processed. The full FFT report is reviewed by the Surgery Senior Management Team each month and this information is used for feedback and planning.

- ✓ On time and friendly
- ✓ *Excellent friendly service.*
- ✓ Perfect treatment!
- ✓ *Didn't have to wait long and very pleasant doctor*
- ✓ You service is very good no improvements
- ✓ *Prompt service!*
- ✓ We need services like Bp check etc for health purposes and HCA I saw was professional therefore happy with service
- ✓ *All the receptionists are very friendly and helpful. Nurse was very kind. I can find answers to all my questions, great service.*
- ✓ Dr Steinberg is the best most caring compassionate doctor and the receptionists like Jackie and Jj in the office are brilliant they all really care about me and the patients
- ✓ *Clean, friendly environment and helpful staff. Well informative with pre and post treatment.*
- ✓ I am very pleased with the service
- ✓ *I got an appointment quickly when it suited me. The practitioner was knowledgeable and thoughtful and I feel looked after. She could have made more eye contact but really on the whole very nice*
- ✓ Correct, professional, kind, quick, responsive.
- ✓ *She was kind helpful*
- ✓ The practitioner who visited me was kind, attentive and prescribed further tests to investigate my issues.
- ✓ *I felt comfortable, and it was a reassuring and professional appointment.*
- ✓ It feels safe & I can get an appointment when I need one
- ✓ *Good service*
- ✓ I find my doctors good especially Dr St
- ✓ *Most of the staff are helpful and Dr. Si is super kind and an amazing experienced doctor!*
- ✓ Fantastic service from the GP, listened to what I said, took time to explain what she said. Very much appreciated.
- ✓ *Overall Drs are very good and most of the reception staff are good*
- ✓ To be a creep
- ✓ *Efficiency and compassion*
- ✓ Efficient and quick.
- ✓ *The receptionist, was extremely helpful, very friendly, positive, polite and warm. Much better than experience with previous receptionists. Same for Dr St who is fantastic especially with kids, very caring and keeping in mind the bigger picture (our child's allergies and known issues). Keep up the good work!*
- ✓ Good and court.
- ✓ courteous Doctors
- ✓ *I'm happy with the service*
- ✓ Friendly staff of medical centre
- ✓ *NC is amazing . Friendly and professional practitioners and staff*
- ✓ The appointment was punctual, the doctor was nice and explained everything to me.

- ✓ *GP was thorough and professional*
- ✓ *This doctors surgery is brilliant. Always helpful and go above and beyond for their patience.*
- ✓ *The receptionists are polite and professional The doctors associates are sympathetic and able to assist*
- ✓ *Easy to get appointment helpful doctors*
- ✓ *Extremely good service at every visit. Very pleased*