



## FFT Monthly Summary: March 2023

Westbury Medical Centre

Code: F85031

Surveyed Patients: 342

Responses: 95

Extremely Likely	78
Likely	12
Neither Likely nor Unlikely	3
Unlikely	1
Extremely Unlikely	1
Don't know	0
<b>Total</b>	<b>95</b>

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.



### Recommended:

- ✓ Very friendly and very helpful
- ✓ Very good answered all my questions and gave good advice thankyou keep up the good work
- ✓ The practice nurse was really kind and gentle doing my cervical smear. I was also worried about my blood pressure which she took and referred onto the GP as it was high. Her clinic was running behind, but she didn't make me feel rushed.
- ✓ They were polite, and I didn't have to wait too long before my appointment.
- ✓ I explained my problem and received confirmation the following day with some solutions, thank you
- ✓ My answers are answered effectively
- ✓ Prompt, fast and efficient Helpful and informative
- ✓ The lady was very polite and professional and. most helpful
- ✓ Dr IK is one of the BEST doctors I have seen in UK. That's the main reason I give your surgery the highest score. Also, the Reception team is very professional and friendly.
- ✓ We did not wait for long, seen on time, doctor was very good
- ✓ Yes
- ✓ Best staff members ever especially the tow lovely ladies who work at the reception. I do love my gp very much
- ✓ Staff were helpful and polite
- ✓ Excellent service

- ✓ Because she listened and understood what was wrong
- ✓ Doctor this morning was very caring and friendly
- ✓ I answered the survey
- ✓ Because every time I ask for an appointment, I get it as soon as possible
- ✓ The Physician was knowledgeable, professional, and friendly
- ✓ Because very helpful as ways to help me
- ✓ Because of the time and the attention, the doctor gave me. She also seeks for further attention to help with my problem.  
Thank you
- ✓ Had a nice experience there with Dr MS, and when JH is in reception
- ✓ Dr MS was very knowledgeable and sent me resources for me to gain an insight on my condition, he answered all of my questions in detail and made me feel confident about seeing positive results after the treatment that he recommended, I am very happy with his service.
- ✓ I was well look after and please with everything
- ✓ Professional, courteous, and helpful service. Easy to communicate with and reach
- ✓ Dr. MS is always very professional and caring. He always takes his time and explains everything clearly.
- ✓ Felt really listened to by Dr in appointment, and not time wasting. Reception helpful and polite
- ✓ The receptionist was very helpful and soft spoken towards me
- ✓ As the nurse was extremely kind, caring and very professional.
- ✓ Great with patient, listening to the patient
- ✓ No complaints whatsoever
- ✓ Very good service
- ✓ I have no negative thoughts about the GP. They are always extremely helpful and very lucky to have a GP like Westbury medical centre thank you
- ✓ Seen quickly, not much waiting, GP that gives time and listens
- ✓ Always very helpful and polite
- ✓ Due to efficiency
- ✓ Good service
- ✓ All was straight forward. No problems.
- ✓ The doctor was very good in explaining things overall with a good customer service skills
- ✓ well attended by the physician
- ✓ I am very happy with the service, thank you
- ✓ Seen very quickly and doctor was very helpful and knowledgeable
- ✓ Easy to talk to
- ✓ I found the reception and the nurse dealing with me very good
- ✓ I'm very happy from the people in this medical center. Thank you
- ✓ Got an emergency appointment and the doctor was helpful
- ✓ I was treated warmly like I mattered.
- ✓ I am satisfied with Dr. IK whenever I need his professional help, he is always there
- ✓ Because I am always very well coming, everyone is very kind and do the best to make us happy and safe. I feel very well to have this wonderful team doing their best for all of us. God bless you all
- ✓ Polite receptionist, appointment helped with issue and was very informative

**Not Recommended:**

- ✓ Not happy
- ✓ The receptionists are awful. Rude and not sure about what they are doing. Sometimes they are argumentative