



FFT Monthly Summary: February 2020

Westbury Medical Centre

Code: F85031

Surveyed Patients: 352

Responses: 69

Extremely Likely	17
Likely	5
Neither Likely nor Unlikely	1
Unlikely	0
Extremely Unlikely	1
Don't know	0
Total	24

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.

- ✓ Actually. I'd like to modify my feedback to 2. KM's attitude towards my medial phobia is outstanding, but not being able to book a non-emergency appointment before 3-4 weeks brings my rating down.
- ✓ The Clinician I seen today was very helpful and friendly 10 out of 10.
- ✓ It's your front of house / receptionists efficient competent and friendly that put my mind at ease while you wait to see the doctor that the reason for the score I have given your surgery.
- ✓ I have good service thank you
- ✓ Friendly prompt service
- ✓ The main reason is because I'm surprised how good you treat the patient I am new and straight away I found a support by the gp.
- ✓ Kind and helpful.

If you would like to leave a review, please note the feedback box on the reception desk.