

## **FFT Monthly Summary: May 2021**

**Westbury Medical Centre** 

Code: F85031

**Surveyed Patients: 341** 

Responses: 94

Extremely Likely	60
Likely	21
Neither Likely nor Unlikely	2
Unlikely	4
Extremely Unlikely	6
Don't know	1
Total	94

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.



- ✓ Doctor MS is absolutely amazing. He is very caring and does not stop till he finds a solution or cure for my illnesses. He is very knowledgeable and makes me feel safe and comfortable.
- ✓ Friendly efficient staff
- ✓ I give this answer because everything was ok but I prefer face to face consultation.
- ✓ GP appointment available (by phone) when requested. Prompt call and helpful advice given. GP did not rush appointment and showed genuine interest and care.
- ✓ The treatment I receive following my booking a telephone appt is very good. What stops it being 1. is that generally you don't read post/emails in it's just filed always correctly but where some action needs to be taken it is usually not taken unless I follow it up.
- ✓ I am also satisfied with your service
- ✓ Perfect service
- ✓ The GP was very helpful
- ✓ Because I was happy with Westbury Medical Centre
- ✓ Always very helpful
- ✓ Overall very happy with the service
- ✓ Because it is my duty
- ✓ The practitioner rang me as arranged. She took my details and prescribed accordingly.
- ✓ Quick service, attention to my problems not in a rush to move on to next patient. Actual progress in my treatment
- ✓ I have been particularly pleased with the care and attention shown by the doctors when do telephone consultation.
- ✓ I found that the person I spoke with was very helpful.
- ✓ She explained in a very well

- ✓ The nurse very nice.
- ✓ The service needed was accordingly provided
- ✓ Answered all my questions and she was polite and caring.
- ✓ Very professional, expert and polite service.
- ✓ Good service
- ✓ I gave that answer because although my English is not so good, the doctor tried to ask and to explain me everything in simple ways
- ✓ Prompt appointment, professional service, short waiting time, informed on steps taken during the appointment and next steps
- ✓ I am satisfied with Dr. IK, because he is careful and is from my country and it is easier for me to communicate to help me with my problems !!!
- ✓ I got great help during my telephone visit
- ✓ IK was quick, to the point and supportive
- ✓ It was a good experience
- ✓ Very helpful and friendly reception, and likewise with the doctors.
- ✓ Appointment was quick and i was called back quickly with a diagnosis and treatment
- ✓ The doctor was very supportive and very understanding and have time for me to answer the question that's a reason
- ✓ I've always found them to be very polite, professional & extremely helpful
- ✓ Because the nurse was very helpful and listened very carefully to my problems
- ✓ Clinician was very thorough and pleasant.
- ✓ The nurse was very efficient and pleasant. Cx
- ✓ Happy Efficient and very polite service
- ✓ Had a great experience, thanks!
- ✓ Because both the doctor and the translator were very kind, the doctor called a second time, since I needed an interpreter, the doctor asked me enough questions to study my problem and referred me to do a pelvic echo
- ✓ The physician was excellent in solving my issue I find them better than doctors actually
- ✓ Always being happy with my appointments.