FFT Monthly Summary: August 2020

Westbury Medical Centre
Code: F85031

Surveyed Patients: 200
Responses: 48

Extremely Likely	30
Likely	11
Neither Likely nor Unlikely	1
Unlikely	2
Extremely Unlikely	4
Don't know	0
Total	**48**

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.

- ✓ Friendly efficient staff.
- ✓ We are looked after 5 star. thank you all.
- ✓ Just one great service from begging to end
- ✓ See message to dr Steinberg.
- ✓ I had a very thorough examination and explanation in a very friendly way.
- ✓ Friendly nurse but she didn't introduce herself. Would recommend doing that as best practice, particularly when it is a different nurse to the one booked with. Not sure why you don't have nurse appointments on for more than 2 weeks?
- ✓ As I like my surgery, I feel very comfortable with certain members of staff, especially Dr Steinberg, Dr Kirilov and Physician Associate YM, they are very professional. JH, AK and TH are lovely and polite, never abrupt members of staff and they always make you feel welcome.
- ✓ The Doctor I spoke to was so helpful and attentive and reassuring
- ✓ Quick and efficient.
- ✓ Very helpful nice well come
- ✓ The Dr I spoke to was very concerned and went into the problem I had thoroughly.
- ✓ The services rendered
- ✓ A majority of the receptionists are very polite and helpful and my experience with the doctors has always been positive
- ✓ It's quite easy to get a telephone consultation and there isn't a long wait
- ✓ Great drs.... clean environment....