FFT Monthly Summary: March 2020

Westbury Medical Centre
Code: F85031

Surveyed Patients: 134
Responses: 35

Extremely Likely	**23**
Likely	**10**
Neither Likely nor Unlikely	**1**
Unlikely	**1**
Extremely Unlikely	**0**
Don't know	**0**
Total	**35**

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.

- ✓ Good doctor staff helpful.
- ✓ The kindness and caring received from receptionist JH and YM – Thank you to them
- ✓ I've always found the receptionists both kind and professional
- ✓ Got an appointment on the day I needed it.
- ✓ At the moment is nothing that you can improve. Everything was ok, really quick, the nurse and receptionist was really nice and helpful.
- ✓ There are professional and are friendly and kind
- ✓ Getting my telephone call back from LM this morning and taking some advices from her about my heart condition. Thank you.
- ✓ My whole family is satisfied with the service provided by the surgery.
- ✓ I have never had any complaints with the practice... the staff are lovely and the Dr's always try to help to the best of their ability.
- ✓ I had a very quick response from my GP during this extraordinary time. Thank you for being so caring.
- ✓ Doctor was very good.
- ✓ The main reason for my answer is that the team is made up of fast, smiling professionals who do their job with desire. More such people.