



FFT Monthly Summary:

Westbury Medical Centre
Code: F85031

Surveyed Patients: 421
Responses: 95

Extremely Likely	66
Likely	22
Neither Likely nor Unlikely	2
Unlikely	0
Extremely Unlikely	4
Don't know	1
Total	95

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.

Recommended

- ✓ AP was helpful an efficient.
- ✓ *Member of staff that attended me was very professional friendly and helpful*
- ✓ I felt respected and nicely served plus everything was on time !! Am happy about the service thank you very much
- ✓ *Once you are seen by staff I they do everything they can to help you. It's just the long waiting times*
- ✓ Good service
- ✓ *Good service by doctor, the appointment was around 35mins late, and the place feel run down, but the doctor and receptionist where very good!*
- ✓ NC is always welcoming and friendly
- ✓ *Good caring service very helpful*
- ✓ The doctor was very diligent, sending us to hospital with my son to check a rash.
- ✓ *Efficiency, friendly staff and relaxed with the new physician whom I never met before.*
- ✓ Good friendly service
- ✓ *I have been a patient for many years and have been helped through various ailments and illnesses, including several serious bouts of depression. The surgery seems to be run very efficiently and the medical staff and doctors always have time to help and listen. This is particularly important for any patient but is also remarkable because most of us are well aware of the pressure that GP practices are under these days. Your receptionists are also to be commended for their friendly and helpful manners. I hope my comments are helpful.*
- ✓ The service from both reception & GP was friendly, efficient and extremely helpful.
- ✓ *Everything was great*
- ✓ The receptionist lady and the Physician Associate LM was very helpful and lovely. Great service. The medical centre is nice and clean. I also liked the music.
- ✓ *Patient, helpful and approachable reception staff*
- ✓ Polite receptionist , fast service , Dr very knowledgeable
- ✓ *Always helpful.*
- ✓ DR MS. Thank you.
- ✓ *The reason is Everybody is so nice and polite and caring*
- ✓ The doctors are all so nice the secretaries are very Helpful . And i would recommend this practice
- ✓ *Travel nurse dealt with the whole family professionally.*
- ✓ The Nurse was very informative and helpful. Explained everything thoroughly
- ✓ *I had an appointment with doctor IK and I was impressed with his professionalism the way that he explain it to me the things and his work he done (joint injection)was done very well then I expected 5 star 😊*
- ✓ Helpful and friendly,
- ✓ *Good service and professionalism*
- ✓ Very professional and caring.
- ✓ *Effective and helpful*
- ✓ Very polite and quick, professional service
- ✓ *Great staff*

- ✓ Dr MD's kindness
- ✓ *Efficient and helpful. Aware of any evidence willing to discuss with patient any issues*
- ✓ Feel they are very busy- I hope they are able to have a tea break as they need time to recharge.
- ✓ *very happy*
- ✓ Overall Satisfactory service
- ✓ *I was seen by KM - a PA and her level of knowledge and patient communication skills are fantastic, being newly qualified she is an asset to your team.*
- ✓ The good service I received
- ✓ *Professional, good customer service*
- ✓ Dr MD is an amazing GP she listens really listens to you and is so kind
- ✓ *The doctor was kind and accommodating to my elderly mum's needs.*
- ✓ Good range of services.
- ✓ *The service provided today was excellent. The nurse is extremely friend and professional and experienced.*