



# FFT Monthly Summary: June 2018

Westbury Medical Centre  
Code: F85031

**Surveyed Patients: 406**  
**Responses: 87**

Extremely Likely	57
Likely	16
Neither Likely nor Unlikely	4
Unlikely	2
Extremely Unlikely	7
Don't know	1
<b>Total</b>	<b>87</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 focused totally on me and it was as if he had all the time in the world to support me.

*Good care*

The Doctors , Nurses , and receptionists are approachable and have your best interest at heart very friendly they encourage and motivate their patients @ents , they get to the root of your problems if it's to be referred,medication , exercise or just making regular appointments to make sure your at your best @best .I think my Doctors Surgery is the best in England...@nd...

*I'm always received with a smile, very friendly staff*

Warm, welcoming, friendly and polite towards all the people they meet and all members always remain professional

*Feedback are always helpfull*

Cause staff are helpful. But I wish the wait to get an appointment is shorter.

*The ladies at reception are always very helpful and polite. The doctors and practitioners are always helpful too.*

Friendly and helpful staff, always trying to look for the best solution for you

*Cause the appointment was prompt and the doctor sympathetic.*

Brilliant staff, excellent service! So lucky to have you.

*Good customer service.*

Great staff

*Very helpful, took time to explain the health issues my father has and took great care of him.*

Beacuse i appreciate why you're there even if I don't use you that often.

*All the staff from Reception to care assistance namely Natasha , all the doctor all work so Hard and we have developed a bond with these lovely people @eople who all want to*

*make a difference.Well done please score them all very Highly.Sincerely Sam Mubarak @arak*

Polite and competent staff, no time wasting

*The reception is always very warm and welcoming also clean also the staff are very professional and helpful.*

The doctors are very friendly and professional they

*The HCA Natasha taking time to help me.*

Very considerate friendly and helpful.

*Very professional and nice*

5\*\*\*\*\*

*good doktor*

Pure Professionalism 10/10

*The friendly service*

Rang at 8 for an emergency appt, got an appointment for 2.30. Saw dw doctor. Got a prescription. All as it should be

*Always helpful and understanding.*

Practice is well organised. Staff polite helpful

*Efficient,,fast and friendly.. thank you!*

The Main reason is: my GP, Dr Kirilov.

Yes

The service was good and I was given an appointment that was available even though I was an emergency appointment  
*I were made to feel relaxed and every thing explaind to me*  
Very satisfied  
Friendly, professional staff.