

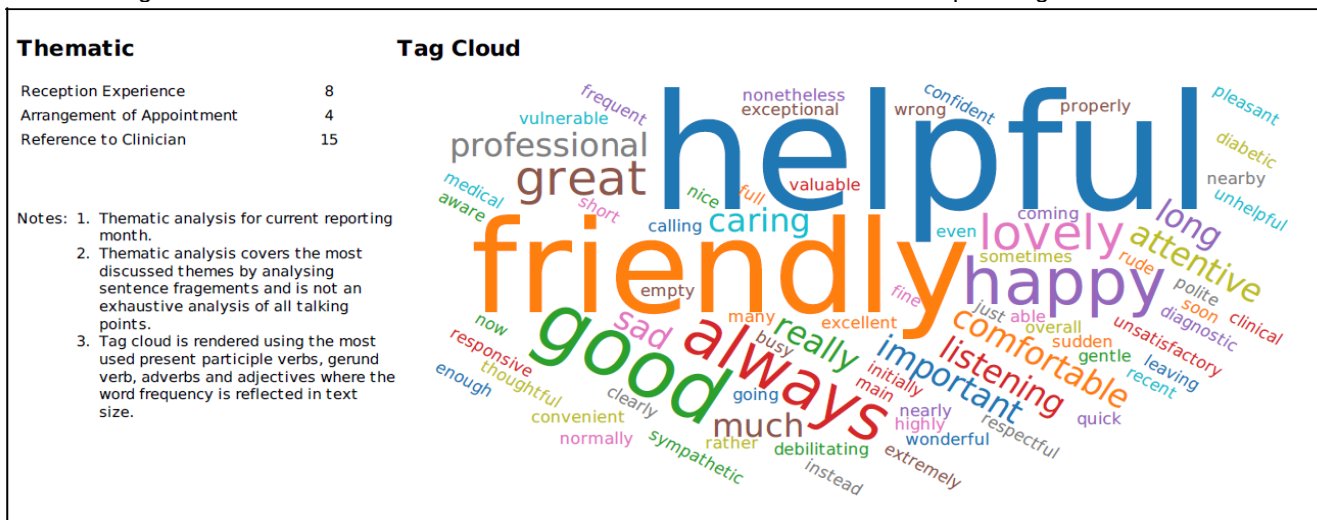
FFT Monthly Summary:

Westbury Medical Centre
Code: F85031

Surveyed Patients: 364
Responses: 91

Extremely Likely	62
Likely	20
Neither Likely nor Unlikely	2
Unlikely	1
Extremely Unlikely	4
Don't know	2
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.



- ✓ Service
- ✓ Great service when seen and phone answered, just sometimes on hold for over minutes even when calling at 8am.
- ✓ The reception was very helpful and friendly and she listened to what I had to say
- ✓ Friendly staff, professional service
- ✓ Excellent service
- ✓ PA K
- ✓ Efficient & friendly
- ✓ Friendly, helpful staff.
- ✓ Doctor was very attentive
- ✓ Dr. K is gentle and patient, gave me a more time, thank you to let him to see me,
- ✓ it's good experience.
- ✓ Despite initially being told there were no vacancies for today, i was "fitted in " and on arrival at a nearly empty surgery, after a short wait, was seen by a doctor with kindness and caring attitude.
- ✓ All the staff are always helpful and you feel the doctors listen to you.
- ✓ Appointment was on time... doctor explained the procedure very clearly
- ✓ Overall happy with the service provided by the Westbury Medical Centre
- ✓ I have been going to the practice for many years now and have always been made to feel a valuable member, always being given important information at any time of need.
- ✓ I have been coming the surgery for over ten years and despite how busy they are everybody is kind and goes out of their way to help, advise and make you feel comfortable
- ✓ PA 'Y' is lovely and really helpful. I really appreciate her listening and was happy with the result of the appointment

- ✓ *Everyone is so helpful, polite and lovely. Thank you.*
- ✓ *The only reason I gave a 2 rather than a 1, is the long wait for a dr's appt but that's not your fault.*
- ✓ *Received a very good service*
- ✓ *The absolute patience of my G.P!*
- ✓ *Everybody that works there make you feel at ease nothing to much for them if they can help you they will
In depth information advice and follow up for a recent diagnosis. Good collaboration within the GP team. I feel
confident in the care I received.*
- ✓ *Everyone lovely and helpful*
- ✓ *I have a sudden debilitating problem with my legs. Reception staff, and the practice manager have been attentive
,kind and responsive to my frequent calls and requests to have contact with my GP. Dr Sin is an exceptional GP, I
feel she highly respectful, thoughtful and has gone beyond her duty of care to help try and sort out the cause of my
problem. I feel I have a GP who knows me which is so important to me at this vulnerable time.*
- ✓ *Friendly, efficient and listening doctor*
- ✓ *Efficient friendly service, thank you.*
- ✓ *Service is fine, nearby and convenient.*
- ✓ *Thank You very much for Your help, I appreciate, I am grateful. Have a wonderful day!!*
- ✓ *Staff were helpful and sympathetic*
- ✓ *Waited over 3 weeks for appt*
- ✓ *A great doctor that recommended one product over another and then said it might be cheaper to get normally
instead of on prescription*
- ✓ *The Diabetic nurse that I had my appointment with was very helpful and pleasant to talk to. She was very friendly
and made me feel comfortable. I am sad to hear that N (HCA) will be leaving soon. I would like to thank her for the
years that she has helped me thank you.*
- ✓ *Nice team members - clinical and admin. All good at their jobs, friendly and professional*
- ✓ *Every time I visit the GP I am very happy with the service as it is very quick and efficient.*
- ✓ *the care of DR. SIN, extremely helpful*
- ✓ *Always been very efficient*
- ✓ *Good customer service and great environment*
- ✓ *The physician was very caring and she gave her best to help me.*