



# FFT Monthly Summary: January 2019

Westbury Medical Centre  
Code: F85031

**Surveyed Patients: 382**  
**Responses: 92**

Extremely Likely	63
Likely	23
Neither Likely nor Unlikely	4
Unlikely	2
Extremely Unlikely	0
Don't know	0
<b>Total</b>	<b>92</b>

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.

- ✓ Very caring and helpful, feel that my family is safe in your hands!
- ✓ *Because of the service I received today*
- ✓ Good doctor
- ✓ *Happy by the kindness and care*
- ✓ Extremely likely
- ✓ *Friendly staff, flexible appointments if possible.*
- ✓ I managed to get an on the day apt when I phoned at 8pm. LM was kind and professional and took me seriously
- ✓ *1 -: marked improvement with the appointment system. Prompt follow up.*
- ✓ All staff very helpful and polite
- ✓ *Good service*
- ✓ I always receive friendly and professional service
- ✓ *As far as possible staff set out to be helpful.*
- ✓ Kind, professional staff.
- ✓ *Understand and listening*
- ✓ Have been given attention
- ✓ *Very happy with my time there*
- ✓ The doctor was great and thorough
- ✓ *Am always treated with respect and am very grateful for the care my family received*
- ✓ Dr ES
- ✓ *Really friendly GP's and staff*
- ✓ Friendly family surgery
- ✓ *Excellent consultation with GP*
- ✓ *To discuss the outcome of my blood test.*
- ✓ Your Members of your Staff are friendly, kind approachable, helpful and experienced. Your Surgery is clean and orderly. I wish you all the best. Keep the flag flying.
- ✓ *The doctors are very helpful and kind*
- ✓ Polite and professional staff
- ✓ *Nice service in the entrance, very gentle and efficient receptionists. Everything was clean and tidy. The doctor who saw was very nice and professional.*
- ✓ Staff
- ✓ *1-extremely likely*
- ✓ I find the reception team friendly and helpful .
- ✓ *Attention to the patient*
- ✓ Each staff member's demeanour has been professional, polite and friendly. Very impressed.
- ✓ *Very friendly receptionist. Excellent GP*
- ✓ Helpful and clear receptionists, lovely nurse, easy to get nurse appointments (for imms etc), prompt.
- ✓ *Doctor was professional and friendly*
- ✓ Good reception good serving

- ✓ *The doctors always take time to listen before examination and diagnosis, most of all they show empathy.*
- ✓ *I always receive excellent care/service whenever I come to the surgery, the staff are always very helpful from receptionists to GP and everyone in between.*
- ✓ *Always helpful*
- ✓ *Listening to the problems and leading to solve to satisfy patients registered with you. The colleagues and receptionists are helpful and supportive*
- ✓ *Very good service and I was seen on time very happy*