

## FFT Monthly Summary: July 2019

**Westbury Medical Centre** 

Code: F85031

**Surveyed Patients: 393** 

Responses: 83

Extremely Likely	57
Likely	16
Neither Likely nor Unlikely	1
Unlikely	1
Extremely Unlikely	6
Don't know	2
Total	83



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.

- ✓ I'm always able to book an appointment, staff at receptionist all very kind, polite and helpful. Doctors are always understanding and helpful too.
- ✓ recommend Westbury medical centre to my friends and family
- ✓ Stood in line this morning to get an appointment. The nurse that I saw, can't remember her name upstairs room 6, was patient, helpful and friendly. She listened with a smile and we joked about personal conversations.
- ✓ Good reception from the front desk team. Knowledgeable GPs and nurses.
- ✓ The main reason is the good attitude of Doctors and staff specially Mrs.JH .She is very cooperated and very politely to make a weekly schedule for my dressing
- ✓ I feel you are better than the rest. Very pleasant And helpful with staff that will always try to do their best:GPS all very good: But I like Dr ES x
- ✓ Doctors are very welcoming and pleasant. Receptionist are efficient.
- ✓ I always get the best treatment
- ✓ Service customers is excellent on the reception, they are very kind, friendly, very patient they give us necessary information and advice.
- ✓ Everything went well and everyone was nice to
- ✓ Nothing to fault with any aspect of service other than the appointment being a bit short and potentially rushed.
- ✓ Good patient service
- ✓ Prompt efficient service, very helpful.
- ✓ I have been registered at this surgery for many years and consistently receive a high standard of care where I feel listened to and treated with respect.

- √ Good service
- ✓ The doctors/nurses/physician associates provide the best care they can
- √ Always kind professional and nice
- ✓ The GPs and the Colleagues and indeed the Front staffs all are he helpful and supportive and good listeners for better & positive actitation's. .
- ✓ Reception staff was very nice and easy to talk to and my dr listened to my symptoms then explained to me so nicely why I was feeling those problems without rushing me
- ✓ Everyone is friendly and helpful.
- ✓ Because everyone who works there are kind and friendly to everyone
- ✓ Good service
- ✓ I had great service today from JH and she deserves to be recognised. Thankyou JH
- ✓ Friendly efficient reception staff. They are clearly very busy but always polite and helpful.
- √ Friendly people
- ✓ It has the best service that I've seen and been.
- ✓ The person who dealt with me was very caring and helpful
- √ I've been a patient with the surgery for over 50 years, it's always had lovely doctors and staff.
- √ Very professional helpful took time to answer our guestions. Thank you
- √ Very kind doctor
- ✓ Rarely see a doctor but clinic nurses are always