



FFT Monthly Summary: July 2020

Westbury Medical Centre
Code: F85031

Surveyed Patients: 216
Responses: 51

Extremely Likely	36
Likely	14
Neither Likely nor Unlikely	0
Unlikely	0
Extremely Unlikely	1
Don't know	0
Total	51

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.



- ✓ Punctual and thorough.
- ✓ Okay for a few years now I have sick and Dr Mark has been very helpful and supportive even with coronavirus I have been lucky to all the staff when I ring in they been able to get me telephone appointment I have been with surgery for 30 years staff comes and go but I will say nothing changes every body is friendly Dr Mark is amazing Dr God bless Dr's and staff at Westbury medical Centre.
- ✓ Dr. Kirilov quickly response.
- ✓ The professionalism of Dr. Kirilov.
- ✓ They explained to me what the problem was and how to sort it out. And what to do if it continues. And what to look out for.
- ✓ Very nice telephone manner and solve ur inquiry best they can.
- ✓ Everytime I've had to the doctors, I've been listened to.
- ✓ Blood test.
- ✓ The staff have been helpful, when I need them.
- ✓ Efficient and knowledgeable service during telephone consultation.
- ✓ Everyone was very helpful.
- ✓ Some receptionist helpful will do what they can to help. Doctors very thorough and helpful.
- ✓ The physician associate I spoke to was very helpful and thorough and answered my questions and didn't rush me.
- ✓ Dr Sinclair was very prompt phoning and saw me in the surgery took a photo of my mole on my back . Phoned me back later and made an appointment to see Dr Steinberg on the 6th aug . I am very satisfied considering the problems at the moment.
- ✓ It was more understanding
- ✓ We always receive wonderful care and support from all the doctors at the Surgery.
- ✓ Great staff and appointment booking is efficient.
- ✓ Very helpful answering every question very professional Fast , efficient and caring service. Cx