

FFT Monthly Summary: May 2020

Westbury Medical Centre

Code: F85031

Surveyed Patients: 134

Responses: 27

Extremely Likely	22
Likely	4
Neither Likely nor Unlikely	0
Unlikely	0
Extremely Unlikely	1
Don't know	0
Total	27



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.

- ✓ Always very helpful.
- ✓ Always helpful and courteous. Efficient phone service an always polite.
- ✓ My call was answered quickly the lady was very friendly and understanding.
- ✓ She's always very helpful and tries her best to help.
- ✓ Efficiency of services a support.
- ✓ Reception are fantastic and there's a wide range of doctors. Nurses and practitioners for urgent appointments
- ✓ Good quick consultation. My problem was unbearable. Dr IK checked my recent MRI and came up with a solution. He also made an appointment for me to come back next Tuesday. The surgery is always giving a good service.
- ✓ It's very quickly and short help me.
- ✓ I always feel welcome at the surgery by the front staff and doctors.