FFT Monthly Summary:

Westbury Medical Centre
Code: F85031
Surveyed Patients: 259
Responses: 58

Extremely Likely	**35**
Likely	**15**
Neither Likely nor Unlikely	**2**
Unlikely	**1**
Extremely Unlikely	**4**
Don't know	**1**
Total	**58**

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.

- ✓ Reception staff are always helpful and accommodating to assist you despite the demands and pressure on both the GP and Nurses.
- ✓ I have always found the staff and service I get from Westbury Medical Centre absolutely impeccable.
- ✓ Principle physician, he is friendly and family as well as treat patients impartially regardless of creeds and colours.
- ✓ First time visit for me very nice.
- ✓ The Receptionist are polite an helpful and my requests are always dealt with quickly. The doctors and medical staff are sensitive and respectful.
- ✓ Helpful
- ✓ Someone always answers the phone. I can book appointments easily. They refer quickly when needed. My Doctor is really pleasant and explains everything. You don't have to wait too long to be seen. So far so good.
- ✓ Is because I have perfect treatment from my GP Dr MS to all receptionist it was good always to come in for my appointment with a joyful heart.
- ✓ Very supportive.
- ✓ Good understanding n kind environment
- ✓ Excellent service of care at all visits.
- ✓ Good service despite the pressure.
- ✓ Very good service
- ✓ Trying to get an appointment
- ✓ Have always been satisfied with the care and respect given by doctors and staff.
- ✓ Knowledgeable and friendly staff
- ✓ Prompt service and very caring doctor.
- ✓ Confident in the doctors help and advice.
- ✓ I have concluded your doctors are very compassionate and try their best to make patients feel- they are doing their best to make whatever it is, much better or referring to the appropriate medical team to assist. The front staff, I find wonderful also. They have maintained a standard to deal with patients as people and individuals. Finally, Dr MS understand the geographic area and makes sure everyone understand this and everyone is cared for equally. This surgery is a fine example of medical care.