


# FFT Monthly Summary: August 2019

Westbury Medical Centre  
Code: F85031

**Surveyed Patients: 345**  
**Responses: 88**

Extremely Likely	49
Likely	18
Neither Likely nor Unlikely	8
Unlikely	6
Extremely Unlikely	5
Don't know	2
<b>Total</b>	<b>88</b>

Thematic	Count	Tag Cloud
Reception Experience	7	
Arrangement of Appointment	6	
Reference to Clinician	17	

Notes:

1. Thematic analysis for current reporting month.
2. Thematic analysis covers the most discussed themes by analysing sentence fragments and is not an exhaustive analysis of all talking points.
3. Tag cloud is rendered using the most used present participle verbs, gerund verb, adverbs and adjectives where the word frequency is reflected in text size.

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.

- ✓ Everyone very helpful thank you.
- ✓ The service was quick, efficient & friendly.
- ✓ Because I got good service.
- ✓ Everybody is so friendly they make you feel at ease, you never have to wait long weather you're seeing a doctor or a nurse.
- ✓ Everything happened on time in a very pleasant and competent specialist.
- ✓ Friendly
- ✓ Motivation is the best way to say thanks' It's nothing in front of GP consultancy give me relief from the pain which I was facing 2 my ears pain which is little better now. I would also like to say thanks' to my consultants. Thanks
- ✓ Prompt and courteous service.
- ✓ Professionals staff, educated, clean place
- ✓ The quality of service is sometimes consistent, but at other times it seems the patient/service is bothering the practice.
- ✓ Let people have the access to book appointments online.
- ✓ Lovely staff, helpful where possible.
- ✓ Dr IK
- ✓ Professional and helpful DR
- ✓ Professional friendly staff
- ✓ 2 likely
- ✓ Very happy with the women that saw me, she was helpful professional and made me feel comfortable.
- ✓ I'm feeling good with this doctor.
- ✓ I am very happy with my GP IK. He is professional and helpful.
- ✓ They are friendly and easy to deal with.
- ✓ Because I was dealt with very professionally.
- ✓ Service with a smile. Therapeutic.
- ✓ Appointment quite punctual. Nurse was sensitive and professional. Reception are always great.
- ✓ Brilliant service

- ✓ For the way you been looking after me and my wife. Extremely well much appreciated tanks.
- ✓ Staff is ever so helpful and friendly
- ✓ Ms PA KM is an excellent addition to your team.
- ✓ From what I hear from my friends my surgery is doing a pretty good job compared to most other 4 stars.
- ✓ 1. Receptionists can be rude and unhelpful. 2. JH is always happy, welcoming, considerate and professional ☺. 3. Dr's don't seem to care, rush you off with no meds.