

FFT Monthly Summary: November 2019

Westbury Medical Centre
Code: F85031

Surveyed Patients: 249
Responses: 53

Extremely Likely	37
Likely	11
Neither Likely nor Unlikely	0
Unlikely	1
Extremely Unlikely	3
Don't know	1
Total	53



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.

- ✓ Seen in time
- ✓ Friendly and super helpful staff. It is almost a pleasure to be ill :)
- ✓ Friendly staff/ nurse.
- ✓ The nurse practitioner was super helpful and friendly
- ✓ Friendly attentive and on time service
- ✓ Very friendly, helpful and professional
- ✓ Everyone are really polite and responsive
- ✓ No rush ,proper check-up done and best the explanation very happy
- ✓ Excellent service, excellent health professionals
- ✓ JH went above and beyond to ensure that I got good service.
- ✓ I am very happy with staff and the Doctor's.
- ✓ Everybody is nice and polite and caring.
- ✓ Good care of DR
- ✓ Great, friendly staff!
- ✓ Good service
- ✓ On time and friendly service
- ✓ Because the Clinic text me to take preventive measures against Flu & Shingles which I have just been vaccinated for. I totally agree with Prevention.
- ✓ Excellent Service.