



# FFT Monthly Summary: September 2018

Westbury Medical Centre  
Code: F85031

**Surveyed Patients: 465**

**Responses: 82**

Extremely Likely	48
Likely	15
Neither Likely nor Unlikely	7
Unlikely	5
Extremely Unlikely	7
Don't know	0
<b>Total</b>	<b>82</b>

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.

- ✓ GP was knowledgeable and supportive
- ✓ *Very professional, organised & satisfactory turnaround times*
- ✓ I always receive a friendly and trouble-free service from this practice, in particular, the receptionist!
- ✓ *Polite receptionists, friendly atmosphere. Reasonable wait times for Dr. Easy to get emergency appointment if needed with nurse.*
- ✓ Have been with this practice for about 48 years and have always been well cared for. So would have no hesitation in recommending the practice
- ✓ *The reception staff, doctors and nurses are lovely!*
- ✓ Friendly and efficient staff. No long waiting times
- ✓ *Very efficient Physician associate.*
- ✓ it can be very difficult to get an appointment
- ✓ *Thank you for all your help and support - I have found receptionists and both doctors I have seen in the last week extremely helpful.*
- ✓ Very good service
- ✓ *The doctor was good. The premises need renovation as looking a bit grim.*
- ✓ Feel listened to.
- ✓ *Care and treatment received*
- ✓ Good customer service and a very good doctor
- ✓ *The Dr she was very pleasant*
- ✓ Happy with my visit today. I have been patient for over 40 years. Things have changed but I am happy to stay at Westbury surgery.
- ✓ *Good doctors, friendly receptionists*
- ✓ I have good service that's why
- ✓ *Excellent staff*
- ✓ Everything was on a high standard.
- ✓ *Very understanding and helpful. Good service thanks*
- ✓ Professional staff
- ✓ *Because the professional who dealt with me seemed interested and caring.*