



FFT Monthly Summary: November 2018

Westbury Medical Centre
Code: F85031

Surveyed Patients: 438
Responses: 98

| | |
|-----------------------------|-----------|
| Extremely Likely | 58 |
| Likely | 29 |
| Neither Likely nor Unlikely | 3 |
| Unlikely | 4 |
| Extremely Unlikely | 3 |
| Don't know | 1 |
| Total | 98 |

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.

Everything was fine, staff were polite and the doctor I saw was very caring and understanding. Only thing was I had to wait for 30 minutes to see him but it was not a problem, it was worth the wait.
You don't need to amend your Services I find everything ok well Satisfied
With pleasure! Because every employee behaved very nice, for the fast services and for the very good doctor really interesting about the patient's condition.
I was served fast and given an honest explanation about my issue.
Always professional service from staff at reception and doctors I have seen ,kind and understanding
Very Long time to get an appointment
The Dr was caring and prepared
There is a very friendly, kind atmosphere the second you step in to the practise. The receptionist are always very helpful and kind. The doctor is very professional, listening to your problems and giving helpful advice where need it, therefore I would highly recommend to anyone this practice.
Dr (Room 2) goes above and beyond to give advice and assistance.
The person(s) are really nice and helpful
(PA-YM) is one of the best Physician Associates! I will defiantly recommend my friends and family to come and be seen here.
Met all my needs on the day.
All staff and GP's always welcoming, understanding and patient and helpful
Nurse NC is a very knowledgeable, personable and reassuring practitioner. Her professionalism is very good.
Nice nurse and friendly and helpful
I felt that day care for me.
Because I got very good service from the doctor.
Good overall service.
I did not see a doctor but a medical practitioner
Everyone was lovely and friendly, my two appts were on time, I was in and out super quick. All good.
Was seen exactly at my appointment time and the information provided was clear, concise and easy to understand.
It was very efficient
They look after me very well
Quality of the service I received.
Yes
Short waiting time/ friendly service
Polite staff
Quality and thoughtful staff!
Doctor was lovely and helpful, and reception staff have been very helpful
My query was dealt with promptly
Friendly and helpful staff.
Good customer service ad care
Very friendly

very helpful

The diabetic nurse was very thorough in her approach and provided me practical advices to manage my diabetes. Excellent consultation.

Doctors and receptionists

The doctor listened to my concerns & offered advice & ways to support my particular concerns.

All the women who work there in their different roles are professional friendly and caring

I was treated with kindness and respect which is what u need when u feel a bit nervous and scared.

Quality

We got good and friendly service and information. Also got prescription for needed medicine.

Everybody are so friendly

Always get the advice and help I need

Experienced, knowledgeable and kind nurse.

Because everyone treated me well always

The two visits I made today to see the nurse Nc and then Dr k went very well, very competent and very caring .

It's was very helpfully nice service I'm very happy.

Quick efficient and positive results