

## **FFT Monthly Summary: April 2021**

**Westbury Medical Centre** 

Code: F85031

**Surveyed Patients: 348** 

Responses: 96

Extremely Likely	68
Likely	22
Neither Likely nor Unlikely	2
Unlikely	2
Extremely Unlikely	2
Don't know	0
Total	96

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.



- ✓ It was quick, efficient and the nurse was nice.
- ✓ The phone was answered well and my requests were dealt with pleasantly also the telephone consultation was dealt with swiftly.
- ✓ The whole team are very good. They have done very to keep the practice running smoothly during these times.
- ✓ Because whenever I need a visit or consultation, the staff can find something for me.
- ✓ The doctor understood my requirements and gave the required appropriate advice.
- ✓ Quick and efficient job from the nurse. The nurse was very nice person!
- ✓ Swift responses most of the times.
- ✓ Helpful and informative, listened and didn't rush the appointment thanks.
- ✓ Because I am satisfied.
- ✓ GP I spoke to was very helpful.
- ✓ Service was good but had to wait a week for telephone consultation.
- ✓ Very efficient.
- Caring and professional.
- ✓ 1-very good thanks.
- ✓ Because they are very helpful.
- ✓ Always happy to help.
- ✓ Good service provided by doctors and surgery staff.

- ✓ Really reassuring phone call, incredibly helpful GP, very resourceful and calming.
- ✓ Because I am very pleased.
- ✓ The advice given was very clear.
- ✓ 2 good.
- ✓ Very helpful staff, professional, I felt listened and supported.
- ✓ Supportive and helpful operators and efficient telephone consultations.
- ✓ I have been a patient for over 20yrs and I have always felt safe and respected and cared for the receptionist are polite and helpful I love my surgery.
- ✓ Very professional, kind and dealing fast with patient's health issue.
- ✓ Because the practice has been helping me a lot with my health problems.
- ✓ Telephone consultation with the nurse. Discussed a personal matter, and was told to phone back if I needed any further support and help. Personalised care which made me feel listened to and valued.
- ✓ Because of the pandemic, I thought it was going to take longer than one day. I am very impress of how the surgery dealt with it.
- ✓ I'm very satisfied with the service that's why.
- ✓ Very friendly doctor and quick and easy consultation.
- ✓ Good service but a 25 min wait to get through to reception on the phone.
- ✓ I had a very responsive and understanding doctor.
- ✓ Yes, it is mostly because in person things are more straightforward. The doctor called me back to check which blood indices I need to be tested for. If that was in person then this would have been in written form to avoid any mistakes/misunderstandings.
- ✓ She was patient, understanding and was very informative.
- ✓ Thank you.
- ✓ I was dealt with in a very polite and professional manner.
- ✓ Because she was very polite, respectful and kind.
- ✓ Always friendly, professional and caring staff.
- ✓ Because of the good service.
- ✓ Service was very good thank U.
- ✓ I'm very happy with this Doctor She is very professional and always understand.
- ✓ Helpful and she will do best to solve the problem.
- ✓ The Doctor treated my problem very well.
- ✓ Lady on the phone was very nice and helped me right away.
- ✓ Appointment on time and extremely helpful with what I needed to do Many Thanks.
- ✓ Overall my experience has been positive, with some really excellent professionals at the surgery. I would hope to give a 1 rating but there has been a a very worrying issue that took place just before the first lockdown that I would hope to discuss with someone as we come out of the pandemic. Other than this the doctors, nurses are all so highly trained where the care and concern is always about the patients. Today I spoke to Ms K M one of the physician associates, she was excellent, she discussed patiently my health concerns, advised any reassured me. I was really impressed and so grateful.
- ✓ Was very helpful and listened to everything I had to say!
- ✓ Because she listened to me, didn't rush me to get off the telephone, she moreover had empathy.
- ✓ Helpful and listen. Nice approach.
- ✓ Dealt with quickly, staff create a pleasant atmosphere.
- ✓ Because the centre is always friendly and helpful.
- ✓ The doctor was really friendly and communicated.
- ✓ Very polite dealt with my concerns very appropriately and didn't have to wait too long for the telephone appointment.
- ✓ I've been on the books for ages and have always had very good experience with the whole team from entering the reception until I leave.
- ✓ Cause I want too.
- ✓ I have been pleased with the service each time I come to the surgery thank you.
- ✓ I have been with surgery long time and I know.
- ✓ Always helpful and being extremely professional in providing a quality service to local citizens.
- ✓ He was kind, and listening and was able to give answers to all my questions and check the different things that needed attention. He was able to do it quick, but without making me feel he was in a rush to pass to the next patient.
- ✓ Friendly helpful staff and very polite.
- ✓ Everyone is always helpful and understanding.