

FFT Monthly Summary: February 2021

Westbury Medical Centre

Code: F85031

Surveyed Patients: 335

Responses: 95

Extremely Likely	72
Likely	15
Neither Likely nor Unlikely	3
Unlikely	2
Extremely Unlikely	3
Don't know	0
Total	95

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.



- ✓ Very Professional and Expert Knowledge, Always Supportive to Patients medical needs.
- ✓ Punctuality and professional work .thank you
- ✓ The welcoming Was Great and the hygiene
- ✓ Easier to get phone consultation now than face to face
- ✓ A very quick and efficient service was provided. The phone was answered within minutes. A telephone consultation was booked for an hour later and my needs were met with professionalism and care.
- ✓ I like the way doctor treated me
- ✓ Because I believe it's a fair answer
- ✓ The service was friendly, efficient and helpful.
- ✓ Always helpful
- ✓ The service was good
- ✓ The staffs very helpful and the Dr gave plenty of time to talk with me
- ✓ Very happy with my doctor, however, certain staff within the surgery could break a smile, it cost nothing. Otherwise would have been 5
- ✓ Friendly and caring and very helpful
- ✓ Efficiency
- ✓ Helpful and informative
- ✓ I had a great experience, the doctors and the lady's from reception desk was very kind and helpful! Thanks!
- ✓ I got go talk to a doctor quicker than before lockdown and discussed everything. Thank you.
- ✓ Very polite

- ✓ Response to the survey I got from you thanks.
- ✓ Because I'm happy with the service. Thanks.
- ✓ When I rang this morning both ladies I spoke to were very helpful very pleased with the service thank you.
- ✓ Very good attitude from the reception and my GP.
- ✓ Got a call back appointment within 2 hours of my initial call. The doctor was very good, and organised my sample kit to be ready for collection on same day.
- ✓ Very pleased with service received this morning. Was able to addressed concerns raised with appropriate action plan.
- ✓ I am very happy with their services
- ✓ Well I am always happy when I see my favourite doctor who understands me well as I am always look after by other workers I am very happy with my surgery.
- ✓ It's quick service and good
- ✓ Informative. Be far better if IT allowed better access to reports
- ✓ It was quick and efficient.
- ✓ Yeah it was very good when I was speaking to Dr Steinberg
- ✓ The doctors at the Westbury medical centre have provided an excellent service regarding my on-going and new medical conditions. Covid-19 has restricted access to the surgery but the doctor's appointments and consultations via telephone have been very informative, helpful and reassuring during this difficult time.
- ✓ Doctor was able to answer my question and there was no need for another call back. Very satisfied
- ✓ The appointment was on time and the GP explained everything clearly. As a non-native speaker I appreciate that she made sure I understood everything.
- ✓ When I phone the surgery the receptionist is polite and helpful the doctors also are v good I was unwell recently and the doctor phoned me and left medicine for me at the reception which really helped v pleased with my surgery.
- ✓ The follow up phone consultation was thorough and unhurried and the way my call to reception was handled was very courteous.
- ✓ The Doctor contacted me as arranged on the correct day and time and following discussion informed what she would do.
- ✓ Very good
- ✓ Problem was sorted in a minute.
- ✓ Because the service was good
- ✓ Friendly nurse
- ✓ Always get great service whenever I call or go to the surgery, from the front desk to the Drs everyone is helpful
- ✓ Because he explained everything in detail and was willing to go over anything I was concerned about and didn't rush me
- ✓ Friendly staff. Appointment ran on time.
- ✓ Suited my requirements
- ✓ Because they were prompt and supportive.
- ✓ 1) I only had to provide a couple of key words for the consultation when booking so didn't have to have repeat conversations. 2) Appointment was 09:15 an hour after my call. I was expecting a call in the afternoon. 3) the call came at 09:16 which was brilliant. 4) I felt listened to throughout the call 5) It was easy to follow the steps when sending photos 6) the findings came back really quickly an and a prescription is ready for me this afternoon. It would have been even better if 1) I was reminded of the name of the condition I have 2) How to take the medication eg 3x daily for a week or 2x daily for a fortnight (appreciate the chemist will have that info hophop)
- ✓ They are very helpful and they are understanding
- ✓ Staff are very polite and helpful
- ✓ Very happy with the doctors and staff and the service I receive
- ✓ Ok. I'll never answering....
- ✓ Very good services fast and high quality , well experienced and professional doctors with good attitude, very welcome and patient receptionists!
- ✓ Appointment on time, professional medical support
- ✓ PA KM was extremely helpful, professional and diligent
- ✓ Seen on time, very efficient and friendly service by practice nurse
- ✓ The doctor was compassionate and did enquire about matters that are relevant but wouldn't have been seen as such by me.