

FFT Monthly Summary: December 2024

Westbury Medical Centre

Code: F85031

Surveyed Patients: 393

Responses: 95

Extremely Likely	75
Likely	11
Neither Likely nor Unlikely	2
Unlikely	1
Extremely Unlikely	6
Don't know	0
Total	95



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.

- ✓ Good
- ✓ I have been seen on time
- ✓ I needed a face to face. But at least I got a phone call
- ✓ Always helpful and polite.
- ✓ I was seen on time and Pria listened to me
- ✓ Excellent Professional and Experienced Dr.
- ✓ Kind, Friendly and sympathetic to Medical problems.
- ✓ Because of all the years I have been a patient there I have never had a bad experience with the doctors, nurses or the receptionist all have treated me with respect.
- ✓ Promt response to all problems, and always very polite
- ✓ A very good customer service, a very good care and a very friendly service. The Westbury Medical centre have the best service.
- ✓ I was explained in detail about diabetes and other health issues
- ✓ Good communication, prompt issue if repeat scripts, very helpful reception staff & excellent doctors & Phys Assocs & nurse! Couldn'
- ✓ Very good
- ✓ Efficient and effective service

- ✓ Because she is doing a great job for me
- ✓ Speedy service, kind staff
- ✓ Helpful staff, simple booking/check in process, clean
- ✓ I didn't take long to be seen
- Very efficient, friendly and knowledgeable doctor
- ✓ It's always a pleasure to have people who cares
- ✓ I got what I needed staff was friendly
- ✓ The Drs is very good n Caring n get to the bottom of things.
- ✓ PA KM is always there to listen and help support me with every health matter I might have. She's understanding of mental health, compassionate and caring
- ✓ In general, most of the doctors I have seen have been excellent. Very attentive, kind and no hesitation for a referral when necessary.
- ✓ My concerns were addressed well and was listened to. Plus they were polite and professional.
- ✓ Good service but needs to wait 20 min after my appointment to get in.
- My experience with your service was good because staff were all very informative, patient and nice
- ✓ Receptionists are polite and helpful.
- ✓ I was quick to see a doctor even though there wasn't any appointments left because the physician associate could tell I had an infection and asked the GP to fit me in
- ✓ Was given a quick appointment
- ✓ Hill telephoned Westbury medical centre early morning I spoke to the receptionist she was so calm polite to book a telephone appointment which I did I went to pick up my prescription which isn't ready until tomorrow again politeness kindness compassion goes a long way that's all we need from the doctors
- Reception and physicians are always helpful and treat patients with care. I feel that they are doing their best to help.
- ✓ Everything was good
- ✓ Very good service, staff very experienced
- ✓ Because it is good
- ✓ Very well explained the fact, also what it can be done to be able to feel better with the back problem
- ✓ Dr Steinberg was very helpful and understanding.
- ✓ Always receive great help and care
- Pleasant and friendly reception staff and an emergency appointment with a PA who was clear, professional and friendly. Keep up the good practise.
- ✓ I am always satisfied with the visit in my GP, i always feel like they really trying to help and they really care, i want to thank you them for this
- ✓ Excellent clinical staff -- GPs, nurses, physio -- and expert, professional and lovely receptionists
- ✓ Good understanding good speaking friendly thanks
- ✓ Happy with the care and outcome
- ✓ Managed to get an appointment on the same day, when i was seen i received an adequate advice
- ✓ I felt the service is excellent
- ✓ Helpful
- ✓ Very good
- ✓ As services is second to none. Always looked after me and taken a prompt action.
- ✓ I was treated with understanding and empathy. Thank you
- ✓ The gp practice provides am excellent service.
- ✓ Prompt callback, good advice.
- ✓ Nice service
- ✓ PA KM is a brilliant, caring person, always to take my needs into account with kindness and respect.
- ✓ Amazing nurse
- ✓ I am impressed with the medical staff.