



FFT Monthly Summary: February 2019

Westbury Medical Centre
Code: F85031

Surveyed Patients: 385
Responses: 102

Extremely Likely	76
Likely	20
Neither Likely nor Unlikely	1
Unlikely	2
Extremely Unlikely	3
Don't know	0
Total	102

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.

- ✓ The GP took the time to help and listen. She was caring and competent.
- ✓ *I managed to get an appointment quickly, the practitioners that saw me were efficient and open to discuss my problems and offered good treatment and solutions. Was overall very happy.*
- ✓ I always get informed and polite service
- ✓ *I am always impressed with the professionalism and politeness and friendliness of the reception staff. I am always happy with the Drs that I see. They are sensitive and patient.*
- ✓ Sorry I meant 1
- ✓ *The practice with me, my husband and child is excellent! The nurse is an amazing lady and so is Dr MD!*
- ✓ Everybody was kind and everything went well
- ✓ *Well look after*
- ✓ I was seen promptly and dealt with in a pleasant and efficient way. It would have been better if I, having been to A&E and been given a diagnosis, could have simply phoned up to get a referral to a Physio.
- ✓ *Both the GP and the reception staff were very helpful*
- ✓ Good service helpful staff
- ✓ *Everyone from reception to doctors is so pleasant and helpful, and the waiting room is a comfortable place to sit.*
- ✓ Friendly and welcoming
- ✓ *The service is very good I've been in the surgery most of my life as a patient and they are very helpful all the staff*
- ✓ Efficient, knowledgeable and easy.
- ✓ I found the receptionist pleasant and helpful. The nurse was wonderful, friendly patient and kind. She took the time to find out about me I did not feel rushed. Thank you.
- ✓ *Staff J is really helpful and nice and the doctors are very nice to.*
- ✓ Because I am happy to be positive when asked about a good service!
- ✓ *My main reason for my answer is, my practitioner listened to what I was saying and rather than go on hunch she has sent me for a blood test for further testing to be sure.*
- ✓ Prompt and friendly and most of all received the right treatment needed
- ✓ *Personal detail attention from the GP and respect often shown by the staff.*
- ✓ Everybody' helpful , kind & understanding
- ✓ *I have been with this GP from 1991. I like their services the Doctors are very understanding.*
- ✓ I was given an urgent appointment on the day. Staff were efficient called back as soon as a cancellation was made to offer the appointment to me.
- ✓ *All the staff members that I Interacted with were friendly and extremely helpful. They provided me with clear information and reassurance.*
- ✓ It's good surgery down the road
- ✓ *I felt very welcomed by the receptionists and Dr. , as well a clean ambient.*
- ✓ Polite staff
- ✓ *Family surgery which always delivers services with excellence, from entrance to exiting.*
- ✓ Great GP
- ✓ *My doctor- AP is always polite and caring. Listen to my health issues. Thank you*

- ✓ A majority of my interaction with staff at Westbury Medical Centre has always been positive
- ✓ *I found the receptionists always helpful when I am there. Thanks*
- ✓ Friendly and professional staff. Saw an associate physician with my 9 month old little girl, very calm, thorough and confident.
- ✓ *Always good service*
- ✓ Both the Dr and the Student was very helpful and polite. Thank you
- ✓ *your services is good fast and your staff has good customer service making you feel well before treatment nt*
- ✓ Staff very helpful and feel confident everyone is doing best for me have tried to get blood pressure improved may now have succeeded thank you
- ✓ *Very patient staff*
- ✓ Good Health care Professionals. A multi-disciplinary team
- ✓ *receptionists are friendly, efficient and polite. MJH (seen Twice) Excellent clinician and very good manner JH (seen once) knowledgeable, approachable and helpful*
- ✓ Good care received.
- ✓ *very very good receptionists. Very professional and friendly especially Beverly. Everyone is always so nice at this Surgery*
- ✓ Very good and competent receptionists. Helpful and courteous. HARDWORKING
- ✓ *Always an Excellent Service + experience Extra Extra Helpful*
- ✓ Quick service
- ✓ *Polite staff*