



FFT Monthly Summary: October 2018

Westbury Medical Centre
Code: F85031

Surveyed Patients: 416

Responses: 91

Extremely Likely	49
Likely	23
Neither Likely nor Unlikely	5
Unlikely	8
Extremely Unlikely	5
Don't know	0
Total	91

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.

Efficient and good atmosphere

The Doctor I saw today was professional, helpful and kind

Very satisfied.

Ability to get urgent appointments on the day

Always had good friendly service

Very caring, helpful and friendly

Good dr

Friendly efficient surgery, approachable doctor.

Polite staff and overall an efficient practice.

Professional HCA, able to smile and treat patients with humanity and compassion.

All of you treated me with dignity and respect! I think Dr XXX is the best manager and doctor that anybody should hope for. He cares for his patients @ients and

expects nothing less from anyone working in his surgery: I just met him for the first time a few weeks ago. I think the reason is when you have a good @ good manager then

you have a great team and I think you are all a great team! @team!

Good service

I was happy with the care that I received

Always the BEST Service we get. With extreme great staff and care from the doctors. We are grateful to All the team and special thanks to XXX!

I'm pleased with the service

Great service

A couple of things. A receptionist was so friendly to two men struggling to speak English. Made them feel comfortable. She smiled and was warm. XXX is

thorough. He's friendly and obviously liked by staff and patients. I'd probably recommend him specifically. He's a good doctor. @ctor.

The officers and doctors are very kind and you don't wait too long for your appointment

B.cos that is what i think. !

It was a delicate situation and was handled well

Everyone at the desk is so nice the doctors too. Waiting time is not long and its a nice little surgery.

I think the GPS are fine but I would like to see the same gp when I have a appointment

Staff are friendly and efficient. My appointment was on time and the doctor was professional

Physician was very attentive, went out to their way to accommodate request. Reception is a bit hit and miss but they are all nice and mean well

Felt very listened to by XXX

Feel fortunate that you can get an appointment on the day, if you pop into surgery at 8am.

The nurse was friendly and I didn't have to wait long. Only thing to score 2 instead of 1 was how long it takes to get through on the phone to make an ap @an appointment. @ment.

Long waiting for an appointment then more waiting because of emergency issues. It's too much time to bear with tight schedules.

I was explained all the benefits of having it and that I may have a sore arm then it was up to me I was told one day and in next all easy peasy!

Very good Doctor's.

The nurse was very helpful and professional

...prompt and efficient service..

All my family and many of my friends do not live in this area.

I was happy with the service I received

Straightforward to get an appointment. Good to get text reminders, & all staff medical & admin are pleasant & helpful

The doctor gave me a prescription but no advice or explanation of what is wrong or what the prescription is for. It is only a rash on the feet but the Health Care

Assistant offered more advice and concern when I showed it last month. @onth.

She was very good

Very helpful

The doctors I have met are better than some of the previous ones and receptionists seem to be in a better mood