



FFT Monthly Summary: April 2018

Westbury Medical Centre
Code: F85031

Surveyed Patients: 463

Responses: 103

Extremely Likely	62
Likely	23
Neither Likely nor Unlikely	5
Unlikely	8
Extremely Unlikely	4
Don't know	4
Total	103

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.

Although I managed to be seen by nurse and on this occasion it was ok. It's also important to have access to a doctor on urgent on the appointments.

Staff is professional, efficient, helpful and polite . Both at the reception and doctors

Very polite , attentive and caring service from reception to Doctors, my 4 year old son is in love with Dr X

The service

The reasons are good customer service, my doctor sends me to the relevant professionals for follow up and good referrals. Overall I think they deliver @iver excellent service@rvice

I have always found the practice very helpful. Today I had a very useful conversation with your practice nurse and Margaret, in reception, was more than @ than helpful when

I spoke to her yesterday afternoon. I have also recommended the practice in the past @past

Ease of talking my concerns and great advice given back

Friendly, polite and quick service and treatment

The doctor said exactly the right things and was comforting.

I always find the Team friendly, approachable and professional.

I saw nurse and she gave me good advice

Happy with the service

Polite, helpful, efficient and personable staff.

Quick & pleasant

Dr was helpful

The physician assistant I saw was friendly, approachable and professional. Even the student in the room was very pleasant. I would have given a 1 but the @t the receptionist

who answered the phone was abrupt and only interested in getting me off the phone line. @ine.

Prompt & efficient assistance

I've been under your surgery since the days of Dr Sheridan and it's always been a very good surgery

Very good service thanks

You seem to run an efficient practice it was fairly easy to get an appointment I was seen within 10 minutes of my appointment time was given the infor@information & advice

requested. A very positive experience. @ence.

Always a positive experience. Polite reception and wonderful overall staff. Never had a negative experience. I feel bad when they do get mistreated by others and they keep themselves very professional

Overall am happy about the service provided at the centre but today had to wait half an hour for my babys immunisation jab.

Because I have been treated Well

For professional job

Good services were friendly to people very helpful

Very new to this centre but good experiences so far. Nurse today was very helpful when explaining procedures.

Doctors are very good and receptionists are lovely and make you feel relaxed.

Receive prompt attention. Polite and smiling faces helps

The doctors in the surgery really take care. you feel safe and secure with them

Because Dr X is one of the best I find in my life

Dr X is always very informative= supportive. I feel very reassured when I see him

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today I saw the practice nurse, she was kind, respectful, listened to my concerns & provided me with excellent care, Thank you

everyone is very professional and helpful from the staff at the reception to the doctors

X on reception is always so helpful = reasons positively to all requests. has a lovely manner

Have always found the people knowledgeable and helpful.

Excellent nurse

Efficiency of the staff

The very best treatment I received from the Doctor