



FFT Monthly Summary: July 2018

Westbury Medical Centre
Code: F85031

Surveyed Patients: 406
Responses: 87

Extremely Likely	68
Likely	22
Neither Likely nor Unlikely	5
Unlikely	4
Extremely Unlikely	4
Don't know	1
Total	87

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.

CONSIDERATE EXPERIENCE.

... was really kind, helpfull and professional. I would like to say thank you so much for her. I appreciate her job. I really recommend her. Thank you.

I just saw Dr ... and I am very happy

... was amazing today! very thorough! took her time with me! very happy

All reception are kind and friendly especially the nurses and doctors are helpful and give their time everybody in the surgery are very good

except for the telephone problem and music in reception all else is 10/10

... is a very good receptionist she very caring and professional and helpful every time

Very helpful and attentive.

... is very understanding and patient. She also listens to what you have to say.

Location to home

Doctor was pleasant and punctual. On reflection I would give 3 instead of 2 as we were disturbed twice during my 10 minute consultation, once the doc an @oc and staff briefly discussed another patient. Not acceptable really. @lly.

Appt on time and practitioner very good.

I never feel like I'm being rushed with Dr... , and he always communicates in a way that I don't feel I'm being talked down to.

I have also always @ways found the reception staff helpful. @ful.

Short waiting time

Happy with the service provided overall.

Super and efficient service well done

Very helpful and friendly staff and GP very helpful and understading

Great service received today. Doctor very professional and efficient. Reception kind and receptive to all questions asked and aiming to help me accommoda@mmodate my

daughter needs@needs

No problems

Ive been under the care of westbury surgery for almost 18years so im in the position to reward them with such great marks with their excellent service.

They've been kind

Appointment on time and very friendly relaxed experience.

I'm always having a good service

Good Doctors

Because the staff are friendly the music is nice it makes you want to sing along while your waiting and the doctors are very helpful and understanding

Friendly stuff

I have always been treated well by the receptionist and doctors and nurses and its always been a pleasant experience.

this nurse who took my blood pressure always is very friendly and always goes one step further to make sure everything is OK. even without asking for a @or a blood test

she gave told me to go for my blood test. always friendly and smiling.@ling.

Good service and extreme attention

The Dr is very friendly and takes his time to listen, analyse and deal with the problem.

The nurse I saw was caring and listen and advise on my reason for seeing a practioner..

Happy with the way i am treated and grateful for dr marinas care

Efficiency of service

All staff both doctors and receptionists are very polite and helpful

Competant & friendly

Good service provided

Main reason is due to past experiences.

The practice nurse was very polite knowledgable and pleasant

After calling the surgery I quickly got an appointment for today. The physician was really kind. She listened to me thoroughly.

Excellent service by the staff

Friendly staff, excellent doctor

Very good service

Because I think my drs surgery is good and if you can get to see the best dr (...) it's even better.

Dr today was lovely reception staff helpful practice has improved. Could improve confidentiality for patients a bit better

On time, personable, polite & welcoming and efficient.

Because am hapy with all the services provide from the gp

Excellent Doctor. Helpful Reception staff. Clean, comfortable setting.

Good patient care from reception and GPs