



FFT Monthly Summary: August 2018

Westbury Medical Centre
Code: F85031

Surveyed Patients: 465

Responses: 90

Extremely Likely	62
Likely	15
Neither Likely nor Unlikely	5
Unlikely	4
Extremely Unlikely	4
Don't know	0
Total	103

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.

- ✓ Thank you for all your hard work. You're amazing best wishes
- ✓ *Dr x is the best doctor ever. Always happy with her help. Boost my confidence and helps me through tough times.*
- ✓ Seen on time and treated in a friendly manner
- ✓ *Professional service with a smile!*
- ✓ Helpful professional GP who try their best .
- ✓ *I have been coming to this Drs since i was a child and i have always been treated with kindness and respect from both the Drs, nurses and staff.*
- ✓ *The ladies on reception are lovely and X will be missed very much when she leaves.*
- ✓ Great and kind receptionist, Dr X lovely lessen and give times to the patient to explain what they feeling, I am very satisfied many thanks
- ✓ I was looked after very well every time i attended
- ✓ *My doctor is x who can helped me a lot. I had too much health problems last two years but my doctor helped me to overcome.*
- ✓ Everyone is always helpful
- ✓ *Because the medical staff Inc doctors Nurses and practitioners are fantastic*
- ✓ X my health care assistant, she is an amazing and bd brilliant person. She explains and advices things clearly, supports ts and encourages. I like the way she is doing her work. .
- ✓ *Helpful and friendly reception staff, Dr x was lovely and very helpful too.*
- ✓ We got an appointment for our daughter on the day. She was seen on time and her ailment treated. No fuss or stress.
- ✓ Helpful receptionists and good doctors
- ✓ *First of all the ladies who works at reception desk are very kind and always willing to find the best solution to suit the patient's needs. Moreover they very calm, enthusiastic and organised as a team who I Cleary see is managed very well. Secondly appointments rarely running late and to get to see a gp is actually possible even at the same day if following instructions given by receptionist.*
- ✓ X has been amazing with dealing with my health concerns, she really did show care. I felt very valued and was extremely satisfied with her. She really made me feel like she really wanted me to be well and I would always appreciate to be seen by her. She's a lovely young lady. I thank her a lot with her help and kindness. Thank you for understanding X. You have been beyond amazing and you definitely deserve this feedback!
- ✓ *The practice cares a lot about me from reception to the doctors and nurses. It's something very rare.*
- ✓ Helpful friendly quick and very compassionate
- ✓ Good service.

- ✓ X very professional
- ✓ *The doctor was very informative and patient towards my inquiries.*
- ✓ Excellent staff and doctors. Excellent practice.
- ✓ *Good staff*
- ✓ Extremely likely
- ✓ *Always friendly and helpful even when busy.*
- ✓ Friends have mentioned how overcrowded and unorganised their GP surgery are...so I'd recommend Westbury.
- ✓ *The reception staff and DR x*
- ✓ I am happy with your services
- ✓ *Sensible person helping us.*
- ✓ *I have always received a positive visit to the surgery. The receptionist and DR x and the receptionist (the lady with her hair in locs) were outstanding*
- ✓ Very kind and helpful staff i.e. Reception and Nurse
- ✓ *All the staffs and doctors were very helpful and we were treated well*
- ✓ Excellent caring, attentive service given today by nurse practitioner & x Thank You.
- ✓ *Good service*
- ✓ Helpful staff
- ✓ *Receptionist always professional and attentive to all patients, very nice surgery experience.*
- ✓ Always happy with the service at this surgery, prompt appointments, friendly & helpful staff.
- ✓ *I get very good care.*
- ✓ I found the staff very helpful and friendly. My health issues were dealt with very sensitively.
- ✓ *Staff very friendly My doctor listens and sorted the pain in my leg without fail been with the surgery 65 years*
- ✓ Helpful