

FFT Monthly Summary: April 2020

Westbury Medical Centre

Code: F85031

Surveyed Patients: 155

Responses: 43

Extremely Likely	29
Likely	8
Neither Likely nor Unlikely	1
Unlikely	1
Extremely Unlikely	2
Don't know	2
Total	43

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.



- ✓ Dr ES is such a wonderful caring doctor
- ✓ Doctor attended emergency call at short time
- ✓ Pleasant staff, nothing is too much trouble, excellent service thanks
- ✓ I've been with Westbury medical centre since the age of 5, so I have every reason to give you the answer I gave!
- ✓ Professional, kind and friendly attitude to patients
- ✓ Politeness, patient with me, assisting me in time of need
- The Dr MS has always looked after me very well, even in the deepest throws of mental illness. The surgery furthermore is always helpful and accessible. I would recommend them to anyone.
- ✓ Fantastic service would recommend to everyone first time patient dealt with and had my tablets the same afternoon.
- ✓ JH/ JG was so helpful over the phone and Dr ES did her best to make sure to clear all the concerns regarding asthma. Best surgery indeed
- ✓ I have been unwell and been able to have 2 phone consultations with the GPs who have really listened to my symptoms and I feel I am being treated fairly and efficiently, especially at a time when I am sure they are very busy.
- ✓ I find the staff helpful and good listeners
- ✓ Helpful and listen to you
- ✓ I have had time to explain what was my problem and I felt the doctor was supportive and helpful.
- ✓ Excellent Doctor
- ✓ Good service care of patients
- ✓ The daughter had time to listen to me extensively. However, I have to say most of your receptionists lack emotionslontellogem and don't have empathy. The only receptionist that knew how to talk to anyone with compassion was MH.
- ✓ You have helped me try and get the correct medicine and get my warfarin sorted has been unable to get in touch
 with boots at wood green
- ✓ Excellent service in the current very difficult circumstances. The receptionist and nurse where friendly, kind and professional.
- ✓ Always caring and helpful
- ✓ Good service
- ✓ Polite and helpful.