

FFT Monthly Summary: September 2020

Westbury Medical Centre

Code: F85031

Surveyed Patients: 245

Responses: 55

Extremely Likely	37
Likely	13
Neither Likely nor Unlikely	1
Unlikely	2
Extremely Unlikely	2
Don't know	0
Total	55

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.



- ✓ I'm very thankful as the DR call me on time. was very understanding and reassured me that she will order the test that I need.
- ✓ Pleasant staff and very efficient.
- ✓ Everything was done in an efficient manner.
- ✓ Doctors and the nurses are very helpful
- ✓ Friendly reception staff and clean hygienic environment
- ✓ Found the staff very helpful.
- ✓ Friendly, helpful staff
- ✓ Everyone in the surgery is very helpful and understanding.
- ✓ All the staff are kind and helpful to their patient. and always smiling
- ✓ Despite the current circumstances we're in, the surgery has continued to provide adequate care and services for its patients.
- ✓ Super-efficient, friendly and accommodating. Great remote appointment service.
- ✓ I felt I was listened to and I now have the next step to take.
- ✓ Very happy with the remainder text's, and the reception staff are very helpful in person or on the phone.
- ✓ Efficient and professional service.
- ✓ Nurse communication
- ✓ Extremely likely
- ✓ Every time I ring up all staff very helpful x
- ✓ Very helpful and friendly staff nothing is too much plus the GP and clinicians always have time to explain everything very clear