



FFT Monthly Summary: October 2020

Westbury Medical Centre

Code: F85031

Surveyed Patients: 300

Responses: 76

| | |
|-----------------------------|-----------|
| Extremely Likely | 58 |
| Likely | 10 |
| Neither Likely nor Unlikely | 2 |
| Unlikely | 1 |
| Extremely Unlikely | 5 |
| Don't know | 0 |
| Total | 76 |

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.



- ✓ Receptionist polite and helpful.
- ✓ Generally can get an apt fairly quickly and had a good experience with the doctors.
- ✓ Listened my problem and explained me properly and advised me what. To do
- ✓ 1. I was called at right appointment time. 2. Nurse was polite. 3. Injection I was given to my Satisfaction
- ✓ Excellent service and the staff so polite
- ✓ Doing the best you can in difficult times
- ✓ The helpful staff The service I received was outstanding. The doctor was very knowledgeable and made me feel comfortable
- ✓ Dr E S she was amazing, really nice, she answered all my questions
- ✓ Dr S is as usual so knowledgeable and helpful. The surgery seems to be managing well the covid measures.
- ✓ They are very kind and helpful
- ✓ Because I'm very pleased with the attitude of my GP.
- ✓ Efficient consultation, pleasant atmosphere.
- ✓ Because I always receive very good service
- ✓ Staff very friendly and efficient . My GP DR IK is the best doctor . Looks after us well and I am very happy with his medical advice and care
- ✓ Amazing doctor
- ✓ Because you asked me a question so I send you the answer
- ✓ Because they give us good services when we need them thank you
- ✓ Because I'm happy with your services
- ✓ Very happy
- ✓ Excellent service, friendly people, good advice.
- ✓ The response time was good ,likewise the quality of service.
- ✓ Because I am pleased with the service as always
- ✓ Brilliant service really happy
- ✓ Because of good service and politeness
- ✓ Always good service from Westbury that's why I'm still here for over 30 years

- ✓ Would been very good if I was in the surgery speaking face to face
- ✓ I find reception staff , nurses and doctors both professional and courteous.
- ✓ Polite and friendly
- ✓ I GOT LOOKED AFTER VERY GOOD
- ✓ Was a good service was seen straight away politely greeted
- ✓ Very thorough and friendly.
- ✓ Couldn't attend today as nowhere 2 park explained 2 lady very helpfully got another appointment 4 me.