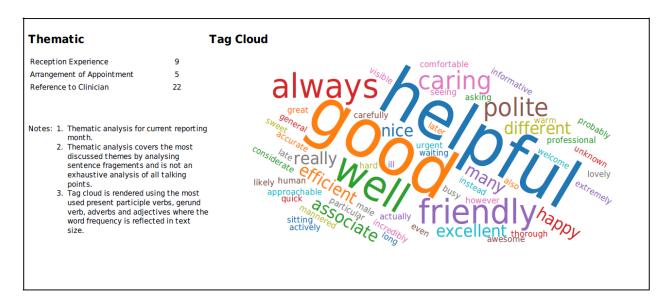


FFT Monthly Summary:



Westbury Medical Centre

Code: F85031

Surveyed Patients: 390

Responses: 84

Extremely Likely	56
Likely	23
Neither Likely nor Unlikely	2
Unlikely	2
Extremely Unlikely	1
Don't know	0
Total	84

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 was very helpful and listened carefully to our situation and advised us very well
- √ Good customer service with a smile
- ✓ I always get seen on time when I am seeing this particular nurse, she's always polite, well-mannered and approachable. As asset to your team. Nurse MS. X
- √ Waiting time
- ✓ My doctor
- ✓ The doctor was accurate and polite. One of the receptionists was as well the other one not a lot and she didn't pay attention in what I was asking. I had a positive experience in general.
- ✓ I was seen on time and my questions were answered.
- \checkmark My concerns have been solve , I had really good care
- ✓ Dr ES very good and actually listens to your concerns and involves you in discussion
- ✓ I like Dr MD, she is very human and understanding. I had to wait a month to be seen however: during that time went to a&e three times and had to see 2 different hub doctors. one experience with male hub doctor wasn't good.
- ✓ The staff
- √ Warm welcome very helpfull
- ✓ Polite staff lady sitting nearest door deserves praise as also very caring and considerate. Helpful staff and excellent drs who listen.
- ✓ The clinic was quick and helpful
- ✓ GP attitude was very goos

- √ 1 extremely likely
- ✓ Friendly receptionists, who know and remember patients, visible good team relationships between admin staff and GP's only downside is busy and can be hard to book appointment- but can always get seen if urgent.
- ✓ Competence. I trusted the advice
- ✓ Very nice and helpful doctor
- ✓ Efficient service good GP's
- ✓ Different Doctor
- ✓ Efficient staff and service, well done
- ✓ Great staff
- ✓ My appointment with the nurse MS was excellent today, she is professional, caring and a credit to your practice.
- Dr MS and ES are always thorough when consulted and there's no hesitation to carry out further tests or referrals
- ✓ Very helpful receptionist and felt well cared for by GP Associate LM.
- ✓ U are all very nice and the service is very good what u give
- ✓ I have given informative information by YM and she listened to me even when I side tracked from my issue..
- ✓ The staff were friendly and helpful and incredibly patient with patients who didn't speak English. My only issue was that my appointment was 20 minutes late.
- ✓ Physician Associate LM took the time to talk through everything with me and was very helpful.
- √ Very happy with all work in the surgery Been with this surgery since I was born 66 years
- ✓ The very good service I received from Dr ES she is very friendly with me . Very sweet person
- ✓ Doctor was very helpful and friendly. He answered all of my questions. He concerned my health issues. many thanks
- ✓ 2 instead of 1 because you need more doctor to speed up the process of doing things, but this is not anyone's fault because there's too many patients. But hospital appointments are too long for some appointments. Some are a few months later which is a shock. I'll probably die or get worse from unknown illness during that time.
- ✓ Dr. ES is awesome and so caring that makes you feel really comfortable to be seen by.
- ✓ I was happy...
- ✓ Lovely Dr IK and staff
- ✓ I am pleased with your services